

Non-Financial Information Statement 2022.



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01. General.

1.1 Introduction.

This non-financial information statement has been prepared in accordance with the requirements of Law 11/2018, of 28 December, modifying the Commercial Code, the consolidated text of the Corporate Enterprises Act 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.

The European Commission's guidelines on the presentation of non-financial reporting (2017/C 215/01), derived from Directive 2014/95/EU, were also considered in its preparation.

The provisions of the Global Reporting Initiative's Guide (GRI Standards) for sustainability reporting were also considered, together with other internal frameworks.

The Non-Financial Information Statement for 2022 was prepared from the records of IFEMA MADRID.

1.2 IFEMA MADRID'S DNA.

Focused on the mission.

We create and promote global environments to connect people, companies and society, boosting competitiveness through excellence and added value. IFEMA MADRID has a clear objective: to create value to make people, businesses and society grow, while driving economic and social value for Madrid and for Spain. We are a project that looks beyond our borders with international ambitions. We look 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, business and sector development through our potential as a source of inspiration, knowledge and creation of business opportunities. We strive to stay at the forefront of the sector, organising fairs, conventions and all kinds of musical and leisure events, through operational excellence and high-quality service.

Always true to our values:

Close and committed

Personable, close, empathetic and committed, we focus on the things that matter, collaborating and helping sectors and companies along the way. We believe in sharing a new horizon to generate opportunities, transferring knowledge and promoting innovation.

Dynamic and inspirational

Creative, dynamic and innovative We seek out 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 propositions and alliances. We are agile, flexible and realistic, meeting expectations while seeking excellence.

Sustainable and transparent

All our actions are based on transparent relationships, guided by thoroughness and objective criteria. We offer relevant and 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, not only directly through our own activity, but also by forging alliances with our stakeholders to promote proactivity in 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 have decided to lead the development of sustainability in the complex trade fair and temporary events sector which, due to their transitory nature and high levels of attendance, can have a potentially harmful impact on the environment.

IFEMA MADRID is part of the

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

1.4 Business model.

IFEMA MADRID is the leading trade fair operator in Spain and a major player at the international level.

We also own the Recinto Ferial and have been entrusted with the management of Madrid's Palacio Municipal de Congresos for more than three years.

Our operations take place mainly in Madrid. Although we hold some events in other countries, this is generally in association with local operators. We also work on projects in other provinces whenever there is an opportunity and the circumstances are right, such as the Moda Cálida fashion show in Gran Canaria.

We have the following lines of business:

- Holding, creating and producing our own in-house trade fairs. IFEMA MADRID has a calendar of nearly 70 in-house trade fairs across various sectors.
- Holding trade fairs and events on a co-organisation basis with other operators, sharing projects based on a partnership policy that seeks to enrich the trade fair calendar and foster synergies.
- Exporting trade fairs to other countries, in a co-hosting model with local operators.
- Renting out space and services to external operators for trade fairs, congresses and other events.
- International consultancy projects for facilities and development of trade fairs and congresses.

Our main lines of development currently focus on various areas:

- Product diversification, especially with regard to leisure events, where IFEMA MADRID has begun to position itself as an ideal venue for all types of activities and as a co-organiser.

- Digitalisation, using tools to make management more efficient and to generate contact scenarios that complement in-person trade fairs, which is particularly important in the current circumstances.
- Internationalisation. In our current model, we need to promote our presence in new markets, and to increase international participation in events held in our facilities. Fostering exports is a core objective for our customers, which we have fully adopted.

1.5 Materiality.

This section describes the processes that determine our significant issues and aspects from a sustainability standpoint, and our annual strategic objectives.

These processes are directly aligned with the recommendations and guidelines of the ISO regulations, which have been adopted by IFEMA MADRID and inspired by the EFQM standard. Accreditation under these regulations is one of our medium-term corporate goals.

The study conducted to determine the most important **Sustainable Development Issues And Environmental Aspects** at IFEMA MADRID is conducted using a methodology linked to the ISO regulations that have been implemented and certified, particularly **ISO 20121:2013 Sustainable Events and ISO 14001:2015 Environment**.

Applying these criteria, this methodology is developed in the procedures 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"**.

With regard to sustainable development issues (MAS-PR-27):

The starting point is the reference list proposed in **ISO 20121**, analysing which of the items on the list are associated with, and affected by, our activity.

This resulted in identification of the **Issues for Sustainable Development**, which are classified in accordance with the three aspects of sustainability: economy, society and environment.

Following this initial selection, two steps are performed.

A) In general: evaluation of the issues identified based on five criteria:

- The extent of the issue's impact on stakeholders and sustainable development.
- The potential impact of acting or ceasing to act on the issue.
- The level of stakeholder concern about the issue.
- The potential effect of the action, considering the resources needed for its implementation.
- Current performance compared to current regulations and best practices for events.

With regards to the concerns of our stakeholders, all our stakeholder surveys since 2021 have included a question on which sustainable development issues are most important for them.

This survey has been performed with the following groups:

- Employees.
- Exhibitors.
- Visitors.
- Sponsors.
- External organisers.
- The media.
- Suppliers.

This model ensures that all parties are involved.

This information is assessed to identify which issues are most important. These findings are used to set out sustainability objectives, which are fully incorporated into our annual strategic objectives and/or specific improvement actions.

(See Annex 2)

B) For each IFEMA MADRID/co-organised event:

A **sustainability check-list** is used to assess the performance of all our own and co-organised events. The sustainability scores for each event are published in their final reports.

This ongoing analysis enables comparative study of trends in the sustainability performance of each event.

Our sustainability actions are published in an archive available to our entire workforce, enabling production units to share good practices, repeating initiatives that have been shown to be successful.

This enables us to instil the need to be proactive about sustainability in all our products, rather than limiting it to being a guideline or generic action by the company.

We also calculate two indicators to measure the level of sustainability of all in-house trade fairs and their common commitment to sustainability, with the results being compared every year to analyse and evaluate medium and long-term trends:

- The average sustainability of in-house trade fairs.
- The level of commitment to sustainability in in-house trade fairs, or the ratio of sustainability actions/ number of trade fairs.

(See Annex 1)

Environment:

We undertake more detailed analysis of the environmental aspect of sustainability to comply with the requirements of **ISO 14001**, focusing on aspects relating to this perspective

In order to determine the significant **Environmental Aspects**. This entails:

- Identifying and assessing the direct environmental impact of the activities, products and services that IFEMA MADRID can control or influence, and their associated environmental impacts under normal and abnormal operating conditions, to determine which have, or might have, significant impact on the environment from a life-cycle perspective
- Identifying and assessing the likelihood of environmental effects (incidents) associated with IFEMA MADRID's activity, to reduce the risk to people and the environment as far as possible.

Evaluation criteria for the environmental aspects identified:

Normal situations:

- Frequency
- Danger
- Quantity
- Life cycle

Emergency situations:

- Likelihood of occurrence
- Control
- Severity

Aspects with high scores must be considered when establishing objectives and actions to mitigate their effects, as with sustainable development issues.

(See Annex 3)

1.6 Management approach.

IFEMA MADRID's management approach is based on its policy of defining an integrated management system that enables it to meet its commitment to continuous improvement, guaranteeing satisfaction for all its stakeholders. This is always consistent with our values.

This policy is consistent with and mapped to our governance principles for sustainable development.

IFEMA MADRID's Integrated Management System establishes a clear set of mechanisms for determining the risks and opportunities in our activity, the potential relationships with sustainable development issues, and how to control the potential effects, taking action when this is considered pertinent. All documents for the Integrated Management System are included in the proquo document control tool, to which all our employees have access.

IFEMA MADRID acts with total **transparency**. All documents defining how we behave with others are published on our website and are available to all stakeholders.

The "CSR Master Plan" brings together and defines our sustainability actions and objectives.

IFEMA MADRID also has a Regulatory Compliance Committee, which is responsible for ensuring ethical behaviour and legal compliance.

Risks and opportunities:

Operational risks and opportunities are identified in the Process Monitoring and Measurement macro-process, which is one of the strategic processes in IFEMA MADRID's Integrated Management System.

Risks and opportunities are detected from three sources:

- The processes in the Process Map.
- The Sustainable Development Issues and Environmental Aspects.
- The global SWOT analysis by the Management Committee (annually, although this can be extended to three years if it remains valid).

Once identified, the risks and opportunities are assessed using two criteria:

- Likelihood of occurrence
- Criticality of effects.

Events are scored from 1 to 5. These values are multiplied to give the final result, which measures the scale of the risk or the significance of the opportunity. Risks and opportunities are considered significant if their score is 12 or more.

There are two methods for addressing these:

- Setting objectives.
- Setting actions.

These actions and objectives are monitored regularly, evaluating their effectiveness annually.

(See Annex 6)

Strategic planning:

IFEMA MADRID has a Strategic Planning process (SIG-PR-41) that follows the EFQM model to determine its annual strategic objectives.

The Management Committee coordinates contributions from the entire management team in this process/procedure, through preparation and assessment of SWOT analyses.

- Each member of the Management Committee presents a SWOT analysis prepared with the areas for which they are responsible.
- The Quality and CSR Department collates all the contributions into a single document, cross-referencing them in a relational matrix.
- The Management Committee receives the SWOT analysis again with the most significant assessments, which it uses to set objectives that:
 - Mitigate the threats.
 - Harness opportunities.
 - Reduce weaknesses.
 - Build on strengths.

Each objective is assigned to a manager, with at least one indicator or KPI to measure performance. The Quality and CSR Department develops these objectives into action plans, activities and indicators with the managers responsible for them.

These action plans, activities and indicators are monitored by the Quality and CSR Department through the proquo document control tool, which is accessible to all employees. The degree of compliance is included in the annual Review Report by the Department.

(See Annex 5)

CSR Plan:

The CSR Master Plan is an annual document setting out the company's commitments in relation to corporate social responsibility.

It contains information about strategic objectives relating to sustainability, actions established as a result of the sustainable development assessment, and any significant environmental aspects. The CSR plan also includes any other activities that the company performs as part of its commitment to society (such as corporate volunteering programmes).

IFEMA MADRID is fully committed to the Sustainable Development Goals (hereinafter, SDGs) approved by the United Nations in 2015. For this reason, our CSR Plan is linked to achieving them. They are an fully integrated into our strategic business management. This is reflected in several aspects:

- In our "Governance Principles for Sustainable Development", IFEMA MADRID undertakes to comply with, foster and promote responsible economic, social and environmental practices.
- Sustainability is one of the core values in IFEMA MADRID's culture (be sustainable and transparent).
- Sustainability is one of the pillars of the "IFEMA MADRID Strategic Plan".
- IFEMA MADRID has signed up to the United Nations Global Compact and is committed to complying with its 10 principles.

- IFEMA MADRID is a signatory of the Ministry of Ecological Transition's "Circular Economy Pact", committing to work on its 10 actions, particularly by driving improvements in points 1, 3 and 4.

Contribution of IFEMA MADRID to the SDGs (CSR Reference 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:

- Internally, through publication on the intranet.
- Externally, through publication on the IFEMA MADRID website.

The Plan sets out lines of action, which are divided into specific objectives, with actions to perform them and indicators to measure performance.

This is monitored every six months, with the report being submitted to the Management Committee.

(See Annex 4)

Monitoring and measurement of the management approach (indicators dashboard and review by management):

There are indicators to measure the degree of performance for each process, objective and aspect in this culture. Some of these indicators are monitored annually, while others are monitored every four or six months, or as appropriate.

They are all included, with their conditions and characteristics, in the Indicators Dashboard, in which the Quality and CSR Department updates the values with the frequency established.

There are three types of indicators in this dashboard:

- **Core:** these measure the degree of compliance with the strategic objectives, either because they are the result of the Strategic Planning process or because the Management Committee decides to include them.
- **Processes:** these measure the results or performance level.
- **Culture:** these measure the degree of integration of aspects of the culture into the organisation's performance.

Those corresponding to sustainability can be divided into:

- **Core:** those referring to strategic objectives with the strategic line assigned (promoting sustainable development).
- **Processes:** those that refer to sustainability processes.
- **Culture:** these are differentiated by aspects of the culture, one of which is sustainability.

The indicators can also relate to:

- **Control:** there are no associated improvements for these, but they do have thresholds that require analysis and corrective actions if they are exceeded.
- **Improvement:** those with an associated improvement (strategic objectives, operational objectives, etc.).

In addition to the regular monitoring on which action is taken, at the end of each year, the Department prepares a review evaluating the performance of the indicators and defining which aspects require action in the coming year.

(See Annex 7)

Regulatory Compliance Committee (RCC):

The Regulatory Compliance Committee (RCC) is an internal standing committee. It is a collegiate and multidisciplinary body, comprising representatives of the main business areas. It has competence and independent powers of initiative and control, and reports to the Executive Committee of IFEMA MADRID. The RCC's mission is to monitor, execute and ensure, to the extent possible, compliance with the duties of supervision, vigilance and control of the Institution's compliance risks.

It meets regularly and is responsible for verifying compliance with the policies, checking progress reports on the actions and strategies implemented by IFEMA MADRID in relation to Risk Prevention, the Code of Conduct and Regulatory Compliance policies in general.

Sustainability Group:

In 2022, it was decided to create an interdisciplinary group - the Sustainability Group - to define and perform projects related to sustainability, endeavouring to select subjects that would involve the workforce and foster a culture of sustainability.

It is coordinated by the Quality and CSR Department and comprises representatives of the following areas:

- Trade Fair Services.
- Technical.
- Security and Self-Protection.
- HR.
- Communication and Press.
- Marketing.
- Trade Fair Business.
- Conventions.

The Group meets bi-monthly and undertakes projects in work groups that report to the group on a monthly basis. The projects performed in its first cycle were:

- Unification of the sustainability contents in documentation for exhibitors, developing standard texts that are now included in all Exhibitors' Guides.
- Separation of waste in office areas, replacing individual waste paper bins with clean points.
- Improvements in several areas of the staff canteen:
 - Encouraging consumption of water from jugs rather than plastic bottles.
 - Processing leftovers for subsequent consumption.
 - Reduce waste by raising consumer awareness.
- Comprehensive communication plan to ensure that sustainability information reaches the entire workforce directly.

After these projects were completed, three others were prioritised. These were planned and started during the year and will be performed in 2023:

- Promote sustainable mobility:
 - Study the travel habits of our employees through a survey to consider the appropriateness of proposals to encourage more sustainable mobility models (carpooling, public transport).
 - Other possibilities for exhibitors and visitors will be studied at a later date.

- Internal guide for sustainable trade fairs (continuation of similar guides for exhibitors and visitors published in the previous year).
- Alliances with suppliers for joint initiatives:
 - Understand their sustainable actions in relation to the provision of their products and/or services at IFEMA MADRID to study the possibility of collaborating to increase impact.

The group has a suggestion line on the intranet where employees can make suggestions and report concerns.

Two related communities have been created on our internal social network - yammer - in relation to this theme:

- Sustainability community
- Volunteers community

A group of committed people has been generated - the "Sustainability Influencers" - to act as spokespeople for employees on the importance of acting and communicating initiatives.

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

Continuing the policies implemented in response to the pandemic and the Contingency Plan created to deal with it, at the start of 2022 we were fully compliant with all regulations on the use of masks, safe distancing, capacity and distribution of hand sanitisers.

COVID-19 passports were required at trade fairs to ensure safety and control. The following events were subject to this requirement:

- Fitur
- Intergift
- Bisutex
- Madrid Joya
- Momad
- Intersicop
- Sicur
- Tecnova Piscinas
- Arco Madrid

This led to a considerable increase in the number of complaints and claims. However, the percentages were not significant and a robust level of safety was achieved that prevented any outbreaks at our events.

The measure was lifted in March with the relaxation of the law and the general improvement in the pandemic situation.

Since then, all fairs and events have operated under normal conditions without any significant incidents.

Regarding the impact on the business, the situation returned to normal during the year, having overcome the restrictions (initially legal and subsequently psychological), which were mainly related to travel. Trade fairs such as Fruit Attraction have demonstrated that the pandemic is no longer a barrier to attracting large numbers of international participants.

Our Covid Control Group remained active until March, when it was decided that regular meetings were no longer necessary, although it has not been disbanded in case future incidents occur.

In addition to relaxing the measures gradually, this group was responsible for updating information for exhibitors and visitors and for notifying all stakeholders of the new situation.

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02. Environment.

2.1 Environmental management.

Our commitment to sustainability involves efficient use of the planet's natural resources, which we manage in a responsible way to ensure that our operations are environmentally friendly and promote the preservation of our surroundings.

Since 2019, IFEMA MADRID has certified its Integrated Management System under international standards ISO 14001:2015 for Environmental Management, ISO 20121:2013 for Management of Sustainable Events, and ISO 50001:2018 for Energy Management.

Every year, we undergo internal and external audits of each of the certified ISO standards. These are conducted by a certification company accredited by ENAC.

One finding related to non-compliance with environmental regulations was detected in the 2022 audits:

- Although IFEMA MADRID has a connection licence for the sanitation network and has applied for a discharge permit to the sanitation collector, this has not yet been received.

Our strengths include achieving the following milestones in environmental matters:

- 1)** We have reduced the ratio of scope 1 and 2 greenhouse gas emissions (carbon footprint) from trade fairs by almost 90% in the last six years.
- 2)** We have reduced our ratio of electricity consumption by 13.63% compared to 2019.
- 3)** We have reduced our ratio of consumption of natural gas by 26.70% compared to 2019.

4) We have reduced the ratio of waste generation at trade fairs by almost 60% in the last five years.

5) We have increased the percentage of waste recycled by 94.83% in the last five years, from 42.91% in 2018 to 83.6% in 2022.

6) Electricity consumption in all our facilities has been 100% supplied from certified renewable sources since 2020.

7) We have invested in sustainable mobility with accessible public transport and parking for electric cars, bikes and scooters.

8) 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 on all stands offered by IFEMA MADRID.

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

10) 90% of carpet used is recyclable, which consumes fewer natural resources during manufacture, transforming into polypropylene or paraffin for use as raw material in other production processes.

The environmental ratios for 2021 stated in this report (consumption of natural resources, energy, water, raw materials, tonnes of CO2 emitted and waste generation) do not match those published in the 2021 Non-Financial Information Statement, which are now consolidated after financial verification. Figures for tonnes of CO2 emitted have also been adjusted after publication of the new conversion factors by MITECO in June 2022.

Commitment to the environment:

Our **Integrated Management System** Policy clearly defines IFEMA MADRID's commitment to the high quality and sustainability of our events, and to be energy efficient and responsible towards the environment.

The new Managing Director reviewed and approved this policy in September 2022 (version 02).

The new approved version has been published on the website and the intranet, with physical copies in some office spaces for staff who do not have direct access to a computer.

By making this declaration, and in line with its purpose and governance principles for sustainable development, IFEMA MADRID is seeking to ensure that all stakeholders are aware of its commitment to guaranteeing quality, sustainable development, respect for the environment, efficient energy consumption and the safety of people. These factors are all considered in the design and management (marketing and production) of our own events and when providing spaces and services for external events.

The General Management of IFEMA MADRID has, therefore, established its Policy for the Management of Quality, Safety, Energy, Environment and the Sustainability of Events, in which it undertakes to:

- Integrate quality, the environment, energy, event sustainability and emergency management in a common system that ensures excellence and efficiency in management through continuous improvement.
- Comply with all applicable legislation and regulations, the requirements of international standards and those identified by stakeholders and established internally.
- Comply with the Principles of Governance for Sustainable Development in the management of our own events, space management and infrastructure maintenance, promoting exemplary standards in economic development, environmental improvement and accountability to society.
- Support and promote Security and Self-Protection plans that analyse risks in planning, the origin and development of the processes, operating the facilities and providing services for the activities that take place, achieving optimum levels of effectiveness and efficiency in the protection of people, information and the venue itself. This is based on planning, prevention, preparation and protection against all existing and emerging threats, consistently with applicable crisis management and business continuity processes should such risks materialise.
- Support the Occupational Risk Prevention plan, continuously monitoring compliance with health and safety standards to eliminate and minimise risks to workers.

- Set objectives to ensure continuous improvement of processes, event sustainability, environmental and energy performance, well-being, pollution prevention, environmental protection, efficient management of energy consumption, public and personal security, providing the information and resources necessary to achieve the objectives and comply with this policy.
- Consider environmental aspects and impact, and energy performance in the management of events organised by IFEMA MADRID, and in space and services management and infrastructure design and maintenance, throughout the cycle, in order to minimise any harm caused by these events and to promote the careful use of resources and environmental protection.
- Promote energy savings and efficiency in activities by developing the existing energy management system.
- Encourage research and development, choosing efficient innovation and quality in the management of events organised by IFEMA MADRID, space management and infrastructure maintenance.
- Provide training and raise awareness in the workforce at all levels, establishing the appropriate channels of communication and participation among all employees.
- Continue to procure energy-efficient products and services and work with suppliers whose facilities, products and services are managed in an energy-efficient manner, supporting design activities that improve energy performance.
- Comply with stakeholder requirements in a satisfactory manner, anticipating their needs and expectations in a professional, ethical and transparent manner.
- Foster our international presence.
- Regularly review the degree of effectiveness of the Integrated Management System to detect weaknesses and adopt the necessary improvements, documenting the progress made.

Resources allocated to preventing environmental risks in 2022, and provision of resources for 2023:

2022	Euros/year
Human resources (Quality and CSR Department, Technical Department, Safety and Self-Protection Department, and Trade Fair Services Department).	<ul style="list-style-type: none"> • Cost of the four departments: €9,460,518. • Cost of consultancy and greenhouse gas emissions verification: € 5,434 (3,654+1,780). • Maintenance and audit costs ISO 9001-14001-20121-22320-50001 (internal and external): €11,200. • Fire service cost: €180,608.
Technical resources (Investment and expenses)	<ul style="list-style-type: none"> • Cost of regulatory maintenance (RITE, chillers, electrical, cooling towers, fire protection and air quality): €691,073.40. • Hazardous-waste management cost: €1,592.97. • Damage policy: €318,062.96. • Public liability policy: €106,037.40.

2023 forecast	Euros/year
Human resources (Quality and CSR Department, Technical Department, Safety and Self-Protection Department, and Trade Fair Services Department).	<ul style="list-style-type: none"> • Cost of the four departments: €9,486,740. • Cost of consultancy and greenhouse gas emissions verification: € 5,434 (3,654+1,780). • Maintenance and audit costs ISO 9001-14001-20121-22320-50001 (internal and external): €7,100. • Fire service cost: €180,608.
Technical resources (Investment and expenses)	<ul style="list-style-type: none"> • Cost of regulatory maintenance (RITE, chillers, electrical, cooling towers, fire protection and air quality): €691,073.40. • Hazardous-waste management costs: €1,600. • Damage policy: €328,348.22. • Public liability policy: €118,204.44.

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

Significant fines and penalties:

During the first quarter of every 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".

Here, we understand the item "Environmental aspect" as meaning any element of the activities/products/services of IFEMA MADRID that can interact with the environment and generate an impact. This impact 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 or consumed in our facilities but by personnel outside the organisation. It can, however, still be quantified. If it is potential, it means it is an emergency situation or incident.

The purpose of 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 impact on the environment from a life-cycle perspective. These are direct and indirect environmental aspects.
- Annual determination of potential environmental incidents that are significant or relevant, with the aim of reducing the risk to people and the environment as far as possible.

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 2022:

Direct and indirect environmental aspects were identified: by type and area of occurrence, activities or places in IFEMA MADRID where they are generated and their associated environmental impact.

Type of aspect	Area of occurrence	Description/ Aspect	Activity/Place of origin	Associated environmental impact
Direct and indirect	Generation of non-hazardous waste	Paper, cardboard	Offices, additional activities, preparation, holding and dismantling of trade fairs and events	Soil pollution, visual impact
Direct and indirect	Generation of non-hazardous waste	Plastics, empty containers	Offices, additional activities, preparation, holding and dismantling of trade fairs and events	Soil pollution, visual impact
Direct and indirect	Generation of non-hazardous waste	Wood	Preparation and dismantling of trade fairs and events	Soil pollution, visual impact
Direct and indirect	Generation of non-hazardous waste	Trade fair carpeting	Preparation and dismantling of trade fairs and events	Soil pollution, visual impact
Direct and indirect	Generation of non-hazardous waste	Glass	Food and drink	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	C&DW	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct and indirect	Generation of non-hazardous waste	Mix of inert and organic material	Food and drink, offices, additional activities, preparation, holding and dismantling of trade fairs and events	Soil pollution, visual impact
Direct and indirect	Generation of non-hazardous waste	Organic waste	Food and drink, offices, additional activities, preparation, holding and dismantling of trade fairs and events	Soil pollution, visual impact
Direct and indirect	Generation of non-hazardous waste	Type I sanitary waste similar to urban (type I)	Offices, preparation, holding and dismantling of trade fairs and events	Soil pollution, visual impact
Indirect	Generation of non-hazardous waste	Used cooking oil	Food and drink	Soil and water pollution, visual impact
Direct	Generation of non-hazardous waste	Scrap	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	WEEE	Offices, maintenance	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	Toner	Offices	Soil pollution, visual impact
Indirect	Generation of non-hazardous waste	Pruning waste	Maintenance	Visual impact
Direct	Generation of non-hazardous waste	Used maintenance oil	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	Contaminated empty containers	Maintenance (unusual conditions)	Soil pollution, visual impact

Type of aspect	Area of occurrence	Description/ Aspect	Activity/Place of origin	Associated environmental impact
Direct	Generation of non-hazardous waste	Contaminated empty containers	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	Contaminated absorbent material	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	Paint sludge	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	Batteries	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	Batteries, accumulators	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct and indirect	Generation of non-hazardous waste	Fluorescent lighting	Maintenance	Soil pollution, visual impact
Direct and indirect	Generation of non-hazardous waste	WEEE	Maintenance	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	Fluorescent lighting	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	WEEE	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct	Generation of non-hazardous waste	Empty aerosols	Maintenance (unusual conditions)	Soil pollution, visual impact
Direct and indirect	Generation of non-hazardous waste	Type III sanitary waste	Offices, holding trade fairs and events	Soil pollution, danger to people
Direct and indirect	Generation of non-hazardous waste	Grease from grease separator	Maintenance (unusual conditions)	Soil and water pollution
Direct and indirect	Atmospheric emissions	Noise	Preparation, holding and dismantling of trade fairs and events	Noise
Direct and indirect	Atmospheric emissions	Vehicle combustion gases	Preparation, holding and dismantling of trade fairs and events Maintenance	Air pollution
Direct and indirect	Atmospheric emissions	Gases from combustion equipment (boilers, generators)	Offices, additional activities, and halls holding events	Air pollution

Type of aspect	Area of occurrence	Description/ Aspect	Activity/Place of origin	Associated environmental impact
Direct	Consumption of natural resources	Diesel oil	Preparation, holding and dismantling of trade fairs and 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, additional activities, Holding trade fairs and events	Reduction of natural resources
Indirect	Consumption of natural resources	Butane	Holding catering trade fairs and events	Reduction of natural resources
Direct and indirect	Consumption of natural resources	Electrical	Offices, food and drink, additional activities Preparation, holding and dismantling of trade fairs and events	Reduction of natural resources
Direct and indirect	Consumption of natural resources	Drinking water	Offices, additional, food and drink, Preparation, holding and dismantling of trade fairs and events	Reduction of natural resources
Direct	Consumption of natural resources	Reclaimed water	Gardens	Reduction of natural resources
Direct	Consumption of natural resources	Paper, cardboard	Offices, additional activities, food and drink	Reduction of natural resources
Direct and indirect	Consumption of natural resources	Trade fair carpeting	Preparation of trade fairs and events	Reduction of natural resources
Direct and indirect	Consumption of natural resources	Paper, cardboard	Offices, additional activities, food and drink Preparation of trade fairs and events	Reduction of natural resources
Direct and indirect	Waste water discharge	Waste water to the sanitation network (toilets, changing rooms, kitchens, additional rainwater)	Offices, food and drink, additional activities, Preparation, holding and dismantling of trade fairs and events	Water pollution

Significant direct and indirect environmental aspects:

The following significant direct and indirect aspects, which are evaluated based on various criteria (frequency/hazardousness/quantity/life cycle), were detected in 2022 (comparing the data for 2021 with to 2020):

Significant direct/indirect environmental aspect	Associated improvement? (Yes/No)
Type I sanitary waste similar to urban (type I)	NO. In absolute terms, generation of this waste increased compared to 2020, as trade fair activity increased (more months of activity). This is classed as significant because this waste is sent to landfill, which, for the moment, must be the case due to its nature. It was decided not to set a target.
Sanitary waste (Type III)	

Potential environmental aspects with their preventive measures and associated risk levels:

The potential aspects associated with incidents are associated with a risk, for which preventive measures are established, with regular drills of those considered significant.

Type of aspect	Description/Aspect	Associated environmental impact	Preventive measures	Risk level
Potential	Gas leaks due to fire or explosion	Air pollution Danger to people	Preventive measures included in the self-protection plan Staff training Preventive maintenance and regulatory inspections of electrical installations and boilers	Significant
Potential	Noise emissions from emergency alarm activation	Noise	Central alarm maintenance	Not significant
Potential	Emissions of combustion gasses beyond all normal parameters due to boiler malfunction (incomplete combustion)	Air pollution	Perform planned preventive maintenance (burner control)	Not significant
Potential	Coolant gas emissions due to leaks from the air conditioning system	Air pollution	Perform regular leak checks Perform planned preventive maintenance on equipment	Not significant

Type of aspect	Description/Aspect	Associated environmental impact	Preventive measures	Risk level
Potential	Emissions of polluting particles into the air (ionising radiation, chemical and/or biological pollutants 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 pollution	Preventive measures included in the self-protection plan to prevent fires Staff training Preventive maintenance and regulatory inspections of electrical installations and boilers	Not significant
Potential	Oil spillage due to tank breakage or failure during loading or unloading	Soil pollution	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	Oil spillage due to malfunction of machinery in the facilities	Soil pollution	Perform preventive and regulatory machine maintenance	Not significant
Potential	Spillage of diesel, oil or coolant through the rainwater drain due to malfunction of trucks during loading, unloading or transfer	Soil pollution	Vehicle MOT expiry Regular maintenance according to manufacturer instructions Maximum speed in area 20 km/h	Not significant
Potential	Discharge of grease into the sanitation network due to malfunction of the grease separator or during its six-monthly cleaning	Soil pollution	Perform periodic emptying Fat removal every 6 months and its management as hazardous waste	Not significant

Type of aspect	Description/ Aspect	Associated environmental impact	Preventive measures	Risk level
Potential	Hazardous waste spill due to breakage of containers or due to failure during loading, unloading or transfer thereof	Soil pollution	Hazardous waste will be stored in an area designated for it - the Hazardous Waste Warehouse - away from rainwater drains or sewer drains Liquid and runny 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 pollution	Storage area away from the traffic of vehicles and mobile machinery Liquid and runny 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 pollution	Regular sanitation network cleaning. Have containment barriers for the entry of water. See measures in self-protection plan	Not significant
Potential	Discharged water with ash due to fire or explosion	Water pollution	Preventive measures included in the self-protection plan to prevent fires Staff training Preventive maintenance and regulatory inspections of electrical installations and boilers	Not significant
Potential	Intentional dumping (sabotage) of chemical products or hazardous waste in sanitation or rainwater drains	Water pollution	Training and awareness of IFEMA MADRID maintenance staff and outsourced cleaning company. Defined and segregated storage area. Prohibition information for exhibitors, external organisers, collaborating companies and staff IFEMA MADRID	Not significant

Type of aspect	Description/ Aspect	Associated environmental impact	Preventive measures	Risk level
Potential	Spillage of diesel, oil or coolant through the rainwater drain due to malfunction of trucks during loading, unloading or transfer	Water pollution	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 pollution	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 pollution	Perform periodic emptying. Fat removal every 6 months and its management as hazardous waste	Not significant

Significant incidents: fire/explosion and CBRN incident.

Three drills were performed in 2022. These were:

- 21 October 2022 - SALON LOOK trade fair - random armed attack for lockdown in Halls 12 and 14.
- 23 November 2022 - CONAMA IPM External Event - bomb/suspicious package threat and building evacuation.
- 21 December - Complementary Zone - fire with evacuation of building.

Significant fines and penalties:

No fines were imposed on IFEMA MADRID in this regard in 2022.

2.2 Atmospheric pollution.

2.2.1 Gas Emissions:

Energy sources and intended uses:

Energy sources: natural gas and diesel.

The IFEMA MADRID Recinto Ferial has three natural gas regulation and measurement stations (RMS) in the venue, which feed the combustion equipment or boilers located in the three engine rooms.

There are a further 12 small boilers or heaters for catering, with less than 1 MW of boiler and burner power, 11 of which are used to heat water (DHW) with the other being for the autoclave in the central kitchens.

There are also two diesel tanks to supply the generators in the event of emergencies.

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

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

Diesel is used to feed emergency generators in situations of network outage.

Measurement of emission sources:

Of the 27 emission sources at the Recinto Ferial 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:

- Eleven (type C) boilers and six generators at the Recinto Ferial. Seventeen in all.
- The three boilers in the Palacio Municipal.

In January 2020, of these 17 sources in the Recinto Ferial, ACB test measurement was performed on the "CO and NOx" emission parameters for the 11 boiler sources, and for "SO2, CO and Nox Particles" in the case of the 6 sources of the diesel-fuelled generators. This testing found that everything "complied" with the emission limits.

CAPCA authorisation requires regular measurement of the eleven boiler sources, so they were measured again (CO and NOx parameters) in December 2022. They were all found to be in compliance with the emission limits.

Combustion in non-industrial sectors 02 Activity: Commercial and institutional 02 01	Group	Code	Source 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	Source 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 1 SM1
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	13	Generator 2 SM1
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	14	Generator 3 SM1
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	15	Generator 4 SM1
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	16	Generator 1 SM3
Other rated thermal input (RTI) combustion equipment not specified above < 1 MWt	—	02 01 06 02	17	Generator 2 SM3

In January 2021, ACB test measurement was performed of the “CO and NOx” emission parameters for the three boiler sources in the Palacio Municipal. They were all found to be in compliance 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	Source No.	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

Therefore, no corrective or remedial action was necessary in this regard.

2.2.2 Noise emissions:

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

An ACB noise-measurement test was performed in April 2019, during the day, in the evening and at night, at four peripheral points of the exhibition site (north, south, east and west). See image.

All the measurement points were within the limits established in the Madrid City Council municipal ordinance against noise and heat pollution for such land use.

Therefore, no corrective or remedial action was necessary in this regard. Noise emissions will be measured again when the facilities or activities are changed or enlarged.



Image 1. Location of measurement points

2.2.3 Light pollution:

This aspect is subject to the following laws and regulations: RD 1890/2008, OF 14 NOVEMBER, ON ENERGY EFFICIENCY IN OUTDOOR LIGHTING INSTALLATIONS, AND COMPLEMENTARY TECHNICAL INSTRUCTIONS EA-01 TO EA-07. Article 2, point 3.

This regulation applies:

- a) To new facilities, modifications and extensions.
- b) To installations existing before its entry into force when this is deemed necessary through an energy efficiency study by the competent Public Administration.
- c) To installations that existed before its entry into force that are subject to major modifications and to extensions. A major modification is defined as one that affects more than 50% of the installed power or lighting.

The outdoor lighting installations of IFEMA MADRID pre-date the publication of this Royal Decree, therefore they do not fall within its scope of application. However, they will be adapted to comply with these legal requirements as they are updated in future.

2.3 Circular economy. Waste prevention and management.

IFEMA MADRID has defined its waste management system in instruction MAS-IT-26: “Waste Management”. This instruction describes the methodology followed to ensure adequate management of the waste generated from its activities, to ensure the protection of people and the environment, and to comply with applicable laws and regulations.

IFEMA MADRID has a NIMA code number as a Small Producer of hazardous waste (it reports all the hazardous waste it generates, which is less than 10 t/year, resulting in Small Producer status). It has reported to the Department of the Environment of the Community of Madrid that it produces more than 1,000 t/year of non-hazardous waste, complying with the provisions of Law 22/2011 on waste and contaminated soil and with Royal Decree 553/2020 on the movement 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 generated	EWC	Transfer operator	Destination (R/D)*
Paper, cardboard	Office, additional areas, halls with trade fair activity	200101, 150101	FCC and OPTIMA Agents hired by IFEMA MADRID	R
Plastics, empty containers	Offices, additional areas, halls with trade fair activity (taking place).	200139, 170203, 150102	FCC and OPTIMA Agents hired by IFEMA MADRID	R
Wood	Halls with trade fair activity (in assembly and dismantling)	200138, 170201	FCC and OPTIMA Agents hired by IFEMA MADRID	R
Glass	Food and drink in halls, Additional activities	200102, 150107	Ecoglass, collected by city council	R
Organic waste	Offices, Food and drink in halls, Additional activities	200108	FCC and OPTIMA Agents hired by IFEMA MADRID	R
Mixture of inert materials or residues (mixture of paper, cardboard, plastic, empty containers, wood, glass, scrap and carpet).	Halls with trade fair activity	200301	FCC and OPTIMA Agents hired by IFEMA MADRID	R&D
Carpeting waste	Halls with trade fair activity (in assembly and dismantling)	200139	ACTECO. Outsourced waste manager	R
Scrap metal	Maintenance	200140, 170407	GARMAN Outsourced waste manager	R
C&DW	Small works	170904, 170504	MAI containers Outsourced waste manager	R
Type I sanitary waste	Toilets	200301	RENTOKIL. Outsourced waste manager	D
Electrical and electronic waste	Offices, maintenance	160214	RECYTEL. Outsourced waste manager	R
Pruning waste	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

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

2.3.2 Hazardous waste:

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

Type of waste	Place generated	EWC	Transfer operator	Destination (R/D)*
Used oil	Maintenance	130205, 130208	FETRANSFER. Waste manager	R
Used oil	Trade fair activity (customer waste abandoned or contracted management service)	130205, 130208	FETRANSFER. Waste manager	R
Contaminated empty containers	Maintenance	150110	FETRANSFER. Waste manager	R
Contaminated empty containers	Trade fair activity (customer waste abandoned or contracted management service)	150110	FETRANSFER. Waste manager	R
Paint and varnish sludge with organic solvents or other types of dangerous substances	Maintenance	080113	FETRANSFER. Waste manager	R
Paint and varnish sludge with organic solvents or other types of dangerous substances	Trade fair activity (customer waste abandoned or contracted management service)	080113	FETRANSFER. Waste manager	R
Batteries	Offices, maintenance	200133, 160606, 160603	FETRANSFER. Waste manager	R
Batteries	Trade fair activity (customer waste abandoned or contracted management service)	200133, 160606, 160603	FETRANSFER. Waste manager	R
Batteries/Accumulators	Maintenance	200133, 160606, 160601, 160602	FETRANSFER. Waste manager	R
Batteries/Accumulators	Trade fair activity (customer waste abandoned or contracted management service)	200133, 160606, 160601, 160602	FETRANSFER. Waste manager	R
WEEE (Waste Electrical and Electronic Equipment)	Offices, maintenance	200135-61, 160213-21-22-41	FETRANSFER. Waste manager	R
WEEE (Waste Electrical and Electronic Equipment)	Trade fair activity (customer waste abandoned or contracted management service)	200135-61, 160213-21-22-41	FETRANSFER. Waste manager	R

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

Type of waste	Place generated	EWC	Transfer operator	Destination (R/D)*
Empty aerosols	Maintenance	160504	FETRANSFER. Waste manager	R
Empty aerosols	Trade fair activity (customer waste abandoned or contracted management service)	160504	FETRANSFER. Waste manager	R
Contaminated absorbent material	Maintenance	150202	FETRANSFER. Waste manager	R
Contaminated absorbent material	Trade fair activity (customer waste abandoned or contracted management service)	150202	FETRANSFER. Waste manager	R
Fluorescent lighting, bulbs	Maintenance	200121, 190213	FETRANSFER. Waste manager	R
Fluorescent lighting, bulbs	Trade fair activity (customer waste abandoned or contracted management service)	200121, 190213	FETRANSFER. Waste manager	R
Type III sanitary waste	Medical service, first aid kit	180103	RENTOKIL. Outsourced waste manager	D

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

There are 24 types of waste at IFEMA MADRID, 14 of which are non-hazardous and 10 hazardous. Three of these are eliminated (D) and 21 are recoverable (R), accounting for 87.5% of the total.

Quantities generated by type of waste and overall generation ratios:

NHW	Waste	2021 data (T.)	2022 data (T.)	2022/2021
Non-hazardous waste	Paper, cardboard	10.34	48.1	365.18%
	Plastics, empty containers	2.38	6.3	164.71%
	Wood	327.12	1629.058	398.00%
	Glass	12.504	19.764	58.06%
	Organic waste	5.88	0	-100%
	Mixture of inert materials or residues (mixture of paper, cardboard, plastic, empty containers, wood, glass, scrap and carpet).	2158.322	3921.83	81.71%
	Carpet	50.76	107.26	111.31%
	Scrap metal	3.962	6.55	65.32%

NHW	Waste	2021 data (T.)	2022 data (T.)	2022/2021
Non-hazardous waste	C&DW	39.02	22.88	-41.36%
	Type I sanitary waste	2.8807	3.268*	13.44%
	Electrical and electronic waste	0	1.504	100%
	Pruning waste	350	299	-14.57%
	Waste oil in oil separator	1	2	100%
	Used cooking oil	2.83	4.285	51.41%
Hazardous waste (HW)	Used oil	0	0.07	100%
	Contaminated empty containers	0.222	0.18	-18.92%
	Paint and varnish sludge with organic solvents or other types of dangerous substances	0	0.22	100%
	Batteries/Accumulators	0.092	0.487	429.34%
	WEEE (Waste Electrical and Electronic Equipment)	0.064	1.318	1959.38%
	Empty aerosols	0.006	0.0185	208.33%
	Contaminated absorbent material	0	0.0465	100%
	Fluorescent lighting, bulbs	0	0	-
Type III sanitary waste	Five units*	0.04228	-	

* During the first half of 2022, a new company was contracted to remove and manage sanitary waste. This gives us the data for type III sanitary waste in kg. From that date, estimates of type I sanitary waste are prepared based on the information provided by this manager on the average kg per container removed.

Absolute data (T.)	2021 data (T.)	2022 data (T.)	2022/2021
Non-hazardous waste	2966.69	6071.842	104.67%
Hazardous waste (HW)	0.38	2.38	526.92%
Total waste	2967.07	6074.22	104.72%

Waste generation ratios (invoicing calculated after verification)	2021 data (T.)	2022 data (T.)	2022/2021
Non-hazardous waste generation ratio (t/invoicing in €m)	30.08	32.35	7.56%
Ratio of hazardous waste generation (t/invoicing in €m)	0.004	0.013	217.35%
Waste generation ratio (t/invoicing in €m)	30.09	32.37	7.57%

The percentage of waste recycled in 2022 was 83.6% of the total waste generated, an increase of 20.46% compared to 2021, when it was 69.4%.

Measures to reduce waste:

- All assemblers are informed that they are responsible for managing the waste they generate during assembly and dismantling, and that they must pay for the right to use the containers if they want us to manage it for them.
- Carpet is not used at some trade fairs and events.
- The square metres of carpet used in the common areas have been reduced.
- Paper tickets and invitations have been almost completely eliminated.
- A guide to sustainable participation in trade fairs and events has been published to raise awareness among exhibitors, external organisers and assemblers. This guide includes ideas for reducing the waste they generate and managing it properly.
- The agri-food fairs held at IFEMA MADRID (e.g. Fruit Attraction, Intersicop and Meat Attraction) send surplus food to NGOs for use, reducing the amount of organic waste produced.
- We promote digitalisation to reduce consumption of printed paper (e.g. posters, plans, brochures, etc.).
- Reduction in the number of printers.
- Actions to raise awareness in the staff canteen to reduce organic waste.
- Awareness-raising actions to reduce the printing of brochures and use of merchandising material to a minimum. Any left-over materials should be suitable for reuse.
- Organising actions to raise awareness at fairs and events, encouraging exhibitors to design and manufacture stands using lighter, easier to recycle, reusable materials, etc. (e.g. awards for the most sustainable stand at FITUR, etc.).

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 of which are managed by CYII.

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

- Reclaimed water is used for irrigation in all facilities, which, in addition to reducing water consumption, uses purified water, giving it a second use and promoting the circular economy.
- Dry urinals in halls and changing rooms.
- Taps in all installations with water-saving roses.
- Electronic taps in halls and changing rooms.
- Efficient shower heads in changing rooms.
- Dual-flush toilets in halls and changing rooms.
- Environmental awareness and training for IFEMA MADRID staff.
- Posters by all taps at IFEMA MADRID from CYII to encourage visitors and IFEMA MADRID staff to turn off taps when they are not being used.

Total data (m³) - Recinto Ferial	2021 data	2022 data	2022/2021
Drinking water consumption (m³) year	65,188.00	86,501.00	33%
Reclaimed water consumption (m³) year	61,318.00	73,930.00	21%
Total water consumption (m³) year	126,506.00	160,431.00	27%

Total data (m³) - Palacio Municipal	2021 data	2022 data	2022/2021
Drinking water consumption (m³) year	3,623*	7,348	102.81%

* Consumption of water for fire extinguishing has now been included, which was not included in the 2021 Non-Financial Information Statement. From 2022, it will always be included.

The increase in total consumption of drinking water in 2022 compared to 2021 is due to activity resuming in the second half of 2021 and being back to normal in 2022.

Water consumption ratios Recinto Ferial (2022 invoicing calculated after verification)	2021 data	2022 data	2022/2021
Drinking water consumption (m3 year/invoicing in €M)	661.14	460.92	-30.28%
Percentage of regenerated water out of total water consumption (%)	48%	46%	-4.93%

Waste water discharge:

At IFEMA MADRID, all waste water from changing rooms, toilets, kitchens and laundries is discharged into the network of internal sanitation pipes that connects to the city council's sanitation network at a point located at the south gate.

This connection now has a municipal licence, but it still does not have a discharge permit from Madrid City Council. We are working to complete this administrative procedure by 2023 at the latest, as long as the public administration enables this. When the formalities are complete, we will carry out a discharge analysis in accordance with the law.

Sustainable water management plan:

IFEMA MADRID's Sustainable Water Management Plan was approved by Madrid City Council in November 2019. In November 2021, it passed a biennial audit on the degree of compliance, as required under the applicable municipal regulation.

Status of actions pending:

- **Ongoing:** A discharge permit has been requested and is expected to be granted. The connection licence was obtained in 2022. Once this procedure is complete, the public administration will begin the next procedures related to the discharge permit. This is expected to be completed in 2023, provided the public administration does not take too long to process it.
- **Completed:** the two meadows of the northern area have been planted with grass that requires less water.
- **Ongoing:** A smart watering system for the meadows will start operating in spring 2023. This is included in the conditions of the new contract awarded in July 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 (total)	2021 data	2022 data	2022/2021
Paper consumption (units) in year	705,000	751,875	7%
Carpet consumption (m ²) in year	338,807.50	646,962.80	91%

The increase in the total consumption of paper and carpets in 2022 compared to 2021 is due to trade fair activity resuming during the second half of 2021 and being back to normal in 2022.

Consumption ratios (2022 invoicing calculated after verification)	2021 data	2022 data	2022/2021
Paper consumption ratio (units/invoicing in €m)	7,150.10	4,006.37	-43.97%
Carpet consumption ratio (m ² /invoicing)	3,436.18	3,447.34	0.32%

We have introduced the following measures to reduce paper consumption at IFEMA MADRID:

- Flexible remote working.
- Digitalisation (Microsoft 365 implementation, Visual Space, CRM, etc.).
- Reduction in the number of printers.
- Digital signature of procurement procedures.
- Most tickets and invitations to in-house trade fairs and events are digital.
- Printed guides, brochures, etc. are reduced to the absolute minimum at in-house trade fairs and events.

We have implemented the following measures to reduce carpet consumption at IFEMA MADRID:

- We have stopped using carpeting at some in-house trade fairs, including ARCO, ESTAMPA, 100x100 MASCOTA and JUVENALIA.
- We have stopped using perimeter carpet around stands that connect with the corridors at most in-house trade fairs and events,
- All waste carpet generated at IFEMA MADRID is recycled.

2.4.3 Energy consumption and measures to improve energy efficiency:

Types of energy sources and their use:

Energy sources	Type	Use
Electricity	Indirect	Electricity supply
Natural gas	Direct	Heating, kitchens and main kitchen autoclave
Diesel	Direct	Vehicles/machinery and generators
Petrol	Direct	For vehicles/machinery
Butane	Indirect	To make paella, in the cafeterias by the outsourced catering company

Consumption:

Consumption data (total)	2021 data	2022 data	2022/2021
Electricity consumption (MWH)	18,548.52	25,996.83	40%
Natural gas consumption at the Recinto Ferial (MWH)	9,964.543	12,302.733	23.46%
Natural gas consumed at the Palacio Municipal (MWH)	1,245.337	1,126.308	-15.65%
Diesel A consumption (B7)(l)	4324.68	2117.54	-51%
Petrol consumption (E5)(litres)	849.42	1506.34	77%
Butane gas consumption (kg)	200	487.5	143.75%

Main consumption ratios (invoicing calculated after verification)	2021 data	2022 data	2022/2021
Electricity consumption ratio (MWH/invoicing in €m)	188.12	138.52	-26.36%
Natural gas consumption ratio (MWH/invoicing in €m)	112.48	70.62	-37.22%
Diesel A consumption ratio (L/invoicing in €m)	43.86	11.28	-74.27%
Petrol consumption ratio (L/invoicing in €m)	8.61	8.03	-6.83%

The following measures have been implemented at IFEMA MADRID to reduce consumption ratios and improve energy efficiency:

Initiative	Year
Installation of geothermal air conditioning to supply the Central building at Puerta Sur	2017
Replacement of the vehicle fleet with low or zero emission vehicles: seven vans for the use of technical staff have been replaced by electric vans (Kangoo ZE), two plug-in hybrid vehicles for commercial use and six plug-in hybrid vehicles for executives. The vehicles for security personnel are now electric.	2017
Replacement of conventional fluorescent lighting in offices in the South building with LED lighting	2018
Implementation of the SMARKIA digitalisation and automation platform to monitor energy consumption at the IFEMA MADRID site	2019
Renovation of LED lighting in halls, using lighting equipment with CRI>90 and point-to-point regulation system	2019
Replacement of conventional lighting in stands designed by IFEMA MADRID with LED lighting	2019
Installation of parking for electric cars with electricity certified as being 100% renewable	2019
Design and implementation of the "Live Connect Platform" for digital events	2020
Renewal of uninterruptible power supplies (UPS) with modular equipment, improving system performance	2021
Replacement of five small boilers with 58 kW power by new boilers that are more efficient for production of sanitary hot water.	2022

Use of renewable energy:

- 100% of the electricity supplied for IFEMA MADRID's facilities (Recinto Ferial and Palacio Municipal) is certified to be of renewable origin.
- Installation of geothermal air conditioning to supply the Central building at Puerta Sur.
- Replacement of the vehicle fleet with low or zero emission vehicles: seven vans for the use of technical staff have been replaced by electric vans (Kangoo ZE), two plug-in hybrid vehicles for commercial use and six plug-in hybrid vehicles for executives. The vehicles for security personnel are now electric.
- Changing rooms: installation of photovoltaic panels in changing rooms for self-consumption of electricity.
- Changing rooms: arothermal heat pump for air conditioning and DHW.

2.5 Climate change.

2.5.1 Carbon footprint, scope, calculation and reduction measures:

A company's carbon footprint is the sum of the greenhouse gas (GHG) emissions produced directly or indirectly by its activity in a given period. It is expressed in tonnes of CO2 emitted. These emissions accelerate climate change. The United Nations (UN) has warned that a more inhospitable world is just over the horizon if we do not reduce or eliminate them.

IFEMA MADRID set out to reduce its carbon footprint five years ago. The first step to achieve this was to measure it. This was done using the MITECO (Ministry for the Ecological Transition and the Demographic Challenge) measurement methodology, resulting in this calculation being officially registered and recognised.

The MITECO Registry records the efforts of Spanish companies, administrations and other organisations to calculate, reduce and offset greenhouse gas emissions from their activity.

IFEMA MADRID calculates the carbon footprint for the previous year during the first half of the next year. It currently has the following seals for its carbon footprint:

- Cálculo (I calculate) seals for 2017, 2018 and 2019.
- Cálculo y Reduzco (I Calculate and Reduce) seals for 2020 and 2021 (the latter achieved in July 2022).
- We want to renew our "I Calculate and Reduce 2022" seal in the first half of 2023.

At IFEMA MADRID, we have reduced our emissions ratio (tCO2/invoicing in €m) by 90% in the last six 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 heating during the winter.
- to supply kitchens.
- for domestic hot water (DHW) in refreshment areas.

b) Diesel consumption A (B7)(unit: litres):

- for maintenance machinery for the facilities (pallet trucks, forklifts, platforms, etc.).
- for generators (six in total, four in SM1 and two in SM3, and two diesel pumps).
- for three of our own vehicles.

c) Petrol consumption (E5)(unit: litres):

- for maintenance machinery for our facilities (brush cutters).
- for two IFEMA MADRID commercial vehicles that are used for activities performed by IFEMA MADRID (meetings, administrative and commercial activities, etc.). These were replaced by hybrid vehicles in May 2019. There are also several private vehicles belonging to IFEMA employees that are used for travel.

d) Butane consumption (unit: kg):

- used occasionally to support the cafeterias in the halls

e) Coolant gas leaks during air conditioning/ refrigeration in summer (unit: kg).

These are estimated as a proportion of charges of coolants in 2022.

• Scope 2:

Electricity consumption of all facilities.

Calculating the carbon footprint:

2022 data:

The above criteria were used to calculate the emissions identified for each source, the activity data and the emissions factor in the calculation year (June 2022).

Carbon footprint, scopes 1 and 2 - 2022	2022 data	Emission factor (*)	KGC02 2022 (**)	Ratio KG CO2/ invoicing (M€)
Electricity consumption (KWH)	25,996.836	0	0	0.00
Natural gas consumption (KWH)	1,3252,672	0.182	2,411,986.304	12,741.61
Diesel A consumption (B7)(l)	2,117.51	2.52	5,336.1252	28.19
Petrol consumption (E5)(litres)	1,506.34	2.25	3,389.26	17.90
Butane gas consumption (kilos)	487.5	2.99	1,460.55	7.72
R134A coolant gas leaks (kg)	0	1300	0	0.00

KCO2 total	TC02 2022	Ratio tCO2/2022 invoicing
DATA MISSING	2,422.17	12.80

(*) Emission factors. Register of carbon footprint, offsetting and carbon dioxide absorption projects of the Ministry for Ecological Transition and the Demographic Challenge. June 2022.

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

Carbon footprint, scopes 1 and 2 - 2022	KGC02 2022	% of total emissions 2022
Electricity consumption	0	0.000%
Natural gas consumption	2,411,986.30	99.58%
Diesel A consumption	5,336.13	0.22%
Petrol consumption	3,389.27	0.14%
Butane gas consumption	1,460.55	0.06%
R134A coolant gas leaks (kg)	0	0.00%

Compared to previous years:

General data	TCO2	Ratio tCO2/invoicing (€M)
2017	15,674.46	132.72
2018	15,182.83	109.62
2019	12,287.10	65.64
2020	2,448.37	40.54
2021	2,889.94	29.31
2022	2,422.17	12.91
% 2022/2021	-16%	-56%
% 2022/2020	-1%	-68%
% 2022/2019	-80%	-80%
% 2022/2018	-84%	-88%
% 2022/2017	-85%	-90%

Data	% of total emissions 2020	% of total emissions 2021	% of total emissions 2022
Electricity consumption	0.000%	0.000%	0.000%
Natural gas consumption	99.412%	69.847%	99.579%
Diesel A consumption (B7)	0.495%	0.377%	0.220%
Petrol consumption (E5)	0.093%	0.066%	0.140%
Butane gas consumption	0.000%	0.021%	0.060%
R134A coolant gas leaks	0.000%	29.689%	0.000%

(Invoicing calculated after verification)	2019-2020-2021	2020-2021-2022
Average ratio (tCO2/invoicing in millions of euros)	45.16	27.58

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

All the risks and opportunities of the previous year were re-evaluated in January 2022, including those that were newly detected, which were evaluated for the first time.

	2021	2022
Number of risks	9	9
Number of opportunities	4	6

The risks related to climate change that have been identified and evaluated are summarised below, with the measures and actions planned to mitigate or take advantage of them and the result one year later (effectiveness analysis).

Description	Risk (R)/ Opportunity (O)	R/O level 2021	R/O level 2022	Measurements	Effectiveness analysis result (Yes/No)
Continuous measurements obtained with equipment (meters) not subject to regular checks (internal verification)	Risk	8.00	4.00	Comply with the provisions of process 22_02: Control of measurement equipment and related documentation. See planned monitoring as established in sig-pr-42_02: monitoring and measurement	Yes
Internal checks with patterns that have not been externally calibrated or verified	Risk	8.00	4.00	Comply with the provisions of process 22_02: Control of measurement equipment and related documentation. See planned monitoring as established in sig-pr-42_02: monitoring and measurement	Yes
No actions have been defined or, if they have been defined, they have not been executed, to resolve the energy changes detected	Risk	8.00	8.00	Perform regular reviews of the energy report with data and justifications	Yes
Difficulty in detecting changes in consumption due to the lack of a standardised control system	Risk	15.00	15.00	No. 7: Reduce energy consumption ratio (electricity by 7% and natural gas by 0.5%) in 2022 compared to 2021	Yes
Difficulty broadening the scope of ISO 50001 certification in the short term due to Smarkia not having all the variables that measure the consumption of the entire installation	Risk	15.00	8.00	No. 7: Reduce energy consumption ratio (electricity by 7% and natural gas by 0.5%) in 2022 compared to 2021	Yes
Outages in the electricity grid that could require start-up of the generators, which only operate in emergency conditions. These types of sources have greater pollution potential as they burn diesel fuel rather than natural gas	Risk	5.00	5.00	Nothing to be done, the risk is low and has been accepted. In addition, consider future self-consumption projects that can be implemented	Yes
The distributor's meters are not verified	Risk	10.00	10.00	IFEMA MADRID requests a list of distributor's meters and their verification status.	Yes
Mistakes made by the distributor when reading consumption (human errors)	Risk	5.00	5.00	Nothing to be done, the risk is low and has been accepted	Yes
Unify the control system for the facilities	Opportunity	15.00	16.00	No. 7: Reduce energy consumption ratio (electricity by 7% and natural gas by 0.5%) in 2022 compared to 2021	No

Description	Risk (R)/ Opportunity (O)	R/O level 2021	R/O level 2022	Measurements	Effectiveness analysis result (Yes/No)
Integrate all electrical and thermal energy consumption variables for all the facilities into the Smarkia platform to make short- or medium-term progress with extension of the scope of ISO 50001 certification	Opportunity	15.00	12.00	No. 7: Reduce energy consumption ratio (electricity by 7% and natural gas by 0.5%) in 2022 compared to 2021	Yes
Reduce TC02 emitted into the atmosphere	Opportunity	25.00	15.00	Measurement of the scope 1 and 2 carbon footprint during 2022 and comparison with previous years. Monitoring of ratio of CO2 tonnes/ invoicing. Obtain the "I reduce" seal from MITECO. Continue with 100% certified renewable energy and think about future self-consumption projects.	Yes
Improve energy and water consumption of the facilities	Opportunity	12.00	16.00	No. 7: Reduce energy consumption ratio (electricity by 7% and natural gas by 0.5%) in 2022 compared to 2021	No
Increase the sectorisation of energy consumption and automated data collection	Opportunity	New	20.00	No. 7: Reduce energy consumption ratio (electricity by 7% and natural gas by 0.5%) in 2022 compared to 2021 Extension of ISO 50001 scope (including north gate and halls 1 to 4, only at implementation level, no certification)	-
Reduce energy dependence and create new sources of income through green energy generation projects.	Opportunity	New	16.00	No. 7: Reduce energy consumption ratio (electricity by 7% and natural gas by 0.5%) in 2022 compared to 2021	-

As conclusions:

- Risk Level 2021: 8.77; Risk Level 2022: 7.11. A decrease in risk levels of 18.92%.
- Opportunity leverage level 2021: 16.75. Opportunity leverage level 2022: 15.83. An improvement of 5.49%.
- We must focus on leveraging opportunities for reducing energy consumption and energy dependence, implementing the investment plan and the 2023-2026 CSR plan. This will ultimately result in a drastic reduction in scope 1 and 2 TC02 emitted.

2.6 Biodiversity.

IFEMA MADRID's activities do not affect or interfere with any of the protected, threatened or endangered species in the Community of Madrid. IFEMA MADRID is not located in an area of high biodiversity or in a protected area.

Actions implemented for the management of impacts on biodiversity:

- Selection of native and non-native plant species suitable for the weather conditions in the area. The selection was made considering their physiology (adult development) and needs. This has improved stability and reduced ongoing maintenance while preserving plant biodiversity
- The plant species used do not endanger user health and safety (they are not toxic, thorny or highly allergenic), and their growth will not interfere with use of the facilities by visitors, ensuring sustainable public use.
- The selected species were suitable for the use of recycled water, which is used everywhere in the Recinto Ferial.
- The plants are planted in hydro-zones based on their water needs, as in the case of the North and South gates, where shrubs were separated from the meadow to encourage optimal growth and improve maintenance.
- The area of grass and meadows was reduced by a total of 29,279.64 m², requiring fewer resources and less maintenance.
- The mixture of seeds used for new planting and reseeded of lawns includes varieties with lower water requirements that are suitable for the climate of Madrid, reducing maintenance costs (less mowing, less need for fertilisers etc.).
- Ground-cover plants were used to replace other coverage methods. Creeping species were used to cover all the banks in the East and West car parks. The objectives of this were to stabilise the land with roots that prevent soil erosion, to prioritise its high ornamental value and medium-term ability to prevent weeds, and to enable us to use a localised irrigation system, reducing water consumption.
- Recycled wood-chip mulches were used in all Puerta Norte and Puerta Sur shrub areas.
- **Relocation, new planting and reseeded:** We prioritised local nurseries when purchasing plants and supplies, obtaining plants that were better suited to the local climate at IFEMA MADRID and reducing transport time, thus saving on fuel consumption.
- **Fertilisers and compost:** We promote the use of organic fertilisers, restricting the use of chemical fertilisers to correcting issues after analysis. We prioritise the use of fertilisers with a balanced composition and low percentages of nitrogen, to minimise pollution of aquifers from nitrites and to reduce water needs.
- **Weed control, hoeing and tilling:** We try to do these tasks manually or mechanically, avoiding the use of herbicides.

03.

Personnel.

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03. Personnel.

3.1 Employment.

Average annual figures were not provided in 2021, but they are included in 2022.

Employment data		2021			2022					
1	Total number and distribution of employees by gender	Year-end figures			Year-end figures			Annual average		
		429 employees. 218 women + 211 men			445 employees. 232 women + 213 men			431.5 employees. 222.1 women + 209.4 men		
2	Total number and distribution of employees by age	20 - 24 = W 0 - M 0 = T 0 25 - 29 = W 10 - M 4 = T 14 30 - 34 = W 11 - M 7 = T 18 35 - 39 = W 9 - M 10 = T 19 40 - 44 = W 25 - M 18 = T 43 45 - 49 = W 31 - M 35 = T 66 50 - 54 = W 58 - M 58 = T 116 55 - 59 = W 48 - M 58 = T 106 60 - 64 = W 26 - M 21 = T 47 Totals = W 218 - M 211 = T 429			Range	W	M	Total	Range	Average
		20 - 24	1	1	2	20 - 24	0.2			
		25 - 29	15	5	20	25 - 29	14.0			
		30 - 34	13	9	22	30 - 34	20.1			
		35 - 39	10	11	21	35 - 39	17.7			
		40 - 44	26	21	47	40 - 44	45.7			
		45 - 49	32	30	62	45 - 49	57.1			
		50 - 54	50	50	100	50 - 54	99.9			
		55 - 59	53	63	116	55 - 59	115.9			
		60 - 64	31	23	54	>= 60	61.0			
		65 - 66	1	0	1					
			232	213	445		431.5			
3	Total number and breakdown of employees by country	There are no employees outside Spain								
4	Total number and breakdown of employees by professional category	2021			2022					
		Perm.	Temp.	Total	Perm.	Temp.	Total			
	Executives	30		30	34		34			
	Group I	38	3	41	37	2	39			
	Group II	50	1	51	51		51			
	Group III	71	2	73	73	3	76			
	Group IV	187	5	192	185	8	193			
	Group V	27		27	39		39			
	Group VI	15		15	13		13			
	Group VII	-	-	-	-	-	-			
	Totals	418	11	429	432	13	445			

Employment data		2021				2022								
5	Total number and breakdown by employment contract type	Contract type			Totals	Contract type			W	M	T			
		Permanent	Full-time	Ordinary	398	418	Permanent	Full-time	Ordinary	216	203	419		
				Cover					Cover				7	7
			Part-time	Ordinary			4	Part-time	Ordinary	2	7	3		
		Temporary	Work, service and partial retirement		11	Temporary	Full-time and partial retirement		7	6	13			
		Total			429	Subtotals			232	213	445			
6	Annual number of permanent contracts by gender (*)	Contract type			W	M	T	Permanent	Year-end figures			Annual average		
		Permanent			213	205	418		W	M	T	W	M	T
								225	207	432	216.6	204.0	420.6	
7	Annual number of permanent contracts by age (*)	Year-end figures				Year-end figures				Annual average				
		Range	People		Range	People		Range	People		People			
		<25	0		<25	2		<25	0.2					
		25 - 29	14		25 - 29	20		25 - 29	14.0					
		30 - 34	18		30 - 34	22		30 - 34	20.1					
		35 - 39	19		35 - 39	21		35 - 39	17.7					
		40 - 44	43		40 - 44	47		40 - 44	45.7					
		45 - 49	66		45 - 49	62		45 - 49	57.1					
		50 - 54	115		50 - 54	100		50 - 54	99.8					
		55 - 59	106		55 - 59	116		55 - 59	115.9					
		>= 60	37		>= 60	42		>= 60	50.2					
		Total	418		Total	432		Total	420.6					
8	Annual number of permanent contracts by professional classification (*)	Year-end figures				Year-end figures				Annual average				
		Group	People		Group	People		Group	People		People			
		Executives	30		Executives	34		Executives	30.5					
		G-I	38		G-I	37		G-I	37.6					
		G-II	50		G-II	51		G-II	52.1					
		G-III	71		G-III	73		G-III	71.4					
		G-IV	187		G-IV	185		G-IV	187.8					
		G-V	27		G-V	39		G-V	29.5					
		G-VI	15		G-VI	13		G-VI	11.7					
		G-VII	-		G-VII	-		G-VII	-					
		Total	418		Total	432		Total	420.6					
9	Annual number of temporary contracts by gender (*)	Year-end figures				Year-end figures				Annual average				
		W	M	Total	W	M	Total	W	M	Total				
		5	6	11	7	6	13	5.5	5.3	10.8				
10	Annual number of temporary contracts by age (*)	Year-end figures				Year-end figures				Annual average				
		Age	People		Age	People		Age	People		People			
		52	1		62	3		>= 60	10.8					
		62	3		63	5								
		63	5		64	5								
		64	2											
		Total	11		Total	13								

(*) Permanent contracts are converted into temporary part-time contracts due to partial retirement by including workers who change to this status until the legal retirement age each year.

Employment data		2021			2022					
11	Annual number of temporary contracts by professional classification (*)	Year-end figures			Year-end figures		Annual average			
		Group	People		Group	People	Group	People		
		G-I	3		G-I	2	G-I	2.2		
		G-II	1		-	-	G-II	0.4		
		G-III	2		G-III	3	G-III	2.1		
G-IV	5		G-IV	8	G-IV	6.3				
Total		11		Total	13	Total	11.0			
12	Annual number of part-time contracts by gender (*)	Year-end figures			Year-end figures			Annual average		
		W	M	Total	W	M	Total	W	M	Total
		7	7	14	9	7	16	7.5	6.5	14
13	Annual number of part-time contracts by age (*)	Year-end figures		Year-end figures		Annual average				
		Range	People	Range	People	Range	People			
		35 - 39	1	35 - 39	1	35 - 39	1.0			
		45 - 49	1	50 - 54	1	50 - 54	1.0			
		50 - 54	1	55 - 59	1	55 - 59	1.2			
		55 - 59	1	>= 60	13	>= 60	10.8			
>= 60	10	Total		Total	16	Total	14			
14	Annual number of part-time contracts by professional classification (*)	Year-end figures			Year-end figures		Annual average			
		Group	People		Group	People	Group	People		
		G-I	2		G-I	2	G-I	2.2		
		G-II	1		G-II	-	G-II	0.4		
		G-III	2		G-III	3	G-III	2.1		
		G-IV	7		G-IV	10	G-IV	8.3		
G-VI	2		G-VI	1	G-VI	1.2				
Total		14		Total	16	Total	14.2			
15	No. of dismissals by gender	W	M	Total	W	M	Total			
		2	0	2	3	4	7			
16	Number of dismissals by age and professional category	Cases	Age	Group	Cases	Age	Group			
		1	52	G-I	1	47	G-IV			
					1	63	G-II			
					1	55	G-I			
			1	60	Executive					
			1	56	G-II					
			1	57	G-I					
			1	58	G-IV					
17	Employees with disabilities	14 employees have recognised disabilities (3.26% of the workforce)			16 employees with recognised disabilities (3.59% of the workforce)					

(*) Averages are not provided for contracts, with numerical figures at year end being used instead, because 99.8% of contracts are permanent and employee turnover is practically non-existent.

Work disconnection policies

The new Collective Agreement contains a new chapter on "Digital Transformation and Digital Rights", governing the right to digital and work disconnection.

Digital disconnection is a recognised right that contributes to the health of workers by reducing technological fatigue and stress, among other benefits, improving the work environment and quality of work. Digital disconnection is also necessary to balance workers' personal and work lives, enhancing the other measures in this area.

To regulate this right, all devices and tools considered likely to extend the working day beyond the legally or conventionally established limits are considered, including the Company's mobile applications, mobile phones, tablets, emails and messaging systems.

The following minimum measures have been agreed to ensure this right and to cover possible exceptions:

a) The right of workers not to use digital devices outside of their working day or during rest periods, on leave or holidays is recognised, unless the justified reasons of urgency set out in point 3 below are met.

b) In general, communication on professional matters will take place during the working day, with the exception of workers with positions of responsibility and those who are on call. Therefore, telephone calls, emails and messaging of any kind should be avoided outside working hours, except in urgent situations as stipulated in point c).

(c) Highly justifiable and exceptional circumstances are considered to exist in cases where there is a serious risk to persons or facilities, or potential harm to the business, the urgent nature of which requires the adoption of special measures or an immediate response.

(d) The following measures will also be taken to improve the management of working time:

- Set up automatic replies during periods of absence, indicating when the person will not be available, with the email or contact details of the person to whom the tasks are assigned during this absence.
- Avoid arranging training, meetings, video conferences, presentations, information, and so on, outside the ordinary working day of each employee.
- Organise the sessions indicated in the previous point sufficiently far in advance so that people can plan their day.
- Include start and end times for all events, and the documents that will be addressed, so the employee can read and analyse the agenda in advance and the meetings do not overrun.

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

2022

Age	Men (average)	Women (average)	Differential over averages		Total workforce (average)
			Men	Women	
From 20 to 29	€33,820.81	€31,172.12	–	-8.50%	€32,055.02
From 30 to 39	€44,471.82	€41,633.72	–	-6.82%	€42,923.76
From 40 to 49	€59,176.44	€52,476.08	–	-12.77%	€55,621.15
From 50 to 59	€60,216.85	€60,073.12	–	-0.24%	€60,148.05
From 60 to 65	€60,049.31	€56,208.47	–	-6.83%	€57,814.64
Average salary 2022	€58,229.62	€54,945.95	–	-5.98%	€56,535.60

2021

Age	Men (average)	Women (average)	Differential over averages		Total workforce (average)
			Men	Women	
From 20 to 29	€26,726.44	€22,502.49	–	-18.77%	€23,558.48
From 30 to 39	€36,930.12	€34,118.22	–	-8.24%	€35,475.69
From 40 to 49	€45,098.04	€41,395.67	–	-8.94%	€43,209.83
From 50 to 59	€49,143.91	€47,373.73	–	-3.74%	€48,298.95
From 60 to 65	€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

Note: Only workers who were employed during the twelve months of the year on a full-time basis were considered in calculating the salary gap.

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

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

2022

Age	Men (average)	Women (average)	Differential over averages		Total workforce (average)
			Men	Women	
From 20 to 29	€27,742.87	€26,421.15	–	-5.00%	€26,861.72
From 30 to 39	€38,464.01	€37,832.59	–	-1.67%	€38,119.60
From 40 to 49	€48,433.53	€46,594.48	–	-3.95%	€47,457.71
From 50 to 59	€49,802.44	€51,963.33	–	4.16%	€50,836.80
From 60 to 65	€48,511.15	€47,212.36	–	-2.75%	€47,755.49
Average salary 2022	€48,029.79	€47,745.79	–	-0.59%	€47,883.27

2021

Age	Men (average)	Women (average)	Differential over averages		Total workforce (average)
			Men	Women	
From 20 to 29	€19,879.09	€19,848.53	–	-0.15%	€19,856.17
From 30 to 39	€30,197.63	€29,649.05	–	-1.85%	€29,913.88
From 40 to 49	€37,969.44	€36,489.31	–	-4.06%	€37,214.57
From 50 to 59	€42,479.06	€41,651.55	–	-1.99%	€42,069.17
From 60 to 65	€47,150.58	€46,268.50	–	-1.91%	€46,636.03
Average salary 2021	€40,412.19	€38,965.50	–	-3.71%	€39,644.79

Note: The 20-24 and 25-29 age bands have been combined into a single range of 20-29, as there were no employees in the lower age band in 2021 and only two in 2022, both of whom joined at the end of the year (01/12/2022).

**Total remuneration by professional category, by gender and calculation of salary gap:
2022**

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Executives	Single level	€113,172.96	€111,530.28	€113,172.96	€111,530.28	€105,924.56	€94,893.62	€105,924.56	€94,893.62
Group I	Level I	€88,686.01	€90,870.57	€75,884.10	€76,587.06	€81,154.96	€79,505.72	€79,011.73	€79,505.72
	Level II	€68,366.22	€78,053.00			€80,651.26	€80,446.17		
	Level III	€71,674.06	€74,371.88			€76,300.58	€77,011.37		
Group II	Level I	€68,996.42	€71,143.15	€65,798.17	€64,473.92	€71,467.42	€71,951.09	€64,441.39	€64,450.94
	Level II	€67,444.16	€67,498.34			€64,020.24	€64,785.92		
	Level III	€62,338.00	€62,503.27			€61,616.06	€62,473.42		
Group III	Single level	€53,830.33	€55,875.06	€53,830.33	€55,875.06	€51,514.67	€52,578.51	€51,514.67	€52,578.51
Group IV	Level I	€51,137.95	€51,337.62	€50,229.36	€50,472.65	€46,502.25	€47,748.22	€45,151.18	€46,912.42
	Level II	€46,940.08	€48,974.03			€40,933.13	€40,665.42		
	Level III	€41,643.53	€41,297.84			€36,188.35	€37,169.83		
Group V	Level I	€41,272.85	€40,485.45	€38,569.24	€39,667.37	€37,640.74	€38,230.13	€34,403.38	€35,238.28
	Level II	€29,645.89	€29,645.89			€34,189.22	€34,189.22		
	Level III	€32,216.49	€32,216.49			€29,583.03	€29,470.88		
Group VI	Level I	€27,761.78	€25,906.92	€27,761.78	€25,906.92	€30,458.91	€30,458.91	€30,458.91	€30,458.91
	Level II	–	–			–	–		
	Level III	–	–			–	–		
Average salary 2022		€58,229.62	€54,752.52			€54,945.95	€50,564.12		

		Differential over averages		Total workforce			
		Men	Women	Average	Median	Average per group	Median per group
Executives	Single level	–	-6.84%	€109,289.89	€107,634.93	€109,289.89	€107,634.93
Group I	Level I	–	3.96%	€86,426.69	€89,063.41	€77,152.06	€78,050.77
	Level II			€73,631.24	€80,178.39		
	Level III			€73,809.38	€75,092.80		
Group II	Level I	–	-2.11%	€70,517.04	€71,788.64	€64,902.70	€64,462.43
	Level II			€65,576.56	€65,338.25		
	Level III			€61,810.43	€62,488.35		
Group III	Single level	–	-4.50%	€52,860.26	€54,512.04	€52,860.26	€54,512.04
Group IV	Level I	–	10.11%	€48,729.79	€49,226.47	€47,528.20	€48,675.93
	Level II			€43,335.91	€42,584.94		
	Level III			€38,612.88	€37,275.92		
Group V	Level I	–	-12.11%	€39,349.97	€39,197.37	€36,100.58	€36,907.92
	Level II			€31,917.56	€31,917.56		
	Level III			€30,241.39	€29,598.95		
Group VI	Level I	–	8.85%	€28,301.20	€27,917.96	€28,301.20	€27,917.96
	Level II			–	–		
	Level III			–	–		
Average salary 2022		–	-5.98%	€56,535.60	€52,320.35		

2021

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Executives	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		

		Differential over averages		Total workforce			
		Men	Women	Average	Median	Average per group	Median per group
Executives	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		

**Fixed salary by professional category, gender and calculation of salary gap:
2022**

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Executives	Single level	€92,506.50	€90,158.47	€92,506.50	€90,158.47	€105,924.56	€94,893.62	€87,750.64	€81,760.98
Group I	Level I	€73,782.68	€74,363.51	€64,187.12	€67,085.57	€81,154.96	€79,505.72	€67,796.93	€67,884.40
	Level II	€58,299.61	€67,634.39			€68,871.81	€68,899.35		
	Level III	€61,714.83	€59,600.45			€65,740.42	€65,794.43		
Group II	Level I	€59,490.70	€61,340.81	€56,860.61	€56,229.92	€62,001.83	€61,766.69	€56,884.28	€56,777.52
	Level II	€57,199.09	€57,267.80			€56,616.78	€57,151.78		
	Level III	€54,740.20	€55,496.25			€54,814.00	€55,496.25		
Group III	Single level	€47,240.26	€50,742.50	€47,240.26	€50,742.50	€46,446.27	€47,403.49	€46,446.27	€47,403.49
Group IV	Level I	€40,215.27	€40,566.82	€39,344.42	€40,543.46	€40,409.48	€40,543.63	€39,327.82	€40,517.10
	Level II	€35,638.10	€36,957.58			€36,298.14	€37,189.62		
	Level III	€32,499.54	€33,621.87			€31,110.16	€29,222.96		
Group V	Level I	€33,089.50	€33,301.35	€31,414.03	€32,582.71	€31,980.59	€32,560.90	€29,173.45	€29,004.32
	Level II	€26,803.02	€26,803.02			€26,827.46	€26,827.46		
	Level III	€27,017.65	€27,017.65			€25,353.74	€25,324.02		
Group VI	Level I	€21,652.39	€22,554.95	€21,652.39	€22,554.95	€24,574.70	€24,574.70	€24,574.70	€24,574.70
	Level II	–	–			–	–		
	Level III	–	–			–	–		
Average salary 2022		€48,029.79	€54,752.52			€47,745.79	€43,324.65		

		Differential over averages		Total workforce			
		Men	Women	Average	Median	Average per group	Median per group
Executives	Single level	–	-5.42%	€89,958.72	€87,007.43	€89,958.72	€87,007.43
Group I	Level I	–	5.32%	€72,575.93	€73,522.49	€65,725.23	€67,884.39
	Level II			€62,830.55	€68,047.53		
	Level III			€63,572.79	€65,155.54		
Group II	Level I	–	0.04%	€61,036.01	€61,340.81	€56,876.23	€56,503.72
	Level II			€56,881.47	€57,250.65		
	Level III			€54,794.13	€55,496.25		
Group III	Single level	–	-1.71%	€46,907.64	€49,494.09	€46,907.64	€49,494.09
Group IV	Level I	–	0.04%	€40,316.16	€40,558.73	€39,335.59	€40,527.37
	Level II			€36,034.12	€37,189.62		
	Level III			€31,727.66	€33,377.38		
Group V	Level I	–	-7.68%	€32,502.43	€32,603.65	€30,086.28	€30,362.31
	Level II			€26,815.24	€26,815.24		
	Level III			€25,769.71	€25,338.06		
Group VI	Level I	–	11.89%	€22,236.85	€23,905.53	€22,236.85	€23,905.53
	Level II			–	–		
	Level III			–	–		
Average salary 2022		–	-0.59%	€47,883.27	€42,659.02		

2021

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Executives	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		

		Differential over averages		Total workforce			
		Men	Women	Average	Median	Average per group	Median per group
Executives	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		

The differential between the total payroll costs in 2022 and 2021 is due to a decrease in the 2021 payroll cost due to suspension of the wage agreement.

3.2 Work organisation.

Working time is organised in accordance with Chapter IV of the Collective Agreement.

Working day, hours, leave and holidays:

The annual working hours are 1,663 hours of effective work, excluding bank holidays and vacations. These working hours 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 between this figure and 1,663 (151 hours per year) is considered an irregular amount of working hours to be distributed to meet the needs of the service based on the calendar of trade fairs, congresses and other trade fair activities.

There are two types of working day: split shift and continuous.

The split shift is from Monday to Thursday from 09.30 to 17.30, with an hour for lunch in the middle and flexibility to start work 30 minutes earlier or later. The working day on Fridays is from 09.30 and workers can choose between leaving at 14.00 or 15.00. The difference in hours on Fridays to complete the effective seven-hour shift must be recovered from Monday to Thursday.

In the continuous system, there are two shifts that rotate every fortnight, with the morning shift being from 08.00 to 15.00 and the afternoon shift from 15.00 to 22.00. A third shift is possible, overnight, from 22.00 to 05.00 when the needs of an event require.

Work schedules are adjusted to suit the event at weekends and on public holidays. The usual working hours on these days is from 09.00 to 21.00. IFEMA MADRID recognises remote and distance working as an innovative form of organising and providing work resulting from advances in new technologies.

The principles governing remote working at IFEMA MADRID are set out in the Collective Agreement and the Distance Working Guide, which establish the possibility of working remotely for 40% of working hours in a four-week period. This is equivalent to being able to work remotely for a maximum of eight days in a four-week period, preferably distributed into three days of on-site work and two days of remote work per week.

Number of hours of absences:

- 2022: 37,844 hours.
- 2021: 52,497.5 hours.

Measures to facilitate work/life balance and to encourage both parents to share responsibility:

IFEMA MADRID has a significant package of measures to benefit families and the work/life balance of its workers. These measures are mainly set out in the Collective Agreement and in the Equality Plan. This has led to its certification as a Family-Responsible Company (EFR) since 2007, demonstrating that it is firmly committed to work/life balance and equality.

The main measures in this area are listed below:

- Improvement of legally established paid leave (one additional week of maternity/paternity leave, two additional days in case of death of children or spouse, one additional day for moving the main home, two days for the birth of a grandchild, entitlement to 31 December as a holiday, three hours to attend medical consultations for children, ten hours per year for non-serious illnesses of children who are minors, credit of ten hours for accompanying first-degree relatives to the doctor).
- Granting of unpaid leave (leave for private affairs, educational support, study, hospitalisation and family illnesses, and international adoption).
- Flexible start time of 30 minutes.

- The option to link bank holidays to weekends during school holidays.
- Continuous working day on the eve of public holidays, Easter and Christmas.
- Possibility of a continuous working day for workers with children under 12 so they are not forced to request a reduction in working hours.
- Complementing sick pay to 100%.
- "IFEMA MADRID FLEX" flexible remuneration plan (health insurance, luncheon vouchers, transport, childcare and training).
- 26 days' holiday after 21 years with the company.

IFEMA MADRID also has a significant package of benefits for its employees:

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

3.3 Health and safety.

IFEMA MADRID has health and safety procedures appropriate to its activity, with prevention services provided through on outsourced health and safety service.

The main health and safety activity relates to training, adapting facilities, coordination of business activities, safe working methods and procedures, protective measures, environmental conditions and all actions related to monitoring the health of employees.

Number of work accidents by gender:

Year	Women	Men
2021*	1	4
2022*	4	1

*Note: Accidents with and without sick leave and commuting accidents are included.

Frequency rate by gender:

Year	Women	Men
2021	2.99	12.37
2022	1.48	0

(Number of accidents with and without sick leave per million hours worked, excluding commuting accidents).

Severity rate by gender:

Year	Women	Men
2021	0.27	0.11
2022	0.001	0

(Number of days lost for every 1,000 hours worked, excluding commuting accidents).

Occupational illnesses by gender:

No cases of occupational illness were recorded in 2021 or 2022.

3.4 Employment relations.

Organisation of dialogue with employees, including information, consultation and negotiation procedures:

IFEMA MADRID's Works Council was set up in 1990. It has 13 members, reflecting the size of IFEMA MADRID's workforce.

The most recent elections to the Works Council were held in September 2020.

Union activity is exercised through three unions (the CC.OO, UGT and CSIF).

The nine Collective Agreements agreed to date are the fruit of collective bargaining.

Employment relations at IFEMA MADRID are covered by Chapter XI of the Collective Agreement: "Collective Representation and Trade Union Representation".

Percentage of employees covered by the collective agreement by country:

All employees of IFEMA MADRID are covered by the IFEMA MADRID Collective Agreement.

Collective agreements, particularly in the field of occupational health and safety:

Chapter VIII of the Collective Agreement covers all aspects of occupational health and safety. This sets out the general principles, the joint internal body for consultation and decision making (Health and Safety Committee), the functions of the health and safety officers, preventive organisation and specific protection (maternity and diminished capacity). It also has a specific section on monitoring the health of employees.

3.5 Training.

The training policies in 2022 continued and improved the objectives set in 2021, applying to 100% of the institution's positions.

1) Digitalisation: reinforcement and extension of the skills needed for implementation, development and use of the tools to achieve the organisation's business objectives, such as the CRM, Microsoft 365 and the corporate ERP systems.

2) Improved training for the skills needed by employees (upskilling and reskilling). There are synergies in tools such as Microsoft 365, Salesforce and individual training actions for business diversification and specialisation, together with language learning and improvement, reflecting the diversification and internationalisation of the business. Continuous and voluntary development of personal skills.

3) As part of the objective to achieve and optimise services and corporate achievements, expansion and updating of universal content in the field of sustainability, safety, occupational health and safety, and internal regulations.

Total number of training hours by gender and professional categories:

Training data.	2021	2022
Number of employees trained/ Number of training positions	740	445/1,751
Hours of training received by IFEMA MADRID staff	9,079	8,455

Hours of training 2022		
Women	5,519	
Men	2,936	
Total	8,455	

Training hours by professional categories were not included in the report in 2021 but have been included in 2022. This was done using the new professional classification, with the following equivalence with respect to the previous classification:

Hours of training by professional categories		
Executives	Executives	554
G-I and G-II	Managers	1,972
G-III and G-IV	Technicians	4,966
G-V	Technical/Support	530
G-VI and G-VII	Support	434
Total		8,455

3.6 Accessibility.

IFEMA MADRID regards accessibility as an objective consistent with its social commitment, particularly as we manage spaces visited by the public.

In light of their age, we are aware of the shortcomings of both IFEMA MADRID's Recinto Ferial and the Palacio Municipal. We have undertaken research to design accessible routes that enable everyone to access all of IFEMA MADRID's spaces and enjoy the products and services we offer.

- A firm of consultants was engaged to provide detailed analysis of the shortcomings.
- This information was used to prepare detailed proposals for accessible routes.
- The next step is to undertake more detailed analysis of the modifications in order to prepare a budget and timeline for implementation.

The objective is to adapt our current venues through this system of routes.

We have been working with the Bequal Foundation to analyse the possibility of developing an Integration Plan as part of our commitment to diversity.

Rigorous application of Building Regulations in the new infrastructure we are planning for the future will ensure compliance with accessibility regulations.

IFEMA MADRID was awarded AENOR A90/000062 AA Accessibility certification for its websites in 2022, for making it possible for people with different visual or auditory abilities to use the IFEMA MADRID website, complying with European regulation UNE 139803:2012.

3.7 Equality.

Measures adopted to promote equal treatment in opportunities for women and men:

The main measures to ensure equal opportunities are set out in our Equality Plan and Chapter IX of the Collective Agreement, "Gender Equality and Work-Life Balance".

The specific measures on gender equality are:

1) Selection of personnel: All decisions adopted by IFEMA MADRID related to hiring and selection are based on the skills, merits and professional experience of the candidates.

IFEMA MADRID guarantees equal treatment and opportunities for men and women in selection processes, ensuring they are based on merit, aptitude and equal opportunities, choosing the best professionals through a gender-neutral process based on the merit and aptitudes of the candidates.

During personnel selection processes, candidates are not required to answer questions relating to marital status, pregnancy or family responsibilities, and there are no allusions about preferences based on gender or age.

2) Preference in employment: IFEMA MADRID pursues a policy of avoiding behaviour that interferes with equal access to employment and professional promotion within the company. IFEMA MADRID prevents any obstacles in access to employment or promotion that unreasonably cause gender under-representation in any area of activity or professional group.

3) Promotion: IFEMA MADRID considers the gender perspective in internal promotion processes, ensuring the presence of a balanced distribution of both genders in its short lists, giving preference to the person in the group with the lowest representation in the event of a tie with regards to skills and merits.

It supports progress towards balanced representation of both genders through new promotions and appointments for positions where one gender is significantly less represented than the other.

It regularly analyses trends in promotions in all positions, including the management team.

In its promotion policy, IFEMA MADRID implements measures that allow workers to combine their professional development with their personal circumstances to ensure that workers with heavier family responsibilities are not limited in their professional development.

4) Remuneration: IFEMA MADRID's salary system ensures gender equality in remuneration, transparency and neutrality, with no conditioning factors due to gender. It keeps records of average salaries and salary supplements disaggregated by gender and distributed by professional groups (see wage record provided for codes EMP18/EMP23 showing the absence of a wage gap in any professional groups).

5) Vocational training at work: In training courses, specific consideration is given to any under-representation due to gender in the area of activity or professional group to which the applicant belongs. Programmes and actions are promoted for equal opportunities training for the entire workforce.

Use of online channels is encouraged for training activities, enabling better organisation of working hours and a healthy work-life balance.

6) Communication: To strengthen our policy on work-life balance and its responsible exercise, encouraging equal exercise of these rights by women and men, IFEMA MADRID works to ensure that employees make use of the tools to achieve this balance made available to them, fostering the current reconciliation measures, explaining the measures and ensuring that employees know that this will not affect their professional growth and development.

We disseminate good practices on responsible and effective use of the resources, emphasising that they are available to both women and men, irrespective of gender, in the area of activity or professional group to which the applicant worker belongs and programmes and actions promoted

7) Use of non-sexist language: we avoid sexist language that may lead to discrimination or harassment, promoting inclusive language in all communications in IFEMA MADRID.

The result of providing equal opportunities to women and men is evident in the balanced composition of the workforce. IFEMA MADRID had 429 employees at the end of 2022, of whom 211 (49.3%) were men and 218 were women (50.8%), with the management team comprising 16 men and 14 women.

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

As part of the commitment to equality, IFEMA MADRID and the Works Council have drafted and implemented an Equal Opportunities Plan in accordance with Law 3/2007 to eliminate discrimination against women in all areas of life, particularly in the field of work, complying with the legal requirements established by Royal Decrees 901/2020 and 902/2020.

The Equality Plan is based on a preliminary diagnosis of the situation using quantitative and qualitative study of working conditions and access to employment, remuneration, promotion and training, organisation of time and work, and prevention of sexual and gender-based harassment, as required by Royal Decree 901/2020.

A remuneration audit has also been conducted, in compliance with the provisions of Royal Decree 902/2020, evaluating jobs of equal value in accordance with the provisions of the Royal Decree.

This diagnosis has given us a clear picture of equality and work-life balance at IFEMA MADRID, enabling us to detect needs, define objectives for improvement and design measures to achieve this, which feed into the Equality Plan.

The Equality Plan contains a set of measures aimed at ensuring equal opportunities for all workers at IFEMA MADRID, preventing any gender-based discrimination in the workforce.

The main objectives of the Equality Plan are:

- Ensure compliance with the principle of equal treatment and opportunities among employees at IFEMA MADRID.
- Promote a corporate culture of equal treatment and opportunities for all employees in IFEMA MADRID.
- Establish actions - including positive actions - aimed at increasing the presence of the under-represented gender in those areas of the company where this is relevant.
- Continue to ensure the absence of discriminatory procedures and policies in selection and hiring, work-life balance, promotion, training, professional well-being and remuneration, and in general.

IFEMA MADRID has negotiated a "Harassment Protocol" with the Works Council. The Declaration of Principles in this Protocol states that IFEMA MADRID will not tolerate any type of discriminatory practice or conduct that can be considered moral, sexual or gender-based harassment. It further declares its concern about, and commitment to, maintaining positive working environments, and to preventing and avoiding any type of harassing behaviour, and pursuing and resolving any cases that do occur.

Integration and universal accessibility for people with disabilities:

IFEMA MADRID complies with the General Law on Disability, which establishes that all companies must set aside 2% of jobs for people with a disability equal to or greater than 33%. IFEMA MADRID has 16 workers with disabilities, who account for 3.59% of the workforce (end of year data).

Article 14 "Workers' Rights" of the Collective Agreement states that no worker may be discriminated against directly or indirectly for employment, or once employed, due to disability if they are able to perform the job or role.

Article 69 "Worker Benefits" of the Collective Agreement provides for economic assistance to workers who have children with a degree of disability greater than 33%.

IFEMA MADRID's commitment to integration and accessibility for people with disabilities is reflected in its membership of the Socially Responsible Recruitment Forum ("Foro con R"), which creates and maintains employment for disabled people and fosters universal accessibility through public procurement.

04.

Human rights.

04. Human rights.

Application of due diligence procedures in human rights and prevention of risks of human rights violations, and measures to mitigate, manage and repair any abuses committed:

Point 5.2 of the Code of Conduct, "Human Rights and Public Freedoms", establishes that IFEMA MADRID is committed to upholding and protecting the rights and public freedoms recognised in the Universal Declaration of Human Rights and other international agreements. In accordance with the Universal Declaration of Human Rights, IFEMA MADRID explicitly condemns and prohibits any type of work or service by a person under threat, punishment or in inhumane conditions, or by any person under the minimum working age.

Point 5.3 of the IFEMA MADRID Code of Conduct, "Equality and Non-Discrimination", guarantees 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 grounds protected by law.

IFEMA MADRID has negotiated a "Harassment Protocol" with the Works Council. The Declaration of Principles in this Protocol states that IFEMA MADRID will not tolerate any type of discriminatory practice or conduct that can be considered moral, sexual or gender-based harassment. It further declares its concern about, and commitment to, maintaining positive working environments, and to preventing and avoiding any type of harassing behaviour, and pursuing and resolving any cases that do occur.

The Harassment Protocol is based on the regulatory framework 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, ILO Convention No. 111, on discrimination in employment and occupation, and Directive 2006/54 of the European Parliament on the European framework agreement on harassment and gender violence.

Complaints regarding human rights violations:

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

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

IFEMA MADRID's Works Council was set up in 1990. It has 13 members, reflecting the number of workers in the IFEMA MADRID workforce.

The most recent elections to the Works Council were held in September 2020.

Union activity is additionally exercised through three unions (the CC.OO, UGT and CSIF).

Collective bargaining has led to the signature of nine Collective Agreements.

Employment relations at IFEMA MADRID are regulated under Chapter XI of the Collective Agreement, "Collective Representation and Trade Union Representation".

Elimination of discrimination in employment and occupation:

The provisions and policies for the elimination of discrimination in employment and occupation are set out in our Code of Conduct, particularly point 6.3, "Effective Equality", of Chapter IX, "Gender Equality and Reconciliation of Family Life", of the Collective Agreement and in the Equality Plan.

Negotiations with the Works Council began in the final quarter of 2022 to formalise a new Equality Plan, which is scheduled to be signed and registered in early 2023, to comply with Royal Decree 901/2020, on equality plans and their registration.

The Equality Plan sets out the policies for balancing workers' personal and professional lives, including equal opportunities policies.

The management of IFEMA MADRID regards the development of labour relations based on equal opportunities, non-discrimination and respect for diversity as a strategic objective, in order to create a positive environment, fostering a favourable environment and measures to improve work-life balance while striving to follow best practices.

IFEMA MADRID has made and promotes the following corporate commitments:

- To guarantee high quality, stable jobs, with continuous improvement of professional skills and competences.
- To introduce work-life balance measures, as demonstrated by IFEMA MADRID being certified as a Family-Responsible Company (EFR) since 2007.
- To develop the principle of equal opportunities among its professionals, particularly through equal treatment of men and women.
- To respect diversity, with no discrimination for reasons of race, colour, age, sex, marital status, ideology, nationality, religion or sexual orientation, or any other personal, physical or social condition of its employees.

- To comply with all prevailing regulations.

- To respect commitments with external institutions to obtain and keep certifications and recognition in relation to 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 express condemnation by IFEMA MADRID's management and the Works Council of any type of work or service obtained from any person under threat or punishment and not performed voluntarily, which would constitute a violation of human rights

It also condemns all forms of work and service by persons below the minimum working age. IFEMA MADRID regards use of this type of labour as an attack on human rights and totally unethical.

05.

Bribery
and Corruption.

05. Bribery and corruption.

Measures adopted to prevent bribery and corruption:

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

The main management body in this is the Regulatory Compliance Committee, an internal collegiate body with permanent status. Its mission involves monitoring compliance with the Code of Ethics and Conduct, promoting its knowledge and interpreting its rules, while answering any related doubts or questions, supported by specialist external advice on compliance matters.

The Code of Ethics and Conduct therefore represents the main regulation for the Regulatory Compliance Management System, establishing the basic rules of conduct governing the activities of IFEMA MADRID employees and collaborators, and helping to ensure the Institution's conduct is based on respect, honesty, integrity, transparency and security.

The Regulatory Compliance Management System also includes the following documents:

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

Specific measures to prevent bribery and corruption are set out in the Anti-Corruption Policy.

IFEMA MADRID has an ethics channel managed by an independent external company specialising in managing complaints. This channel is available to all workers, suppliers and customers for queries and to report any suspicions or violations of the code of conduct and other internal compliance regulations.

IFEMA MADRID also has a Risk Map for this area that is reviewed regularly based on self-assessment of controls to continuously monitor the control activities implemented in the Institution. Self-assessment is a process to verify the effectiveness of controls to obtain assurance that all risk mitigation or elimination objectives will be achieved.

Measures to fight against money laundering:

Going beyond the provisions of Law 11/2021, of 9 July, on measures to prevent and combat tax fraud, IFEMA MADRID prohibits payments in cash from exhibiting companies participating in events.

IFEMA MADRID also collaborates with financial institutions by providing the information they require when it receives funds for participation in trade fairs from restricted countries.

Contributions to foundations and not-for-profit organisations:

In 2022, IFEMA MADRID made: payments to the "Teatro Real" amounting to €67,000; a donation in kind to "Médicos sin Frontera" of €6,300; and a contribution of €4,785 to the International Federation of Journalists and Tourism Writers ("FIJET").

06.

Customers and Society.

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06. Customers and society.

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

- First, through sustainable economic development committed to the growth of its surroundings, generating wealth and promoting employment in the Community of Madrid.
- Second, promoting the development of sectors represented by its trade fairs.

IFEMA MADRID has become a major source of business tourism in our region. Our events stimulate business for the transport sector, local commerce, hospitality, tourism, and so on.

We have always been committed to growing our activity by diversifying the products we provide and adding new models, such as the leisure events and concerts sector, which were particularly important in 2022.

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 parallel to this economic boost, IFEMA MADRID has persisted with the social and sustainability commitment that is inherent to its DNA. This has never been forgotten, even during the worst times of the pandemic, when it continued to foster it, aware that the institution was going to be more relevant than ever.

6.1 Customers.

In-house trade fairs are always organised in close collaboration with the most important associations in each sector, and with their main players, with the shared objective of producing trade fairs that are not only business opportunities but also platforms for driving innovation and exports and disseminating trends.

Each event has an Organising Committee with representatives of the main agents in the sector, guaranteeing dialogue between them and IFEMA MADRID.

Buyer programmes:

Among the main actions are the International Buyer Programmes, which we have already mentioned. Through these programmes, the event allocates part of its budget to attracting and inviting importers from other countries, based on recommendations from national exporter associations, organisations for economic promotion abroad and the exhibitors.

Despite the travel restrictions at the time, the following programmes took place in 2022:

Trade fairs 2022	Date	Number of guests
FITUR	19-22 January	162
Intergift + Bisutex + Madrid Joya (February edition)	3-6 February	215
MOMAD (February edition)	3-5 February	8
ARCO Madrid	23-27 February	500
INTERSICOP	19-22 February	155
Meat Attraction	8-10 March	65
ARCO Lisbon	19-22 May	121
Organic Food	8-9 June	8
Global Mobility Call	14-16 June	69
Intergift + Bisutex + Madrid Joya (September edition)	14-18 September	243
MOMAD - September edition	14-18 September	8
Moda Cálida	20-23 October	28
Fruit Attraction	4-6 October	661
Smart Doors	15-18 November	15
Epower & Building	15-18 November	492
Gamergy	16-18 December	Pending
Totals 2022		2750

Trade fairs 2021	Date	Number of guests
Fitur MICE	17-18 May	56
Intergift + Bisutex + Madrid Joya	15-19 September	308
Fruit Attraction	5-7 October	579
Climatización + Genera	16-19 November	103
Totals 2021		1046

Actions to promote innovation and entrepreneurship:

Other initiatives to foster economic momentum include actions to promote innovation and entrepreneurship.

The actions performed by in-house trade fairs are gathered in a repository annually. There were 101 innovation and 47 entrepreneurship actions in 2022, whereas there were 40 innovation and 13 entrepreneurship actions in 2021, demonstrating the major boost to such actions in in-house trade fairs during the year.

Trade fair name	Summary of the action	Details of the action
Fitur	Sustainable Stand Award: one of the criteria was the stand's contribution to local employment.	The trade fair performed and disseminated direct actions affecting local suppliers and producers, such as one of the evaluation criteria for the "Sustainable Stand Award" being based on SDG 10, which recognises contributions to local employment. Stands hiring local companies for assembly and design stood out for this.
	Fiturtechy	With innovation as a common theme, FITURTECHY focused on technology in tourism with four forums: business, destination, sustainability and future. In the "Hotel of the Future" Showroom, visitors could try out the use and implementation of new technologies in this environment. Topics such as digitalisation as a strategy for competitiveness were on show in 2022: process automation, data economics, AI, robotics, biometrics, and blockchain and its applications to operations, and marketing.
	FITUR Know How	The GAIA-X national hub to deploy the data economy was presented on the tenth anniversary of the FITUR KNOW-HOW section by the State Secretariat for Digitalisation and Artificial Intelligence. The "Chatbots Tourism Awards 2022" were also presented.
	Fitur LIVE Connect	As a commitment to digitalisation and to complement the in-person trade fair, the FITUR LIVE CONNECT online platform served the tourism trade and was an opportunity to network, share information, identify interests, organise meetings and showcase the sector's products, services and destinations throughout the value chain in the tourism industry, before, during and after FITUR.
	Plan of activities and technical days	The planned activities for FITUR included educational technical talks on sustainability, accessibility and innovation.
ARCOmadrid	ARCO Exhibitions Platform	ARCO Exhibitions Platform.
	Conferences	Conferences that met behind closed doors and were subsequently streamed using Zoom.

Trade fair name	Summary of the action	Details of the action
MOMAD (February edition)	Image forum	Image forum: conference programme, talks, panel discussions held in the forum. Innovation in the sector and other topics were discussed.
	Momad LIVE Connect	Momad LIVE Connect
	Sustainable experience zone	A sustainable experience zone in which exhibitors can exhibit if they pass checks and meet the requirements, which is verified by the event management. This attracted exhibitors of products as well as technology.
Sicur	Innovation gallery	ARCO Exhibitions Platform
	Sicur forum	Sicur forum: talks on innovative issues in the security sector.
	Sicur LIVE Connect	SICUR LIVE Connect: hybrid trade fair (face-to-face and digital).
Intergift (February edition)	Lifestyle LIVE Connect digital platform	Lifestyle LIVE Connect digital platform
	Speakers' corner	Speakers' corner.
Bisutex (February edition)	Lifestyle LIVE Connect digital platform	Lifestyle LIVE Connect digital platform
	Speakers' corner	Image forum: conference programme, talks, panel discussions held in the forum. Innovation issues in the sector were discussed, among other topics.
Madridjoya (February edition)	Live Style and Live Connect digital platform	Live Style and Live Connect digital platform.
	Speakers' corner	Image forum: conference programme, talks, panel discussions held in the forum. Innovation in the sector and other topics were discussed.
Mercedes-Benz Fashion Week Madrid (February edition)	Streaming	The catwalk shows were streamed on YouTube, the Berlin website and the trade fair website.
Tecnova Piscinas	Innovative product gallery	Gallery of innovative products: area where exhibitors can exhibit their new products.
	Tecnova Piscinas 365	Tecnova Piscinas 365 tool
	Digital catalogue of exhibitors	Digital catalogue: digital exhibition catalogue in the form of a file on the trade fair website.
ANTIK PASSION Almoneda 365	ANTIK PASSION Almoneda 365	ANTIK PASSION Almoneda 365 tool.
	Digital catalogue of exhibitors	Digital catalogue: digital exhibition catalogue in the form of a file on the trade fair website.
Expodental	Speakers' corner	Speakers' corner: conferences where several topics are discussed, including innovation.
HIP	Area with innovative products	Exhibitors' area with innovative options to give visibility to companies that innovate.

Trade fair name	Summary of the action	Details of the action
Meat Attraction	Innovation Hub: Acelera awards	Innovation Hub: Acelera awards: candidates can enter for two awards: best product and best auxiliary industry. The finalists argue for their candidacy before a jury (composed of an IFEMA MADRID partner who is an expert in the meat industry, with the rest of the experts being found by the partner).
	Meat Attraction forums and Innova forum	Meat Attraction forums and Innova forum: talks on innovation and other issues.
	CHEF Factory	CHEF Factory: free areas for show cooking (innovative cuisine).
	Butcher-Shop space	Butcher-Shop space: free area for sector retailers: best burger award.
	LIVE Connect: hybrid trade fair	Meat Attraction LIVE Connect.
Vive la Moto	New products and prototypes for sale from universities.	MOTOSTUDENT: area for universities to present prototypes of electric and petrol motorbikes, in the form of a competition. These prototypes are available for purchase.
	Vive la Moto Bookings APP	Vive la Moto Bookings APP: available brand logos and bikes are uploaded so that visitors can book a bike for a day and time, to try it and, if they are interested, buy it or make a new appointment.
Motortec	Innovation gallery	Innovation gallery: area where the selected award-winning products are exhibited and the awards ceremony is held. These products are published on social networks. The winners receive a certificate.
	LIVE Connect: hybrid trade fair	Hybrid trade fair, digital attendance.
Education Week	LIVE Connect: hybrid trade fair	LIVE Connect: describes innovations on the platform.
	AULA FORUM forums	Forums (AULA FORUM) in each area of the trade fairs (at least one forum in each trade fair) to present innovations.
	Speakers' corner	Speakers' corner in EXPOEARNING: where innovations are presented.
	Congreso Red-Interdidac	Red-Interdidac Congress Presentation Room.
Iberzoo+Propet	Innovation gallery	Innovation gallery.
	LIVE Connect: hybrid trade fair	Hybrid trade fair, digital attendance.
	New products and innovation guide	Guide to new developments and innovation: in physical format at the trade fair and in digital format via LIVE connect.
Expoóptica	Expoaudio forum	Expoaudio forum: audiology sector. Speakers give talks to present industry innovations, marketing topics and training.
	Expoóptica forum	Expoóptica forum: optical sector: Speakers give talks to present industry innovations, marketing topics and training.
	Innovation area	Innovation area: where exhibitors can display their most innovative products.

Trade fair name	Summary of the action	Details of the action
Expofranquicia	Franchise forum catwalk	Franchise forum catwalk: keys to success, sell your business model, innovations, etc.
	Franchise school forum	Franchise School forum: to teach visitors about the franchise model, where news and international topics are discussed.
	LIVE Connect: hybrid trade fair	Hybrid trade fair, digital attendance.
Genera	Innovation gallery	Innovation gallery: physical space to exhibit new products that come to market.
	Conferences, forums and activities	Conferences, forums and activities: with institutional conferences on energy efficiency and the general solar forum. Companies can present their innovations in these forums and conferences.
FSMS	Cities forum	Cities forum: international and national level city forums. The first "tree award" to reward municipal projects to improve green spaces in their towns and cities.
	Innovation gallery	TECMA verde: innovation gallery
	Conferences, presentations at the SRR international congress	SRR: International congress where innovation issues are discussed, among other topics.
	Drive innovation with the escobas (broom) awards	TECMA: Escobas award ceremonies (in councils).
Global Mobility Call	Encourage innovation among waste managers	SRR: awards for specialised automotive reclaimers.
	Forums and auditorium: presentations.	Five forums and an auditorium with presentations on sustainable mobility, transport of people and goods (development and innovation).
World Dog Show	Hub 8-10: area for talks about dogs and breeds. New topics and new techniques are discussed among others	New topics and new techniques are discussed among others.
Momad (September edition)	Image forum	Image forum: conference programme, talks, panel discussions held in the forum. Topics concerning innovation in the sector are discussed, among others, with visibility given to groups with special skills (designers).
	Momad LIVE Connect	Momad LIVE Connect
	Sustainable experience zone	A sustainable experience zone in which exhibitors can exhibit if they pass checks and meet the requirements, which is verified by the event management. This attracted exhibitors of products as well as technology.
Intergift (September edition)	Lifestyle LIVE Connect digital platform	Lifestyle LIVE Connect digital platform
	Speakers' corner (talks focused on innovation)	Speakers' corner (talks focused on innovation).
	Awards for best innovative product (gift of the year award)	Awards for best innovative product (gift of the year award)
	40th Anniversary of Intergift: award to the best innovative business (judged by a pre-appointed committee)	40th Anniversary Intergift: recognition of the best innovative business (judged by a pre-appointed committee)

Trade fair name	Summary of the action	Details of the action
Madridjoya (September edition)	Lifestyle LIVE Connect digital platform	Lifestyle LIVE Connect digital platform.
	Image forum	Conference programme, talks and panel discussions held in that forum. Innovation in the sector and other topics were discussed.
Bisutex (September edition)	Lifestyle LIVE Connect digital platform	Lifestyle LIVE Connect digital platform.
	Image forum	Conference programme, talks and panel discussions held in that forum. Innovation in the sector and other topics were discussed.
Mercedes-Benz Fashion Week Madrid (September edition)	Streaming: YouTube, web	Catwalk shows are streamed: YouTube, fair website.
	Fashion Reels	Participants were invited to put on a fashion show on a stand like a catwalk and share the result on social media, boosting communication.
Feriarte	Communication channel feriarTE 365 (online)	The FeriarTE 365 (online) communication channel was created and validated by the Rey Juan Carlos University. Within the FeriarTE website.
Salón Look	ANEPE: In-person innovation gallery	Innovative products exhibited in an area for dissemination
	"SALON LOOK" community	Objective: bring together all the lifestyle trade fairs to generate universal content throughout the year (trigger debates, communication, etc.).
	Hairdressing and business management congress	Activity organised by red.es to provide companies with information on how to obtain grants for digital kit (assistance to digitise companies).
Digicom	Speakers' corner	Technical conferences or talks about the sector, innovations, etc.
	Digicomnews	This is sent to the entire sector including sector news.
Fruit Attraction	Innovation HUB	Exhibition and awards: best product of the year, best auxiliary product and sustainability (fresh product award, FV industry award and sustainability and commitment actions award).
	LIVE Connect: conferences	Hybrid trade fair, digital attendance in conferences.
Construtec - Archistone	HISPALYT Awards. Free space	A free space was lent to the HispalYT association to organise the awards.
	Conference programme.	Exclusive block related to innovation and technology.
	LIVE Connect:	Hybrid trade fair, digital attendance.
Matelec	AFME Awards	Awards by categories that are exhibited in an innovation gallery.
	Conference programme	Exclusive block related to innovation and technology.
	LIVE Connect:	Hybrid trade fair, digital attendance.
Veteco	VETECO ASEFAVE Awards.	Architecture awards in which one of the aspects considered is sustainability.
	Conference programme	Exclusive block related to innovation and technology.
	LIVE Connect:	Hybrid trade fair, digital attendance.

Trade fair name	Summary of the action	Details of the action
Estampa	Specific music was composed for each painting exhibited in the Colecciona room (guest artists).	When a visitor approached a painting, they would hear music composed for that painting.
Madrid Comic Pop Up	Second-hand comic area, search app for discontinued comics	Second-hand comic area, giving access to the creator of a new comics app (search app for discontinued comics)
Fiaa	Contest: Minibus of the year.	Competition organised by the event for minibus manufacturers with the latest innovations. A jury of 20 journalists tests the minibuses and selects the winner. With an award ceremony on the first day of the trade fair.
	LIVE Connect:	Hybrid trade fair, digital attendance.
	Assignment of rooms to facilitate UITP meetings: JIVE Project	Project to drive marketing of hydrogen fuel cells (22 European cities represented).
	Presentation promoted by IFEMA MADRID and performed by the Association	A full-day presentation to bring the public and academic sector together, entitled Intelligent Transport Systems (ITS), to promote safe, sustainable and efficient mobility in the transport of people and goods. To persuade manufacturers to implement these technologies.
Simo Educación	Assignment of rooms for UITP, supporting Cleanbuseurope (CBEP).	Initiative to encourage the use of clean technologies in buses.
	INNOVA.	Exhibitors send innovative products. They are selected and identified, and submitted to an innovation jury.
Juvenalia	LIVE Connect:	Hybrid trade fair, digital attendance.
	New section: board games.	New section created for board games, with growth forecast for the coming year.
100X100 Mascota	Foodtruck for dogs	Foodtruck for dogs.
Smart Doors	Conference programme: exclusive block related to innovation and technology.	Conference programme: exclusive block related to innovation and technology.
	LIVE Connect:	Hybrid trade fair, digital attendance.
Fitur	SEGITTUR space	The trade fair featured unique spaces and actions for start-ups to exhibit. The "know-how" of Spanish SMEs was on show in the SEGITTUR space within the framework of FITUR KNOW-HOW & EXPORT, with networking areas, consultancy for start-ups and a project laboratory - SEGITTURLAB - for internationalisation and knowledge.
ARCOmadrid	OPENING space	New Galleries (Opening): galleries less than seven years old. Opening is less expensive than other areas. Exhibitors are selected by a curator.
	Start-up design and decoration companies: to give them visibility	Start-up design and decoration companies to decorate private rooms of ARCOmadrid, to showcase their work.

Trade fair name	Summary of the action	Details of the action
MOMAD (February edition)	Ego Programme	EGO Programme: for new brands, designers and entrepreneurs who have been in business for no more than three editions. Discounted participation.
	Press releases of EGO programme brands	Press releases are drafted about EGO brands to boost their visibility.
Sicur	Sicur Startup	SICUR Startups: an area where this type of newly-created company can exhibit for a total price of 500 euros.
Bisutex (February edition)	Mini stand	Mini stand: for new entrepreneurs. Discounted participation.
Madridjoya (February edition)	Mini stand	Mini stand: for new entrepreneurs. Discounted participation.
Mercedes-Benz Fashion Week Madrid (February edition)	Allianz EGO Showroom	Allianz EGO Showroom: area with stands where young designers can sell directly to the public Free space allocation.
	Allianz EGO catwalk shows	Allianz EGO catwalk shows: Free shows by emerging designers.
HIP	Start-ups area	Area for start-ups: economy pack.
Meat Attraction	Butcher-shop space	Butcher-shop space: Contest for young butchers
Vive la Moto	Motostudent, as a boost for new designers and creators of new prototypes (who are not yet professionals)	MOTOSTUDENT: area for universities to present prototypes of electric and petrol motorbikes, in the form of a competition. These prototypes can be purchased.
Motortec	Comforp Foundation	In collaboration with Motortec Madrid, the Comforp Foundation organised the XVIII Contest of Young Automotive Technicians aimed at rewarding the talent of future vehicle repairers. When the research phase was complete, the teams selected to participate in the final phase of the competition were announced on 28 March. This involved on-site tests that took place during the event (from 20 to 23 April)
Education Week	Expolearning startups	Recruitment format for Expolearning startups: discounted 6 m2 stands
Iberzoo-Propet	AREA IMPULSO	Impulso area: area for startup exhibitions - 6 m2 spaces. Heavily discounted and a simpler format.
Expoóptica	Mini products	Mini products are offered: small stands to help exhibitors continue growing within the umbrella of a trade fair
Expofranquicia	Business room	Business room: day for investors, entrepreneurs and franchises.
	CEAJE Agreement	CEAJE Agreement: Association of Young Entrepreneurs. Exchange: The trade fair was promoted by the association and they had a free mini-stand to help young entrepreneurs to start a franchise.
	Space to assist and advise potential entrepreneurs	Madrid Chamber of Commerce, Aval Madrid and Madrid City Council promoted the trade fair in entrepreneurship incubators/ entrepreneurship areas and we provided a space to help and advise potential entrepreneurs.
	Emprendedores magazine	Exchange action with the Emprendedores magazine: they promoted us and advertised us in their magazine.

Trade fair name	Summary of the action	Details of the action
Genera	Startups zone: discounted area	Startups zone: discounted area
FSMS	Startups zone: discounted area	Startups zone: discounted area
Global Mobility Call	Startups zone: heavily discounted area.	Startups zone: heavily discounted area.
MOMAD (September edition)	EGO Programme. Discounted participation.	EGO Programme: for new brands, designers and entrepreneurs who have been in business for no more than three years. Discounted participation.
	Press releases are drafted about the EGO programme brands to boost their visibility	Press releases are drafted about the EGO programme brands to boost their visibility
	MOMAD Talents By ISEM contest. The two winners get a free stand at the event.	MOMAD Talents By Isem contest (planned three months before the event): we organise a contest for new designers on social networks. The collection is presented and there is an evaluation committee (originality, sustainability, commercial prospects, etc.). The two winners get a free stand at the event.
Madridjoya (September edition)	Mini stand: for new entrepreneurs.	Discounted participation.
	Art and talent space: training space	A meeting for almost all the training schools in Spain. A representative from each school presented a piece from the master's/degree project and a prize was organised. A committee of sector professionals was chosen and three pieces were selected (three awards). The first prize was a mini stand, the second was a machinery kit for manufacturing, and the third was a course at the Spanish Gemological Institute.
	Association of Brilliant Women.	To increase the visibility of professional women (promote equality). Free space. To promote female entrepreneurship.
Bisutex (September edition)	Mini stand: for new entrepreneurs.	Discounted participation. Participation was higher than the previous edition.
	Association of Brilliant Women.	They have a free stand to exhibit their products (to promote equality and female entrepreneurship).
	"I am Bisutex" competition.	This is launched through social networks (before the event). Participants enter their products, which are selected by a committee based on their commercial viability, design and innovation. Made-in-Spain products only. Mini stand at Bisutex.
Mercedes-Benz Fashion Week Madrid (September edition)	Allianz EGO Showroom.	Area with stands where young designers can sell directly to the public.
	Free space	Free space for young designers.
	Allianz EGO catwalk shows.	Free catwalk shows by emerging designers.
Salón Look	Free space was assigned to the exhibitor ARTERO.	To hold the Supernova awards (extra space for stage), contest for young professionals starting out in the sector, promoting and encouraging new talent.
1001 Bodas	Area for designer ateliers	Area for designer ateliers.
Fruit Attraction	Biotech Attraction, Smart Agro and Eorganic areas.	For very small businesses. A smaller space than the minimum under normal contractual conditions.
Construtec - Archistone	Startups/Micro SME Zone.	Stands at a discounted cost.

Trade fair name	Summary of the action	Details of the action
Matelec	Startups/Micro SME Zone.	Stands at a discounted cost.
Veteco	Startups/Micro SME Zone.	Stands at a discounted cost.
Estampa	DUO and DUO PROJECT only	Area for new galleries with lower budgets.
Madrid Comic Pop Up	Help for small publishers.	Area for small publishing houses (1-2 people), discounted, small spaces. Two extra metres of exchange so they can bring authors to sign.
Simo Educación	SHOW UP area	Areas for start-up companies.
	IMPULSE AREA: professionals with ideas related to the educational technology sector.	They submit their idea to IFEMA MADRID and a jury selects a project, which is presented during the event. If they win, they enter an accelerator where 50 investors see their idea (SEKLAB) and Madrid+d prize: capture the idea and help them to launch it, with one receiving a free stand in the show up area.

Suggestions, complaints and claims (SCC):

Management of suggestions, complaints and claims is an essential part of our relationship with our stakeholders.

At IFEMA MADRID, they are handled under the **CAL-PR-44 process for the management of suggestions, complaints and claims from stakeholders.**

Monitoring of suggestions, complaints and claims (SCC):

	2019	2020	2021	2022
TOTAL SCC FOR IFEMA MADRID	437	219	235	1116
Number of suggestions	20	3	3	5
Number of complaints and claims	417	216	232	1111
Number of complaints	172	98	122	845
Number of claims	245	118	110	266
Average number of days to respond to suggestions and complaints	7	6.84	3.5	4.23
Average number of days to respond to claims	25.81	17.26	10.32	14.4

The number of suggestions, complaints and claims was higher in 2022 than in previous years. However, the increase was due to problems during two external public events held in June and September, and the Covid passport requirement to access IFEMA MADRID in January and February.

Excluding these particular suggestions, complaints and claims, the total was 7% lower than in 2019, the benchmark pre-pandemic year.

Satisfaction surveys:

IFEMA MADRID is firmly committed to listening to its customers and other stakeholders. In recent years, we have systematically performed surveys to find out their needs and expectations, and how well we are meeting them.

- Surveys of exhibitors and visitors are performed during or after the trade fair. There is a single form for questions, enabling comparison of their answers, although the trade fair’s management may incorporate four unique questions in each case.
- Sponsor surveys are conducted every six months. A single form has also been established for this.
- Surveys of external operators are performed 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 partner companies or due to the amount invoiced.

All our surveys have included two common elements since 2021:

- Select the most relevant sustainability aspects for them from a list (see the definition of this action in the section on Sustainable Development Questions).
- The NPS (Net Promotion Score) index is used as a reference for overall satisfaction, giving a joint assessment of the relationship of these stakeholders with IFEMA MADRID.

The survey was extended to journalists, the media and employees in 2022.

A new form has been developed for exhibitors for 2023, with the following changes:

- The survey administered during the event will be reduced considerably, only including specific questions about that edition.
- Twice-yearly, surveys on general aspects (services from IFEMA MADRID, etc.) will be sent to the database of exhibitors for that year, through the CRM tool.

The objective of these changes is to increase the number of responses from this group.

2022 results:

Stakeholder	NPS 2021	NPS 2022	2022/2021
Exhibitors	25.49	15.49	-39.23%
Visitors	47.20	64.11	35.82%
External organisers	100	66.67	-33.33%
Sponsors	88.45	62.5	-29.33%
Suppliers	66.67	50	-25%
Media	To be implemented in 2022	84.62	—
Employees	To be implemented in 2022	4.53	—

6.2 Subcontracting and suppliers.

Second-party audits are not performed on IFEMA MADRID suppliers, as we understand that sufficient controls have been defined, namely:

- With regard to selection criteria, as the Public Procurement Law applies, our tender specifications include sustainability requirements (employment matters, occupational health and safety, and social and environmental risk prevention). These have increased in recent years, either as mandatory compliance requirements or as assessment criteria.
- IFEMA MADRID management centres are responsible for ensuring that suppliers (all those considered “collaborating companies” and others with invoicing of 600,000 euros/year or more, or that the Procurement Department considers “strategic”) meet a series of requirements. They evaluate their level of compliance annually based on quality and sustainability criteria (quality of service/product/work rendered, compliance with deadlines, level of competence demonstrated, flexibility/availability provided and level of sustainability during the provision of the service/supply/work). If the expected levels are not reached, penalties and contract termination may be established (as set out in the tender specifications and the Public Procurement law), or they may be required to implement an action plan to pass and improve their assessment in the following year.
- These suppliers (all those considered “collaborating companies” and others with invoicing of 600,000 euros/year or more, or that the Procurement Department considers “strategic”) are also asked to rate their relationship with IFEMA MADRID (through a satisfaction survey sent to them annually.) IFEMA MADRID regards its suppliers as key stakeholders and a crucial interest group. They are, therefore, all asked about two things as part of the survey:

- NPS or Net Promoter Score, the results of which are included in our institutional dashboard, comparing the results obtained over time and compared to other key stakeholders.
- Which economic, social and environmental sustainable development issues of IFEMA MADRID are important to them. The results of this are considered an evaluation criterion when assessing the relevant issues for IFEMA MADRID.

6.3 Society.

IFEMA MADRID’s commitment to society is channelled in three ways:

- It is a catalyst and promoter of actions in collaboration with associations, exhibiting companies, visitors and other stakeholders, performed through each of its trade fairs, with a strong sectoral nature.
- Collecting initiatives proposed by employees and implementing those considered viable that increase the well-being of employees or benefit NGOs or other charitable institutions.
- Through the Corporate Volunteer Programme, which facilitates and encourages involvement by employees interested in participating directly in volunteering activities, helping these activities achieve their aims.

Actions from trade fairs:

155 actions were performed in 2022. This was a considerable increase on the 48 actions in 2021.

Trade fair	Social action title	Description
Fitur	FITUR LGBT+	The trade fair consciously and proactively included images that communicate diversity in its promotional campaigns, for example, the promotional material for the FITUR LGBT+ area. This section highlighted the growing demand from destinations, companies, hotel chains, airlines and tour operators that, being committed to inclusion, want to focus on the LGBT segment, which has high purchasing power because of its higher disposable income and the fact that it is less tied to seasonal tourism.
	FITUR WOMAN	At the FITUR 2022 edition, special relevance was given to the role of women in tourism, through various sections. FITUR WOMAN was created along these lines as a collaborative space with WOMEN LEADING TOURISM in line with the Sustainable Development Goals (SDGs), by contributing to gender equality and female empowerment in the tourism sector (Goal 5). It was created to offer a meeting point for awareness, debate and dialogue, focused on promoting the role of women in this industry in terms of leadership and sustainability.
	FITURNEXT	With the theme “How can tourism contribute to a more accessible society?”, FITUR NEXT brought together 40 panellists to focus on how to make tourism accessible to everyone, raise awareness of the issue, promote training in this field and demonstrate that this is not just an issue for the few, but a benefit for the whole of society. The winning initiatives and the special mention were presented to the finalists of the FiturNext 2022 Challenge for their contribution to accessibility. The winners were TUR4all and its collaborative platform of inclusive resources, Albastar, and its airline that offers comfort and convenience to travellers with disabilities, and COCEMFE, and its “Holiday Programme” planned with guaranteed accessibility in all aspects of the trip. The FiturNext 2022 report “Towards a more accessible tourism” was also presented, setting out the salient points, guidelines and lessons learned by the Observatory in its research.
	SUSTAINABLE STAND AWARD	The Sustainable Stand Award evaluated the contribution of stand personnel based on gender equality, without discrimination or prioritisation. Some of the stands that entered for the award had hired people at risk of social exclusion, encouraging the inclusion of people with functional diversity, elderly people, immigrants, the unemployed and so on. They also enabled access to information and the stand for people with hearing, visual and other diversity.
	Plan of activities and technical days	The planned activities for FITUR included educational technical talks on sustainability, accessibility and innovation.

Trade fair	Social action title	Description
ARCOmadrid	Students in master's internships in the art market	Agreement with universities: students on the master's internships in the art market participated in the trade fair group, collaborating with them.
	Free tickets for art teachers and others involved in art education	Free entry for teachers from universities and arts training centres.
	Students in master's internships in the art market	Free entry for teachers from universities and arts training centres.
	Discounted tickets for students	Half price discounted tickets for students and pupils (with student card).
Momad (February edition)	Diversity of origins in catwalk models.	Video summary of the catwalk shows with models of different nationalities and origins.
	Space and stand granted to IES LA Torreta (leather and footwear course)	Assignment of a space and stand to the IES La Torreta vocational training centre for its leather and footwear course, to encourage entrepreneurship. The students on this course will test their designs and productions at the MOMAD fair. They will have contact with visitors and buyers at the trade fair and will become potential future exhibitors and customers of MOMAD. Their participation in MOMAD also helps prepare them to join the labour market through contacts with exhibitors.
	Collaboration with the ADA Association	The Association of Artists, Designers and Artisans (ADA) is an independent non-profit organisation. It encourages various types of artists, designers and artisans to collaborate in different disciplines and different ways of seeing and experiencing art, so they can grow and develop ideas. ADA's main objective is to encourage an appreciation of all forms of artistic expression and dimensions: academic, artistic, cultural, economic, research, investigation, etc. Fostering personality and individual work, which is enriched by collaborating with specialists from other fields. ADA is committed to working altruistically to become a platform that enables artists to grow as professionals with international projection.
Sicur	SICUR forum	SICUR forum: general talks on different sectors related to security.
	SICUR-CIBER forum	SICUR-CIBER forum: to promote the cybersecurity sector.
	Women's Observatory	Free space for the Women's Observatory: empowering talk about women in security.
	"Women and innovation in security" awards	Free space and organisation of the "Women and innovation in security" awards. Special mentions for women because of their professional careers, to empower them in the sector, promoting equality.
Intergift (February edition)	Alapar Foundation	Alapar Foundation
	Instituto Cotes Baixes	Instituto Cotes Baixes: free space in exchange for training on sustainability adapted to fabrics

Trade fair	Social action title	Description
Bisutex (February edition)	Collaboration with the ADA Association	The Association of Artists, Designers and Artisans (ADA) is an independent non-profit organisation. It encourages various types of artists, designers and artisans to collaborate in different disciplines and different ways of seeing and experiencing art, so they can grow and develop ideas. ADA's main objective is to encourage an appreciation of all forms of artistic expression and dimensions: academic, artistic, cultural, economic, research, investigation, etc. Fostering personality and individual work, which is enriched by collaborating with specialists from other fields. ADA is committed to working altruistically to become a platform that enables artists to grow as professionals with international projection.
	Dalad Ethical Fashion Foundation: to train people with special abilities	Dalad Ethical Fashion Foundation: to train people with special abilities.
Madridjoya (February edition)	Diversity in catwalk models.	Video summary of the catwalk shows with models of different nationalities and origins
	Collaboration with the ADA Association	The Association of Artists, Designers and Artisans (ADA) is an independent non-profit organisation. It encourages various types of artists, designers and artisans to collaborate in different disciplines and different ways of seeing and experiencing art, so they can grow and develop ideas. ADA's main objective is to encourage an appreciation of all forms of artistic expression and dimensions: academic, artistic, cultural, economic, research, investigation, etc. Fostering personality and individual work, which is enriched by collaborating with specialists from other fields. ADA is committed to working altruistically to become a platform that enables artists to grow as professionals with international projection.
	Dalad Ethical Fashion Foundation: to train people with special abilities	Dalad Ethical Fashion Foundation: to train people with special abilities.
Mercedes-Benz Fashion Week Madrid (February edition)	Promote diversity	Fashion shows with models with special abilities.
	Boost local economy	The designers encourage the local economy by working with small local companies.
	Promote training	Free tickets and guided tours by teachers at the IED backstage. They were also able to attend some of the shows.
Tecnova Piscinas	Promote training and awareness of sustainability	Technical conferences on sustainability.
ANTIK PASSION Almoneda 365	Promote training	Students and teachers from the Rey Juan Carlos University art market master's degree create content for almoneda 365, and collaborate by supporting exhibitors, organising activities, and administering satisfaction surveys.
HIP	Dependency and health congress	Dependency and health congress: area to discuss and disseminate news from the care and health sector.
	Surplus food is donated to food banks, thus reducing waste	Surplus food is donated to food banks.

Trade fair	Social action title	Description
Meat Attraction	Surplus food is donated to Mensajeros de la paz (Messengers of Peace) from meals prepared at the trade fair	Solidarity action with Mensajeros de la paz (meal donation).
	Surplus food is donated to the food bank to prevent food waste.	Action with food bank, donating surplus food.
	Butcher-Shop Space	Butcher-Shop Space: Seminar for women in the meat sector (raising their profile, appreciating and empowering female butchers).
Vive la Moto	Educational talks about the future of the sector	Vive la Moto forum: talks about the future of the sector (training, innovation...).
	Woman and motorcycles	Woman and motorcycles (bike-riding techniques).
	Promote training	Free tickets for public universities: mechanical engineering students.
Motortec	Promote training	Vocational training academies: free tickets.
	Boost talent	Free space and assembly for the Comforp Foundation, which organised the XVIII Contest of Young Automotive Technicians aimed at rewarding the talent of future vehicle repairers, in collaboration with Motortec Madrid. When the research phase was complete, the teams selected to participate in the final phase of the competition were announced on 28 March. This involved on-site tests that took place during the event (from 20 to 23 April).
	Promote training	Programme of activities with numerous talks, including an innovation gallery, workshops, training, product presentations...
	Raising awareness and sensitivity (education)	UTP: Used tyre processing. Free area for education.
Education Week	Promote sector training and knowledge	There were 250 activities in different forums at each of the trade fairs on topics such as sector knowledge, latest news, social issues, etc. (training).
	Solidarity classroom zone	Solidarity classroom zone: to introduce the NGOs to students.
	ALTIUS Foundation. To boost the job prospects of people at risk of exclusion and young people	ALTIUS Foundation: to boost the job prospects of people at risk of exclusion and young people.
	Promote school training and guidance. Career guidance from student unions	Student unions were offered stands, free of charge, to advise students on job opportunities.
	Promote school training and guidance. Talks for students in senior courses. AULA FORUM	The universities work with IFEMA MADRID. In the Aula forum, senior students give talks on topics for internships.
Iberzoo+Propet	Promote training: Classroom on careers in the veterinary sector, Veterinary classroom. AEPAC forum	Veterinary employment classroom (training for recent graduates), Veterinary classroom (training on new pharmaceutical products and veterinary interventions, etc.). AEPAC forum (association of veterinarians to talk about the sector). Canine styling stage (canine styling masterclass).

Trade fair	Social action title	Description
Iberzoo+Propet	Iberzoo-propet solidarity	Iberzoo-propet solidarity: programme to help animal shelters. FAPAM: food, accessory drives, etc, are organised in collaboration with this association.
	SAN ANTON awards	SAN ANTON awards: several categories for those who support the integration of animals, living with pets in the city, best professional in the field of animal protection
Expoóptica	Expoaudio forum	Expoaudio forum: audiology sector. Speakers give talks to present industry innovations, marketing topics and training.
	Expoóptica forum	Expoóptica forum: optical sector: Speakers give talks to present industry innovations, marketing topics and training.
Expofranquicia	Encourage training and knowledge of franchises	Franchise forum school: teaches visitors about the franchise model.
Genera	Free advice for future entrepreneurs	The trade fair brought in three law firms specialised in franchises to give visitors free advice and answer questions.
	Conferences, forums and activities: information days	Conferences, forums and activities: information days, improving the skills of professionals already working in the sector and attracting professionals from other sectors who may be interested in this sector.
	Specific scores for significant conferences	Specific scores for outstanding conferences rather than a simple overall score.
	Assignment of space to CEDETI, MITECO and IDEA	CEDETI, MITECO, IDAE: we assigned free space to them for informative activities. They participate in forums and allow companies (other exhibitors) to participate in these seminars.
	Promote training	Free tickets for vocational training schools giving renewable energy courses.
FSMS	Cities forum	CITIES FORUM Forums and laboratories are organised ahead of time and their conclusions are discussed during the event.
	Cities forum	Cities forum: a digital book is published with videos that summarise the presentations with summaries of good practices.
	Cities forum: talks on good practices	Cities forum: talks on good practices
	TECMA verde: innovation gallery	TECMA verde: innovation gallery
	SRR: International congress	SRR: International Congress.
	TECMA: Escobas award ceremonies (in councils)	TECMA: Escobas award ceremonies (in councils).
	SRR: Awards for specialised automotive reclaimers.	SRR: Awards for specialised automotive reclaimers.
	Assignment of space to ANARPLA and ANAREVI	ANARPLA and ANAREVI: (non-profit association of plastic and glass recyclers). We gave them the space and they organised informative exhibitions.

Trade fair	Social action title	Description
Global Mobility Call	Foro Zaragoza	Foro Zaragoza: as part of the Next generation congress: meeting with young people on the future of sustainable mobility. The conclusions were presented in the GMC.
	All the talks are on the subject of sustainable mobility.	Some speakers are members of NGOs, non-profit associations and administrations. Visitors attend these talks, which are promoted by the trade fair, for information.
	Red.es free space: MINECO.	Red.es free space: MINECO
	WWF (World Wildlife Fund)	NGO that protects nature. Participation in some talks. Guests, free of charge.
	Inter-American Development Bank	They participated in specific days to disseminate sustainable mobility in Latin America. Guests, free of charge.
	Free entrance to university students	Free entrance to university students.
World Dog Show	Hub 8-10: area for talks about dogs and breeds.	Hub 8-10: area for talks about dogs and breeds. Some of these are educational.
	Free space for a Ukrainian NGO.	Free space for a Ukrainian NGO. It rescues dogs during the war.
Momad (September edition)	Video summary of the catwalk shows	Video summary of the catwalk shows with models of different nationalities and origins.
	Allocation of space and stand.	Allocation of space and a stand to the Polytechnic University of Madrid, Madrid's top fashion design school. They held an exhibition of student designs and a catwalk show.
	The Association of Artists, Designers and Artisans (ADA)	ADA's main objective is to encourage an appreciation of all forms of artistic expression and dimensions: academic, artistic, cultural, economic, research, investigation, etc. Fostering personality and individual work, which is enriched by collaborating with specialists from other fields. ADA is committed to working altruistically to become a platform that enables artists to grow as professionals with international projection.
	MOMAD Talents By ISEM contest (proposed three months from the event).	We announced a contest for new designers on social networks. The collection is presented and there is an evaluation committee (originality, sustainability, commercial prospects, etc.). The winner receives a free training course organised by ISEM.
	4R collective association.	Collaboration with free exhibition (essential expoarte) for designers with special intellectual abilities.
Intergift (September edition)	Alapar Foundation	Wooden trays made by people with special abilities were given away to all exhibitors.
	Teodora Foundation	Free space and stand. They support education at the trade fair and sell solidarity gifts.
	Awards for the best sustainable product.	Awards for the best sustainable product (gift of the year award).
	Promotion of the "Espacio NEO" area of the trade fair	Promotion (via press release) of the "Espacio NEO" area of the trade fair based on gifts and home products with a technological and innovative profile.

Trade fair	Social action title	Description
Intergift (September edition)	Support for diversity	Inclusion of images of people from different backgrounds in newsletters and presentations.
Madridjoya (September edition)	Diversity. Integration.	Models of different origins/nationalities and people with special abilities on the catwalk
	The Association of Artists, Designers and Artisans (ADA)	ADA's main objective is to encourage an appreciation of all forms of artistic expression and dimensions: academic, artistic, cultural, economic, research, investigation, etc. Fostering personality and individual work, which is enriched by collaborating with specialists from other fields. ADA is committed to working altruistically to become a platform that enables artists to grow as professionals with international projection. An exhibition to raise awareness of mental illness through painting and jewellery.
	Art and talent space: training space	A meeting of almost all the training schools in Spain. A representative from each school presented a piece from the master's/degree project and a prize was organised. A committee of sector professionals was chosen and three pieces were selected (three awards). The first prize was a mini stand, the second was a machinery kit for manufacturing, and the third was a course at the Spanish Gemological Institute.
	Association of Brilliant Women	To increase the visibility of professional women (promote equality). Free space.
	Association of sustainable jewellery	Free space. Free participation in the catwalk show. Community to encourage sustainable practices in the sector around the world. A model with Down's syndrome closed the catwalk show.
Bisutex (September edition)	Diversity. Integration.	Models of different origins/nationalities and people with special abilities on the catwalk.
	Association of Brilliant Women.	They are given a stand to exhibit their products (to promote equality).
	Coverage (communication) for AINES JOYAS.	Coverage (communication) was given to AINES JOYAS: product made from paper (raw material).
Mercedes-Benz Fashion Week Madrid (September edition)	Integration.	Catwalk shows with models with special abilities.
	Local economy.	The designers encourage the local economy by working with small local companies.
	Support Ukrainian Fashion.	Space on the website of the free trade fair for Ukrainian designers to exhibit their garments, to support the sector in their country.
Feriarte	Invitation to the trade fair and discounts for certain groups.	The trade fair offers: - Friends of museums: free tickets to the trade fair - Art associations: discounted tickets
	Feriarte forum.	Programme of conferences and training panel discussions about promoting the role of women. Talks about women collectors in Spain and woman in twentieth-century art.
	Classes from the master's degree in art at the Rey Juan Carlos I University of Madrid.	The master's degree in art at the Rey Juan Carlos I University teaches classes during the trade fair.
	Work experience for the master's degree in art.	Interns from the master's degree in art support exhibitors of galleries and promote collecting in a stand provided by the trade fair.

Trade fair	Social action title	Description
Salón Look	Programme of activities	Includes educational talks. Workshops, masterclass.
	Internship	Work experience for organisation of the trade fair (Rocio Alarcón).
	Scholarship training programme	Aimed at professionals, refresher for knowledge of business management content. Free space at the trade fair to the company that manages these scholarships. In return, they offer internships to visitors who pass by their stand (with a selection after receipt of applications).
	Free room.	Free space for Cosméticos foráneos to give further courses related to massage techniques after the trade fair (maderotherapy). This was aimed at aesthetic professionals (those who had visited the trade fair and were interested).
	Assignment of space to Cosméticos foráneos	Specific space for charity manicures, given by people at risk of exclusion, helping them to train in the profession. They performed the work and the money raised was donated to the Spanish Association Against Cancer.
	Free or reduced price tickets	Free entrance for vocational students in the sector and reduced price tickets to congresses for students.
	Stage available to exhibitors at the trade fair	A stage where visiting students were invited to showcase their activities, to encourage their development.
	"Alliance for the reduction of VAT" platform	Platform comprising sector professionals and associations. The trade fair provides support and space. In this space they presented the "Study on the importance of women in the personal image sector", to raise awareness about gender equality in the sector.
	Hairdressing congress.	Conversations about hairdressing. Presentation during which the chances of success of women in the rural environment were discussed.
	Beauty congress.	STANPA Foundation (cosmetic manufacturers), "Look beautiful and feel better". They train professionals and recruit volunteers to help women with cancer. Presentation.
Digicom	Speakers' corner	Educational talks in speakers corner.
Fruit Attraction	PROUD TO BE FRUIT ATTRACTION	Recognition for exhibitors and visitors. They handed out bracelets in various colours at the trade fair. Video closing Fruit Attraction with diverse people.
	MADRID food bank	Collection of surplus food and free space.
	Conferences to raise awareness of the current situation of the sector	Biofruit Congress, on sustainable supply, Biotech Attraction, biotechnology and innovation for the agriculture of the future, 6th Grape Attraction, on sustainability in grapes.
Construtec - Archistone	Conference programme.	Conferences about learning new skills, equality, women in the construction sector.
	Free tickets for certain students.	Free tickets for groups of vocational training students and Schools of Architecture.
	Conference programme: THE MISS CONFERENCE.	Programme in four blocks: sustainability, society, innovation and technology. Acquisition of skills and training in the sector.

Trade fair	Social action title	Description
Construtec - Archistone	Support for training young people.	More space for the Construction Labour Foundation to support training in construction for young people
Matelec	Conference programme.	Conferences about learning new skills, equality, women in the construction sector.
	Assignment of space and promotion of the contest organised by FENIE.	Contest for young installers studying vocational training. They take part in a trial. They receive a money prize and recognition. Annual and national championship.
	Conference programme: THE MISS CONFERENCE.	Programme in four blocks: sustainability, society, innovation and technology. Acquisition of skills and training in the sector.
	Support for training young people	More space for the Labour Foundation to support training in construction for young people.
	VETECO ASEFAVE Awards	Architecture awards in which one of the aspects considered is sustainability.
	VETECO ASEFAVE Awards	Architecture awards, one of which is for the end of course project
	Conference programme	Conferences about learning new skills, equality, women in the construction sector.
	Conference programme	The Miss Conference. Programme in four blocks: sustainability, society, innovation and technology. Acquisition of skills and training in the sector.
	More space for the Construction Labour Foundation	To support training in construction trades for young people.
	Estampa	Art training with free tickets
VIP ESTAMPA PROGRAMME		Educational talks.
Interns		Estampa employed interns to encourage them to acquire skills.
Free entrance for seniors and children		Free admission for people over 65 and under 12 years old.
Discounts for young people and students		Discounts on tickets with a Youth Card and for students.
Madrid Comic Pop Up	Promoting the use of comics in education.	Conferences for teachers, head librarians and students promoting the use of comics for educational purposes to encourage reading, mathematics, etc.
	Coverage for comic product news	Cover news on comics by publishers and talks by national and international comic writers and illustrators.
	Portfolio review, supported by Spanish cultural action in the PICE programme	Three Spanish publishers + two international agencies reviewed works by 159 talents, in search of recruits.
	Activities and talks to promote knowledge of the sector	Children's workshops, adult games, exhibitions and cosplay contest. Board games among gamer influencers.
	Exhibition space: "Science with humour"	Assignment of space to disseminate and make science welcoming through comics, with the exhibition: "Science with humour". Comics explaining scientific words. Instituto Cervantes of humour.

Trade fair	Social action title	Description
Madrid Comic Pop Up	Free tickets for young people at risk of exclusion.	Free tickets for NGO: PAIDEA. Association of young people at risk of exclusion, to help them see comics as a possible occupation.
FIAA	Support for Vocational Training Centres	Vocational training Centres: free tickets
	Programme of activities for efficient management.	Programme of activities: presentation on fleet maintenance (efficient management).
	Assignment of space to non-profit association	Confibus, Direbus, Anetra. They organised outreach activities.
Simo Educación	MAKERS AREA space	Practical workshops organised by schools and colleges. IFEMA MADRID provided free space.
	AGENDA of EVENTS	Programme of conferences published on the website.
	I.T. Girl: to empower women and promote STEAM careers	Panel discussions, conferences, workshops, etc, featuring women.
	Awards for the best teaching experiences: sustainability, equality and rural schools	They present good teaching practices from classrooms and the winners are recognised (diploma accrediting 13 and 2 technology and innovation awards). The categories were sustainability, equality and the rural school.
Juvenalia	Posters for children with autism.	Posters with drawings with which children with autism can identify.
	Bracelets for children with disabilities.	Bracelets worn by children with disabilities so they do not have to queue.
	Tickets for children from Ukraine and reception centres.	Free tickets for children from Ukraine and reception centres.
	SAVE THE CHILDREN and Médicos del Mundo (Doctors without Borders) activities.	Free space allocation. Exhibition of drawings for children to get themselves known and try to attract partners.
	Awareness of breastfeeding and child rearing.	Talks about breastfeeding and child rearing for visitors.
	Promoting oral health and hygiene.	Talks on oral hygiene given by the Dental Institute.
	Breastfeeding room assembly.	Breastfeeding room assembly.
	Quiet visits for children with autism.	Sound levels below 60 dB for the visit of children with autism (one day for two hours).
100X100 Mascota	Contract: Roncescam, Aidog	Contract: Dog associations that help children with autism and blind children.
	Adoption catwalk	Educational talks.
	Encouraging responsible pet ownership	Talks about responsible pet ownership.
	Food distribution	Food was distributed to animal shelters.
Smart Doors	Conference programme	Conference programme: Acquisition of skills and training in the sector in the new and existing regulations.

Social actions at the institutional/employee level:

Social action	Date	Description
Donation	March 22	Donation of "Gamergy" T-shirts to the ADSIS Foundation of Alava.
Donation	March 22	Donation of bags, combs and fans.
Reuse of mobile devices	1 May 2022 November 2022	Replacement of mobile devices and the possibility of purchasing them by the worker to avoid generating electrical and electronic waste. The surplus will be sold.

Corporate volunteer programme:

IFEMA MADRID channels the spirit of solidarity of its employees through its corporate volunteer programme, contributing the portion of the working day they spend on volunteering projects promoted by the Quality and CSR Department.

Initiatives with a clearly defined profile are selected, enabling them to be integrated into the employee's work. These are:

- Coordinated by respected NGOs or foundations.
- The volunteer activity must be suited to the employee's abilities.
- The volunteering is done during the working day.

The Programme includes ongoing activities that are performed throughout the year and one-off projects performed in a specific period of time.

In 2020 and 2021, in-person volunteering was eliminated and replaced with digital projects, while meetings were limited to person to person. Most of the NGOs we worked with had abandoned this type of assistance.

The traditional volunteering model resumed from January 2022. While the need to incorporate the digital model provided a positive experience and was used throughout the rest of the year, it has been combined with the face-to-face efforts, to increase the number of potential beneficiaries.

Continuing activities. These have been chosen so that there is a service option and a more technical option, to cater for people with different interests and skills:

- **Madre Coraje.** Logistics operations for selecting and sorting clothing and accessories.
- **Mensajeros de la Paz.** Support and collaboration with the breakfast service at the Parish of San Anton.

In both cases, employees are divided into groups that participate once every two weeks, for about three hours each.

Specific collaboration **actions were also performed**, with several institutions related mainly to the field of training and motivating students not to drop out of school. These achieved excellent results. These were:

- **Spanish Volunteering Platform: Project Vol +.** Each volunteer helps a person at risk of exclusion to improve their job prospects by helping them to highlight and make use of their skills.
- **Bertelsmann Foundation: Inspirational business project:** Visit by groups of 4th year compulsory secondary (ESO) students from various schools to our facilities to give them a real experience of the world of work and discourage dropping out of school. Two actions were held, with the Damaso Alonso School (23 students) and the IES Velazquez (25 students).

• **Adsis Araba Foundation: Motivational talks on the sector:** IFEMA MADRID employees gave presentations to groups of vocational training students to introduce them to a subject, increase their chances of finding a job and motivate them to continue studying. The following subjects were taught:

- Electricity (2)
- Human resources (job interviews, resumes)(2)
- ICT
- Logistics

• **Adsis Foundation: Job interview project:**

Job interview role play with vocational training students in preparation for their upcoming internships, with an employee from IFEMA MADRID acting as the interviewer. Interviews are recorded for subsequent use as training material.

• **Adecco Foundation: Focus Group:** IFEMA MADRID volunteers participated in several Focus Group sessions to analyse the employability of people with different abilities.

• **Christmas collection:** A Christmas collection was held from 28 to 30 November and on 1 December.

Two types of items were collected:

- Clothes, shoes and accessories for Madre Coraje.
- School supplies, toys and children’s clothing for the Ukrainian children’s centre in Pozuelo, organised by Plan Internacional.

The following were distributed:

- To the Ukrainian refugee reception centre in Pozuelo:
 - 10 boxes of school supplies and games
 - 3 boxes of children’s clothing
 - 4 boxes of FITUR notebooks.
- To Madre Coraje:
 - 17 boxes of clothes
 - 1 box of shoes
 - 1 box of bags, duvets and sheets.

Conclusions:

• The resumption of traditional volunteering has not made us forget the lessons learned. Online volunteering has enabled us to increase the number of beneficiaries without considering their location, making better use of the time spent volunteering.

• While not forgetting continuous volunteering, the options for one-off actions at specific times enable more employees to take part in the programme.

• One of the main values of IFEMA MADRID employees is their experience in multiple areas and their ability to share that knowledge. They also have capacity to empathise and are committed.

• We have set two objectives for 2023:

- Continuing face-to-face volunteering, creating a programme to provide educational support, encouraging students not to drop out.

- Including, wherever possible, the number of direct beneficiaries as an additional indicator to those we already use.

2022 data

Project	Number of volunteers	Hours	Value €
Mensajeros de la Paz	11	188	4,722.56
Madre Coraje.	5	104	2,612.48
Adecco Foundation Focus Group	4	8	200.96
Vol+	1	55	1,381.60
Inspirational Business project	8	10	251.20
Adsis Foundation - motivational talks	5	14	351.68
Adsis Foundation - job interviews	13	10	251.20
Christmas collection	6	14	351.68
Total	53	403	10,123.36

2021 data

Project	Number of volunteers	Hours	Value €
Red Cross	10	20	492.4
Adsis Madrid Foundation	12	12	295.44
Adsis Araba Foundation		18	443.16
Total	22	50	1231

Alliances:

SDG 17, partnerships for the goals, is especially important for IFEMA MADRID.

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

- Promoting internationalisation
- Supporting business development
- Generating wealth

Sustainability is an expressly shared attitude in all of these areas.

These alliances can be divided into three blocks:

• **Sector representatives.**

The trade fairs organised by IFEMA MADRID are always designed to meet the needs and expectations of the sectors involved. Each event has an Organising Committee, with representatives of the main agents in the sector, to obtain this information and ensure it is always up to date.

All of our trade fairs have collaboration agreements with the most relevant associations in the sector, sharing the common objectives of making the sector more dynamic, promoting knowledge of it and boosting its internationalisation, and, ultimately, ensuring profitability for participants.

• **Strategic agreements.**

Strategic agreements address the same objectives from a more global perspective. The following agreements were signed in 2022:

Iberdrola - Strategic partner for sustainable mobility.

The purpose of this alliance is to promote sustainable mobility and the electrification of transport. This commitment is illustrated by the launch of the first sustainable public car park at a trade fair venue in Spain and the organisation of, and participation in, activities to promote and disseminate electric mobility.

Iberia - Official partner of IFEMA MADRID.

The purpose of this strategic alliance is to position Madrid as one of the main cities for international trade fairs and congresses, improving its connectivity to 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, including ARCOmadrid and MERCEDES-BENZ FASHION WEEK MADRID

• **Sponsors:**

- **Collaborations in some of our events** to promote specific actions or raise the profile of the event.

FITUR:

FITUR partner: Dominican Republic.
 FiturScreen: Netflix.
 FiturNext: Mastercard.
 FiturTechy: Cajamar, Menorca, American Express, Adquiver, Amadeus.

ARCOmadrid: Allianz, Iberia, Martin Miller's Gin, Lexus, Auara, Illy Café, Cervezas Alhambra, Fundación Santander, Ruinart.

Mercedes-Benz Fashion Week Madrid:

Main Sponsors: Mercedes-Benz, L'Oréal and Inditex.
 Sponsors: Allianz, Iberia, Hotel Thompson, Royal Bliss, Multiópticas, Netflix,

Collaborators: Klarna, Rowenta, GHD, Mar de Frades, Málaga de Moda, ESNE, Dorsia, the Community of Madrid, Dejavu Brands, IED
 Participants: Uncle Claus, Colgate, Flabelus, Karma Design.

World Dog Show: Arion, Artero, Royal Canin, Mapfre and Barbour.

Estampa: Alhambra

Fruit Attraction:

Guest region: Regional Council of Andalusia
 WIFI: Idae Nature

Gran Canaria Swim Week: Mercedes-Benz, Red Bull Organics, GHD, Alfaparf, Frund Grube, Pernod Ricard, Mahou, Jose Luis de las Heras.

1001 Bodas: Iberia

100x100 Mascota: Mapfre and Barbour

- **Alliances in volunteer programmes:**

Corporate volunteering programmes are always performed in partnership with an NGO, either by creating a one-off programme or by joining existing programmes.

These alliances were performed with the following in 2022:

- Bertelsman Foundation.
- Adsis Foundation.
- Mensajeros de la Paz.
- Madre Coraje.
- Adecco.
- Spanish Volunteering Platform.

6.4 Tax information.

	2021	2022
Profits country by country	Profit for 2021 amounted to €91,036. All income was obtained in Spain.	The profit for 2022 was €1,930,097. All profits were made in Spain.
Corporation tax paid	The corporate income tax settlement for 2021 involved a rebate of €2,292.69.	The corporate income tax settlement for 2022 involved a rebate of €476,887.30
Public subsidies received	No public subsidies were received.	No public subsidies were received.

07.

Annexes.

07. Annexes.

ANNEX 1. Sustainability results of IFEMA MADRID's in-house trade fairs (sustainability check list of in-house trade fairs 2022): 2022:

Trade fair	Note	Date
Fitur	8	23 February 2022
Momad (February edition)	7.8	24 February 2022
Bisutex (February edition)	7.5	4 March 2022
Madridjoya (February edition)	7.5	4 March 2022
Intergift (February edition)	7.2	4 March 2022
Sicur	7.4	7 March 2022
Meat Attraction	8	23 March 2022
Intersicop	7.9	24 March 2022
Mercedes Benz Fashion Week Madrid (February edition)	7.1	26 April 2022
ANTIK PASSION Almoneda 365	7	27 April 2022
Tecnova Piscinas	6.7	27 April 2022
Expodental	6.7	27 April 2022
Hip	7.5	27 April 2022
Promogift	6.1	27 April 2022
Motortec	7.8	28 April 2022
Vive La Moto	7.4	28 April 2022
Education Week	7.6	28 April 2022
Iberzoo+Propet	7.5	28 April 2022
Expofranquicia	7.2	13 May 2022
Expoóptica	7.2	13 May 2022
Genera	7.5	27 June 2022

Trade fair	Score	Date
FSMS	7.8	27 June 2022
World Dog Show	6.6	28 June 2022
Global Mobility Call	8	28 June 2022
Madridjoya (September edition)	7.9	21 September 2022
Bisutex (September edition)	7.8	21 September 2022
Intergift (September edition)	7.8	21 September 2022
Momad (September edition)	7.8	21 September 2022
Mercedes-Benz Fashion Week Madrid (September edition)	7.2	17 October 2022
Salon Look	7.6	23 November 2022
Feriarte	7.1	23 November 2022
Digicom	6.3	23 November 2022
1001 Bodas	6.7	23 November 2022
Fruit Attraction	8.2	23 November 2022
Estampa	7.4	23 November 2022
Smart Doors	7.0	24 November 2022
Veteco	8	24 November 2022
Construtec/Archistone	7.9	24 November 2022
Matelec	7.8	24 November 2022
Madrid Comic Pop Up	7.5	25 November 2022
Simo Education	7.4	25 November 2022
Fiaa	7.4	28 November 2022
Juvenalia	6.8	16 December 2022
100x100 Mascota	6.8	20 December 2022

Average level of sustainability of in-house trade fairs.

	2019	2020	2021	2022
Average level of sustainability of in-house trade fairs.	7.08	7.3	7.08	7.4

We can conclude that the level is **ADVANCED**.

Sustainability actions (innovation + entrepreneurship + CSR) at in-house trade fairs:

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

	2019	2020	2021	2022
Ratio of sustainability actions at in-house trade fairs	5.15	5.84	7.28	11.72

2022 calculation: 101 innovation actions, 47 entrepreneurship actions, 155 social actions and 213 environmental actions in 44 in-house trade fairs.

ANNEX 2. Sustainable development issues 2022:

Of the 28 sustainable development issues identified at IFEMA MADRID in 2021, the following were considered significant (VALUE ≥2.8):

No.	Dimension	Sustainable development issue	Significance (≥ 2.8) (Yes/No)	Average values close to significant (≥ 2.6)
1	Economic	Economic performance	No	No
2	Economic	International economic performance	No	No
3	Economic	Bribery and corruption. Good professional practices	No	No
4	Economic	Transparency and good governance	Yes	No
5	Economic	Innovation processes	Yes	No
6	Economic	Work regulations (exhibitors, visitors, sponsors, suppliers, etc.)	No	No
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	No	No
11	Social	Accessibility	Yes	No
12	Social	Equality	No	No
13	Social	Employment conditions of staff, suppliers and subcontractors	No	No

No.	Dimension	Sustainable development issue	Significance (≥ 2.8) (Yes/No)	Average values close to significant (≥ 2.6)
14	Social	Services provided to society (indirect economic impact)	No	No
15	Social	Communication with stakeholders	No	No
16	Social	Health and safety at work	No	No
17	Social	Food safety (food)	No	No
18	Social	Safety at trade fairs	No	Yes
19	Social	Human development and job training	No	No
20	Social	Support for the sustainable development of the sector	No	No
21	Environmental	Mobility and transportation	Yes	No
22	Environmental	Waste collection, transport and management	No	No
23	Environmental	Water consumption	No	No
24	Environmental	tCO2 emitted into the atmosphere	No	Yes
25	Environmental	Energy consumption (electricity, gas)	No	No
26	Environmental	Paper consumption	No	No
27	Environmental	Textile consumption	No	No
28	Environmental	Food and drink consumption	No	No

The following actions were planned:

Significant issue	Objective/Action	Description	Compliance with objective
Transparency and good governance	Action	Publication of the audited "Report" and "Sustainability Report" for 2021 by IFEMA MADRID on its website. Updating of the website transparency portal. Internal communications via the intranet. Monitoring of suggestions, complaints and claims: Updating of PROQUO.	Yes
Transparency and good governance	Objective	No. 2: Increase the average level of employee satisfaction by 2% compared to 2022, measured using the findings of the 2022/2023 climate survey.	Ongoing, finalises in 2023
Innovation processes	Objective	No. 6: Add value to in-person fairs compared to 2021, generating more opportunities to interact for clients by integrating the Live Connect platform in at least two more events and developing at least one new product or service.	Yes
Innovation processes	Action	Implement innovation actions at in-house trade fairs and events organised by IFEMA MADRID, to drive innovation in the sector.	Yes

Significant issue	Objective/Action	Description	Objective compliance
Accessibility	Action	Non-compliance no. 22-01 has been lifted.	New objective 2023-2026
Mobility and transportation	Action	<ul style="list-style-type: none"> Internal event organised by IFEMA MADRID and held at our venue in June 2022: "Global Mobility Call". Implement sustainable mobility actions (bus, discounts on public transport, etc.) (action to consider for the trade-fair sustainability checklist). Electric car parking in the car park and parking for bicycles and scooters. Public transport at the Puerta Sur entrance to IFEMA MADRID. 	Yes

Going even further, actions and objectives have been set for issues that - although they have not been found to be significant - have a medium degree of prioritisation and are close to the value of 2.8. Those with scores between 2.6 and 2.8 are considered to fall into this category.

Significant issue	Objective/Action	Description	Objective compliance
Safety at trade fairs	Action	Maintenance of ISO 22320 certification.	Yes
Safety at trade fairs	Objective	No. 11: 100% reduction in incidents related to the formation of emergency teams compared to 2021.	Yes
tCO2 emitted into the atmosphere	Objective	No. 12: Implement an automatic capacity control system at IFEMA MADRID venues (assembly, dismantling and fair areas) in 2021-2022	Yes
tCO2 emitted into the atmosphere	Action	Reduce the ratio of energy consumption (electricity and natural gas) in 2022 compared to 2021 (electricity by 7% and natural gas by 0.5%)	Yes

Annex 3. Significant environmental aspects in 2022:

The environmental aspects considered significant in January 2022 following the assessment (comparing data for 2021 with that for 2020) were:

Direct and indirect environmental aspects:

- Sanitary waste similar to urban (type I)
- Sanitary waste (type III)

Significant direct/indirect environmental aspect	Associated objective? Yes/No	Justification for no objective
Type I sanitary waste similar to urban (type I)	No	In absolute terms, generation of this waste increased compared to 2020, as trade fair activity increased (more months of activity). This is classed as significant because this waste is sent to landfill, which, for the moment, must be the case due to its nature. It was decided not to set a target.
Sanitary waste (Type III)	No	In absolute terms, generation of this waste increased compared to 2020, as trade fair activity increased (more months of activity). This is classed as significant because this waste is sent to landfill, which, for the moment, must be the case due to its nature. It was decided not to set a target.

It has been decided to set improvement objectives for some environmental aspects with scores close to significant, including:

- Generation of waste consisting of a mix of inert and organic matter.
- Natural gas consumption.
- Electricity consumption.

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

Fire drills were held in 2022.

Potential environmental issues

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

ANNEX 4. Objectives and actions in the 2022 CSR Plan:

The objectives and actions included in the CSR Master Plan for each of the six lines of action and their degree of compliance in 2022 were as follows:

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

General action/strategic objective	Operational objective/Specific action	Indicator/KPI	Target (if any)	Achieved (Yes/No)
Compliance regulations	Maintain compliance regulations and guarantee they are accessible to all personnel and other stakeholders	–	–	Yes
Non-financial information	Preparation and verification of the "Non-financial information statement" in accordance with the regulations.	Positive verification (Yes/No)	Yes	Yes
	Publication of the "Non-financial information statement"	Publication (Yes/No)	Yes	Yes
	Preparation of "CSR Master Plan"	Prepared (Yes/No)	Yes	Yes
	Publication of "CSR Master Plan"	Publication (Yes/No)	Yes	Yes
Contracting processes	Manage competitive bidding processes through the electronic platform	Average number of bidder companies in each bidding process.	≥2	Yes
	Manage competitive bidding processes through the electronic platform	Percentage cases processed through electronic platform	≥80%	Yes
Satisfaction of stakeholder needs and expectations: Raise average staff satisfaction by 2% and customer satisfaction by 0.5% in two years.	Manage suggestions, complaints and claims as per the established procedure	Average number of days to respond to claims	≤13	No

General action/ strategic objective	Operational objective/Specific action	Indicator/KPI	Target (if any)	Achieved (Yes/No)
Satisfaction of stakeholder needs and expectations: Raise average staff satisfaction by 2% and customer satisfaction by 0.5% in two years	Manage all customers' satisfaction surveys according to the procedures and instructions set down.	Increase average customer NPS	≥0.5%	No
	Perform climate surveys in 2022-2023	Average increase staff NPS	≥2%	Ongoing, completes in 2023

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

General action/ strategic objective	Operational objective/Specific action	Indicator/KPI	Target (if any)	Achieved (Yes/No)
Support for entrepreneurship	Perform actions to support entrepreneurship at in-house trade fairs	Number of entrepreneurship actions implemented.	—	Yes
Support for innovation	Perform innovation actions at some of our trade fairs and events.	Number of innovation actions implemented at in-house trade fairs.	—	Yes
	Implement new institutional innovation projects.	Number of institutional innovation projects in development.	—	Yes
Promote local economic development	Promote the recovery of the local economy by returning fairs and events to normal.	Number of face-to-face or hybrid events held during the year	—	Yes
	Promote international buyer programmes.	Number of international buyers included in the guest programmes.	—	Yes
Promote sustainable development	Organisation of events related to any of the 17 SDGs	Number of sustainability-related events held per year.	—	Yes
	Implement the FITURNEXT Sustainable Tourism Observatory	Number of communication impacts.	—	Yes

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

General action/ strategic objective	Operational objective/Specific action	Indicator/KPI	Target (if any)	Achieved (Yes/No)
Quality and stable employment	Maintain the score in the "family-responsible company" audit	Number of audit points	893-1099	Yes
	Maintain current level of worker benefits for staff (medical services, reviews, pension plan, etc.).	Number of worker benefits implemented	≥400	Yes
	Maintain the Intranet suggestion box and regular meetings with the Works Council	Number of suggestions received	None ≥4	Yes
	Perform the staff climate survey	Average NPS	≥20	No. The figure is 4.53, 20 was not achieved.
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	None	Yes
	Increase the presence of female middle managers in operational areas.	Percentage of women middle managers in operational positions	≥25%	No. There has been an increase since last year but 25% has not been achieved
	Maintain the ethical channel	Number of ethical channel queries received	—	Yes
Promote quality employment in the value chain	Integration of the SDGs into 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	—	Yes
	Agreements with Universities, training centres for the disabled and vocational training centres to give students work experience with IFEMA MADRID.	Number of interns.	—	Yes

• **Sustainable infrastructure:** increase the efficiency of IFEMA MADRID’s infrastructure and minimise its environmental impact.

General action/strategic objective	Operational objective/Specific action	Indicator/KPI	Target (if any)	Achieved (Yes/No)
Improve the energy efficiency of our facilities, reducing the electricity consumption ratio by 7% and the natural gas consumption ratio by 0.5% compared to the previous year	Renew ISO 14001 and 50001 standards. Broaden scope of ISO 50001.	Number of non-compliances	≤1	Yes
	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)	Reduce ratio of electricity consumption Reduce ratio of electricity consumption	-≥7% -≥0.5%	No
Promote efficiency in the consumption of water and paper, reducing its consumption ratio from previous year	Implementation of the methodology for detecting and eliminating threats (cybersecurity)	Water consumption ratio	≤722.8	Yes
	Promote the digitalisation/automation of processes, reducing paper consumption	Paper consumption ratio	≤8512	Yes
Reduce the carbon footprint by 1% from previous year	Continue using energy from 100% renewable sources, with a guarantee regarding its certified renewable origin.	Reduction of TC02 emissions ratio	≥1%	Yes
	Measure IFEMA MADRID’s carbon footprint annually and commit to reducing it as much as possible.	Reduction of TC02 emissions ratio	≥1%	Yes
	Maintain sustainable mobility actions (electric car parking, bicycle parking, electric vans, etc.) and temperature control in the facilities.	Reduction of TC02 emissions ratio	≥1%	Yes
	Partial implementation of remote working.	Reduction of TC02 emissions ratio	≥1%	Yes
	Implementation of new products: hybrid and digital events	Reduction of TC02 emissions ratio	≥1%	Yes
	Implementation of self-supply projects	Reduction of TC02 emissions ratio	≥1%	Yes
Guarantee the safety of the installations: electrical, air conditioning, telecommunications, information systems, etc.	Perform internal maintenance, external regulatory maintenance and ACB inspections of electrical and air conditioning installations (gas, refrigeration)	Number of incidents	≤1500	No. This amount has been exceeded, reaching 1745.
	Implementation and execution of controls on the implementation of information systems	Number of incidents	≤5	No. There were 7 incidents.
	Implementation of the methodology for detecting and eliminating threats (cybersecurity)	Number of threats	≤20	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	Target (if any)	Achieved (Yes/No)
Circular economy: reduce NHW (Non-Hazardous Waste) generation ratio during assembly/dismantling by 10%	Maintenance of the ISO 14001 standard 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) trade fairs to NGOs for the use thereof, avoiding the generation of waste. Inclusion in catering specifications of the obligation to collect food surpluses from kitchens/restaurants for NGOs (agreement)	Reduction in waste produced	≥10%	No. The figure increased by 6% due to waste from concerts in 2021 that was not managed.
	Maintenance of the ISO 14001 standard implemented. Information and awareness for customers (exhibitors, visitors and external organisers) and suppliers: “Guide to sustainable participation in trade 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 other. Carpet will also be segregated separately during assembly. Hiring of a management company for the processing of the carpet, giving it a recoverable value.	% waste recovered	≥72%	Yes
Circular economy: increase the recoverable output percentage of waste produced at IFEMA MADRID	Maintenance of the ISO 22320 certification implemented for emergency management.	Number of non-compliances	≤1	Yes
	100% reduction in incidents related to forming emergency teams compared to 2021	Number of incidents	0	Yes
	Completion of the installation of the automatic capacity control system in 2022	System implemented (YES/NO)	YES	Yes
Increase sustainability actions at trade fairs	Maintain ISO 20121 at IFEMA MADRID for all its events.	Number of non-compliances	≤1	Yes
	Preparation and publication of the “Guide to sustainable participation in trade fairs” for exhibitors and external organisers and the “Guide to sustainable participation” for visitors	Number of downloads from the website	≥16,000	Yes
	Implement the actions of points 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. Perform specific sustainability actions (social, environmental, innovation and/or entrepreneurship) in our trade fairs directly or collaborating in exhibitor and stakeholder proposals to promote their effectiveness.	Ratio number of sustainability actions/ Total number of trade fairs	≥6.5	Yes

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

General action/ strategic objective	Operational objective/Specific action	Indicator/KPI	Target (if any)	Achieved (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 - Number of volunteers - Volunteer hours	- ≥2 - ≥8% - ≥200	Yes Yes Yes
Promote employees' sustainability initiatives	Promote initiatives by employees related to sustainability within the sustainability group.	Number of actions launched	-	YES

ANNEX 5. Strategic objectives:

The strategic objectives for 2022 were:

No.	Strategic line	Objective	Estimated completion date	Complete/ Not complete/ Ongoing	Status (Complete/ repeated)
1	Create wealth in Madrid, being business generators and supporting entrepreneurship	Comply with the institutional budget, increasing average income per customer by 10%.	2022	Completed	Finalised
2	Promote the development of the talent of IFEMA MADRID staff and collaborating companies	Increase the average level of staff satisfaction by 2% compared to 2022, based on the climate survey in 2022/2023	2022-2023	Ongoing	Repeated
3	Create wealth in Madrid, being business generators and supporting entrepreneurship. Diversification of spaces and business stimulating collaborative relationships.	Reduce energy consumption (electricity, natural gas) by 1% compared to 2019 (lighting and air conditioning)	2022	The number of trade fairs abroad was achieved, but not the number of consultancy services	Continues in 2023
4	Create wealth in Madrid, being business generators and supporting entrepreneurship	Consolidate the position of in-house trade fairs as an international platform, increasing the number of international exhibitors by 10% compared to 2021 and international visitors by 5% compared to 2021 in its 2022 events.	2022	Completed	Finalised
5	Promote the development of the talent of IFEMA MADRID staff and collaborating companies Digital transformation Strengthen the brand image based on innovation	Increase productivity in 2022, mainly due to digitalisation, by including the CRM and Virtual Space tools, and training staff in their use.	2022	Ongoing	Continues in 2023

No.	Strategic line	Objective	Estimated completion date	Completed/ not complete/ ongoing	Status (Complete/ repeated)
6	Create wealth in Madrid, being business generators and supporting entrepreneurship	Comply with the institutional budget, increasing average income per customer by 10%.	2022	Completed	Finalised
7	Promote sustainable development	Reduce energy consumption ratio (electricity by 7% and natural gas by 0.5%) in 2022 compared to 2021	2022	Completed	Finalised
8	Promote sustainable development	Increase waste recovery by at least 2% and reduce waste production by 10% in 2022 compared to 2021.	2022	The % of recovery was achieved, but not the generation ratio	Repeated
9	Promote sustainable development	Prepare a Business Continuity Plan to reduce the risks associated with circumstances outside the control of IFEMA MADRID to a minimum in 2022-2023 (health emergencies, climate emergencies, etc.), ensuring sustainability.	2022-2023	Ongoing	Repeated
10	Promote sustainable development	In the next two years, increase the average NPS of customers (exhibitors, visitors, sponsors, external operators and journalists) by 0.5% compared to the previous year.	2022-2023	Ongoing	Repeated
11	Promote sustainable development Strengthen the brand image based on innovation	100% reduction in incidents related to forming emergency teams compared to 2021	2022	Completed	Finalised
12	Promote sustainable development Strengthen the brand image based on innovation	Implement an automatic capacity control system at IFEMA MADRID venues (assembly, dismantling and fair areas) in 2021-2022 to reduce the risk of over-capacity during assembly and dismantling and the holding of the events by 100%	2021-2022	Completed	Finalised

ANNEX 6. Operating Risks 2022:

The risks identified in 2022 and their development over time are:

	2019 (January 2019)	2020 (January 2020)	2021 (January 2021)	2022 (January 2022)
Total risks identified	76	98	110	126

Measures and actions were promoted to reduce the magnitude of all the 126 risks identified.

• Analysis of the effectiveness of the measures/ actions implemented to reduce the magnitude or level of risks in 2022:

In December 2022, it was decided to eliminate risks 43 and 100 from the 2023 risk assessment, as it was considered that these situations no longer exist (there are no extension works at Valdebebas and there is no COVID risk). Efficiency is not assessed with regard to these two risks.

Risk 100: Loss of contracts for external events due to delays completing the extension due to excessive slowness on the part of public administrations.

Risk 43: Biological risk at work, especially during the preparation, holding and dismantling of trade fairs. The biological risk no longer exists.

	Total no.	No. of risks to analyse	Not effective	Effective	Effective due to containment	Effective due to mitigation
Total risks 2022	126	124	9	115	94	21

92.74% of the actions implemented to contain or mitigate the risks were effective.

• Changes in global risk levels at the institutional level:

	2019	2020	2021	2022
Risk level (1-25)	12.26	7.95	8.78	8.37

• Changes in global risk levels at the institutional level:

	2019	2020	2021	2022
Total risks identified	76	98	110	126
Significant risks identified	31	10	17	16
Percentage of significant risks	40.78%	10.20%	15.45%	12.6%

2022 risks list

No.	2021 risks list
1	The agreed budget for income and expenses is not met. Expected results are not achieved or there are new unplanned or higher-than-planned expenses. This affects results.
2	Workforce conditions undermined by the effects of the pandemic on our business model.
3	Lack of professional profiles for 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" are not complied with by employees of IFEMA MADRID or a collaborating company.
6	The action plans defined for each strategic objective are not executed, so that the risks are not minimised or the opportunities for improvement detected and evaluated as being significant are not harnessed.
7	Reputational loss caused by complaints due to legal breaches being detected (accidents and other emergencies, illegal practices, lack of accessible routes, other actions relating to accessibility, etc.).
8	Reputational loss due to the publication of false news due to misinterpretation of reality.
9	Corrective actions are not executed to resolve the non-compliances detected.
10	Some procedures are not respected or applied due to lack of knowledge on the part of employees.
11	Information is not accessible in a timely manner, meaning indicators cannot be completed within the periods set for measurement and monitoring.
12	Operational controls defined in time planning are delayed or not performed.
13	Indicators are interpreted differently in some data collections.
14	Actions to resolve deviations detected in indicators are not executed.
15	Suggestions, complaints and claims are not recorded correctly, making interpretation and monitoring 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 do not receive the necessary response to draw valid conclusions.
19	Not enough alternatives are offered to customers who are not exhibitors or visitors to communicate their assessment of their experience at IFEMA MADRID.
20	Internal audits are not performed often enough or to the necessary extent.
21	Lack of qualification/competence of the auditor.
22	Actions for the solution of detected non-compliances are not established or, if they are established, 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.
25	The rigour of the sources used is not cross-checked.
26	Sector collaborators are not sufficiently representative.
27	The definition of the trade fair does not correctly convey the requirements of potential customers.

No.	List of risks 2021
28	The trade fair's need for net surface area could not be met for its dates.
29	Inaccuracy or errors in information collected in the trade fair file (in-house or external fairs) or in the commercial offering (other events).
30	Not all the necessary information is available, delaying the launch of the trade fair or event.
31	Greater capacity is committed than is available, making it impossible to meet to all customer requests.
32	As a consequence of not complying with the budget, marketing actions aimed at visitors must be limited, risking not achieving the necessary volume for the event.
33	Information and messages used in marketing are ambiguous and can cause confusion in customer expectations.
34	Infrastructure elements are not ready to provide the promised services.
35	Inaccuracy or errors in the transmission of information regarding services contracted by exhibitors.
36	Security risk in merchandise brought to the trade fair by exhibitors.
37	Physical risk (people's safety) during the assembly of the trade fair.
38	The assembly of all stands is not completed within the established period, preventing adequate cleaning and preparation of the hall.
39	As a result of non-compliance with the budget, planned adjustments promised to customers cannot be performed in the halls (common areas, decoration, etc.).
40	No-show by exhibitors at the last minute, leaving the space they contracted empty.
41	The conference and activity rooms are not equipped with the equipment requested.
42	External circumstances (strike, breakdown, accidents, etc.) impair access of visitors to the premises.
43	Biological risk at work, especially during the preparation, holding and dismantling of trade fairs.
44	Physical risk during the holding of the trade fair.
45	Food poisoning risk during the holding of the trade fair.
46	Security risk for exhibitors' merchandise during the period when it is leaving the premises.
47	Physical risk during the days of dismantling the trade fair.
45	Food poisoning risk during the holding of the trade fair.
46	Security risk for exhibitors' merchandise during the period when it is leaving the premises.
47	Physical risk during the days of dismantling the trade fair.
48	Dismantling is not completed within the stipulated period or schedule, with serious impact for assembly of the next event.
49	Correctly processed information is not available (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 in external events between our 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	Non-compliance with the law on public procurement.
56	The content of the specifications does not cover 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 collective 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 as defined in the instruction manuals for machinery, etc.
66	Continuous measurements obtained with equipment (meters) not subject to regular control (internal verification).
67	Internal verifications performed with standards that have not been externally calibrated or verified.
68	No actions have been defined or, if they have been defined, they have not been executed, to resolve the energy changes detected.
69	Difficulty in detecting changes in consumption due to the lack of a standardised control system
70	Difficulty broadening the scope of ISO 50001 certification in the short term due to Smarkia not having all the variables that measure the consumption of the entire installation.
71	Outages in the electricity grid that could require start-up of the generators, which only operate in emergency conditions. These types of sources have greater pollution potential as they burn diesel fuel rather than natural gas.
72	The distributor's meters are not verified.
73	Mistakes made by the distributor when reading consumption (human errors).

No.	List of risks 2021
74	Errors in the data the distributor puts on the invoice (human errors).
75	Legislation on occupational risk prevention or coordination of business activities is not complied with.
76	The preventive measures for the minimisation of occupational risks detected and evaluated (blows, crashes, cuts, being run over, tripping and falls to a different level, falling objects, etc.) are not complied with.
77	The provision of services (surveillance, investigators, catering, cleaning, access, first-aid kit, assistants, etc.) is not what was requested or contracted.
78	The necessary evaluation by the management centre is not available (regular evaluation of the collaborating company by the management centre or internal customer).
79	The command and control structure defined as being necessary for an event is not complied with.
80	The security plans or operating rules for an event are not communicated to the stakeholders.
81	An SEA is not constituted in one or more halls or in one or more 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 developments in applicable legislation in technical matters affecting IFEMA MADRID (industrial safety, quality, environment, energy, occupational risk prevention, etc.).
86	Delay in the solution of non-compliances in the public administration as a participant or responsible party thereof (industry commissioning, building permits and other types of feedback required with the public administration) due to excessive slowness by public administrations in relation to urban planning, industry and the environment.
87	Being behind the times in communicating with our customers in a personalised way.
88	Errors in data control due to human errors caused by 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 positioning of our trade fairs as international brands.
92	Lack of efficiency/resources for our trade fairs when it comes to promoting international trade relations.
93	Not identifying niche markets and not reacting quickly enough to opportunities when they are detected.
94	Errors in determining the right ally.
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 in the country where the event or consultancy is organised.
97	Failure in the selection of international visitors.
98	Excessive cost of actions to attract international exhibitors and visitors.

No.	List of risks 2021
99	Loss of exhibitors and visitors at in-house trade fairs due to economic instability.
100	Loss of contracts for external events due to delays completing the extension due to excessive slowness on the part of public administrations.
101	Loss of contracts for external events due to economic instability.
102	Loss of market share due to competition with other more agile, more digitalised or more internationalised operators.
103	Loss of market share due to unfair competition by national operators that receive financial support.
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 one of their needs or expectations is not detected and is not considered when designing our product (trade fair) or marketing our service.
108	Loss of external international projects due to unfair competition by national operators that receive financial support.
109	Risk of fire.
110	CBRN incident.
111	Linkage of the IFEMA MADRID brand with companies with a negative business reputation.
112	Breach by the partner of its commitments to IFEMA MADRID.
113	Failures in inter-departmental coordination (horizontal and vertical), leading to increased likelihood of errors and inefficiencies.
114	Disconnection by employees from those decisions that they do not share/understand/know about, with a lack of feeling of belonging.
115	Increased likelihood of error in strategic decision-making due to not involving the executives/middle managers from the responsible area.
116	Generation of inequalities that will cause disaffection towards the company, loss of commitment and loss of responsibility, in addition to influencing the creation of a bad environment.
117	Absence of an organised reaction to inevitable external contingencies.
118	Decisions made by project managers without sufficient financial information, multiplying the possibility that they are not right.
119	Loss of contracts due to the appearance of new spaces, some of them unique, for holding trade fairs and events.
120	Mismatch between our traditional business model and most of our resources and the new digital model that the market is imposing.
121	Increases in fixed costs will put a burden on overall budgets and those of each event, reducing margins.

No.	List of risks 2021
122	Passive corruption (in contracting services, organising fairs, accepting gifts, etc.).
123	Active corruption (in sales, offering gifts, special conditions, etc.).
124	Failure to comply with security legislation regarding space planning, minimum conditions, etc.
125	Breach of the Private Security Law.
126	Failure to comply with the regulations contained in the Technical Building Code regarding extensions or maintenance works.

ANNEX 7. Operating Risks 2021:

Comprehensive dashboard of 2022 indicators:

Indicator	Frequency	Main results table	Processes scorecard	Culture scorecard
% achievement of action plan goals or activities	Four monthly		X	
% achievement of objectives for the year	Four monthly	X	X	
% risks mitigated or contained	Annual		X	
No. of non-compliances detected in internal audit	Annual		X	
% non-compliances closed	Four monthly		X	
% IMS documentation reviewed	Annual		X	
% indicators with deviations in the year	Biannual		X	
Total complaints by customers of in-house trade fairs and events (exhibitors + visitors + sponsors)	Four monthly		X	X
Number of complaints by customers in external events	Four monthly		X	X
No. of complaints received from stakeholders who are not customers (suppliers, residents, journalists, etc.)	Four monthly		X	X
Average no. of days to respond to complaints relating to IFEMA MADRID	Four monthly	X	X	X
Average NPS of exhibitors at IFEMA MADRID/co-organised events	Biannual	X	X	X
Average NPS of visitors at IFEMA MADRID/co-organised events	Biannual	X	X	X
Average NPS sponsors	Biannual	X	X	X
Average NPS external organisers	Biannual	X	X	X
Average NPS suppliers	Biannual	X	X	X
Average NPS employees	Biannual	X	X	X
Average NPS journalists	Biannual	X	X	X

Indicator	Frequency	Main results table	Processes scorecard	Culture scorecard
Average NPS stakeholders/year	Biannual	X	X	X
Level of satisfaction of trade customers	Biannual		X	X
Contribution of IFEMA MADRID to local economic development in the city of Madrid (% GDP)	Annual	X	X	X
Total waste generation ratio (T./invoicing)	Biannual		X	X
Ratio of hazardous waste generation (T./invoicing)	Biannual		X	X
Total waste generation ratio (T./invoicing)	Biannual		X	X
% of recovered waste generated	Biannual		X	X
Drinking water consumption (m3) ratio to invoicing	Biannual		X	X
Reduction of water consumption ratio in year compared to the previous year (%)	Annual		X	X
Ratio electricity consumption (MWH) in year compared to invoicing	Biannual	X	X	X
Reduction of electricity consumption ratio in year compared to the previous year (%)	Annual		X	X
Natural gas consumption ratio (MWH) in year compared to invoicing	Biannual	X	X	X
Reduction of natural gas consumption ratio in year compared to the previous year (%)	Annual		X	X
Carpet consumption ratio (m2) in year compared to invoicing	Biannual		X	X
Paper consumption ratio per year (units) compared to invoicing	Biannual		X	X
Ratio of TCO2 emitted in year compared to invoicing	Annual	X	X	X
Reduction of ratio of TCO2 emitted in year compared to the previous year (%)	Annual		X	X
Average sustainability index of in-house trade fairs	Biannual		X	X
Ratio of sustainability actions at in-house trade fairs	Biannual		X	X
No. of hours donated by the company for volunteering	Biannual		X	X
Percentage of employees dedicated to volunteering	Annual	X	X	X
No. of NGOs with which IFEMA collaborates	Biannual	X		X
Number of drills per year	Annual		X	
No. of external people training in emergency management per year	Annual		X	
No. of IFEMA MADRID people training in emergency management per year	Annual		X	
Number of training hours for external staff in emergency management per year	Annual		X	

Indicator	Frequency	Main results table	Processes scorecard	Culture scorecard
Number of training hours for IFEMA MADRID employees in emergency management per year	Annual		X	
Accident frequency rate	Annual	X	X	
Staff 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 employees	Biannual	X	X	X
% women employees	Biannual		X	X
% women middle managers in operational positions	Biannual		X	X
Number of people who do not reach the minimum score established for the role assigned to the position	Annual		X	X
Number of minor purchases made	Biannual		X	
Number of cases managed per year	Biannual		X	
Average overall assessment of suppliers evaluated per year	Biannual		X	
Average number of bidding companies per tender	Biannual		X	
Increase in visitor numbers in year compared to previous year (%)	Annual		X	
% international trade visitors	Annual		X	X
Increase in international visitor numbers in year compared to previous year (%)	Annual	X	X	X
Increase in number of exhibiting companies compared to previous year (%)	Annual	X	X	
% international exhibiting companies	Annual		X	X
Increase in number of international exhibiting companies compared to previous year (%)	Annual	X	X	X
Increase in m2 sold compared to the previous year (%)	Annual	X	X	
Increase in number of events compared to previous year (%)	Annual	X	X	
Increase in invoicing of external events compared to previous year (%)	Annual		X	
No. new viable in-house/coorganised trade fairs	Annual		X	X
Increase in invoicing for services compared to previous year (%)	Annual		X	

Indicator	Frequency	Main results table	Processes scorecard	Culture scorecard
% repeat sponsors and partners	Annual		X	
Number of new sponsors and partners	Annual		X	
Increased invoicing from sponsorships compared to the previous year	Annual		X	
Average ratio hall occupation/year	Annual		X	
Rate of hall rotation/year	Biannual	X	X	
Increase in total invoicing compared to previous year (%)	Annual	X	X	X
Number of digital and hybrid trade fairs launched	Biannual	X	X	X
Number of consulting projects performed abroad	Annual		X	X
Number of international events held abroad	Annual	X		X
Number of international in-house trade fairs	Annual		X	X
Number of in-house or co-organised public events in the year	Annual			X
Number of in-house and co-organised trade fairs that are public or mixed	Annual		X	X
Percentage of trade fairs that achieve or exceed the budget	Annual		X	
Number of maintenance incidents detected in the year (faults)	Biannual		X	
Number of security incidents detected	Biannual		X	
Number of incidents relating to security plans detected	Biannual		X	
Number of personal data processing incidents detected	Annual		X	
Number of incidents detected involving implementation of systems	Biannual		X	
Number of cybersecurity incidents detected	Biannual		X	
Total number of public events held in the year	Annual		X	X
Percentage of digital visitors who are international to hybrid/digital fairs	Annual	X	X	X
Percentage of digital exhibitors who are international at hybrid/digital fairs	Annual	X	X	X
Implement CRM and Visual Space	Biannual	X		X
Percentage reduction in personnel costs	Biannual	X		X
Increase in average revenue per customer	Biannual	X		X
Number of incidents related to the forming of EAE	Biannual		X	X

Indicator	Frequency	Main results table	Processes scorecard	Culture scorecard
Number of incidents related to exceeding the maximum permitted capacity	Biannual		X	X
Average NPS of customers (exhibitors, visitors, external organisers, media and sponsors)	Biannual	X	X	X
Increase in customer NPS	Biannual	X	X	X

08.

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Table of contents required by Law 11/2018, of 28 December, modifying the Commercial Code, the consolidated text of the Corporate Enterprises Act

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.

General areas:

Scope		Reference reporting	framework	Comments/ Reason for omission
Business model	Description of the business model Business environment Organisation and structure Operating markets Objectives and strategies Main factors and trends that might affect future performance	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 rules 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 the policies, including key indicators of relevant non-financial results.	GRI 2-23 Policy commitments	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.	GRI 3-3 Management of material topics Annex 6: page 118	Point 1.6: page 8. Annex 6: page 106	–

Environmental issues

Scope		Reference reporting	framework	Comments/ Reason for omission
Environmental management	Current and foreseeable effects of the company's activities.	GRI 3-3 Management of material topics Internal criteria/GRI 201-2 financial implications and other risks and opportunities due to climate change (accounting criteria) GRI 2-23 Policy commitments Law 28/2007 on Environmental Responsibility (if applicable)	Point 2.1 Pages 15-28 Annex 3: page 110	–
	Environmental assessment or certification procedures			
	Resources allocated to environmental risk prevention			
	Application of the precautionary principle			
	Amount of provisions and guarantees for environmental risks			
Pollution	Measures to prevent, reduce or repair carbon emissions (also includes noise and light pollution)	GRI 3-3 Management of material topics	Point 2.2: pages 28-32	–
Circular economy and waste prevention and management	Prevention measures, recycling, reuse, other forms of recovery and disposal of waste	GRI 3-3 Management of material topics	Point 2.3: pages 32-37	–
	Actions to combat food waste	GRI 306-3 (2020) Waste generated	Point 2.3: pages 32-37	–
Sustainable use of resources	Water consumption and water supply according to local limitations	GRI 3-3 Management of material topics GRI 303-3 Water withdrawal	Point 2.4: pages 37-42	–
	Consumption of raw materials			
	Direct and indirect consumption of energy			
	Measures taken to improve energy efficiency			
	Use of renewable energy			
Climate change	Significant elements of greenhouse gas emissions generated	Internal reporting framework	Point 2.6: pages 53 and 54	–
	Measures taken to adapt to the consequences of climate change	GRI 3-3 Management of material topics	Point 2.5: pages 42-47	–
	Voluntarily set reduction targets	GRI 3-3 Management of material topics	Point 2.5: pages 42-47	–
Climate change	Measures taken to preserve or restore biodiversity	GRI 3-3 Management of material topics	Point 2.6: pages 47-49	–
	Impacts caused by activities or operations in protected areas			

Worker and personnel issues:

Scope	Reference reporting	framework	Comments/ Reason for omission	
Employment	Total number and distribution of employees by gender, age, country and professional category	GRI 2-7 Employees GRI 405-1 Diversity of governing bodies and employees	Point 3.1: pages 50-57	–
	Total number and distribution of types of employment contract		Point 3.1: pages 50-57	–
	Annual average of permanent, temporary and part-time contracts by gender, age and professional category	GRI 2-7 Employees	Point 3.1: pages 50-57	–
	Number of dismissals by gender, age and professional category	GRI 401-1 New employee hires and employee turnover	Point 3.1: pages 50-57	–
	Wage gap	Internal framework: the following formula has been used for calculation: (Av. Salary Women - Av. Salary Men)/Av. Salary Women	Point 3.1: pages 50-57	–
	Average remuneration by gender, age and professional category	Internal framework: Average remuneration (includes total annual remuneration, fixed salary and all variable benefits (allowances, compensation, payment to retirement savings systems, etc.) obtained during the year.	Point 3.1: pages 50-57	–
	Average remuneration of directors by gender		–	There are no directors
	Average remuneration of executives by gender		Point 3.1: pages 50-57	–
	Introduction of disconnection from work 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	GRI 3-3 Management of material topics	Point 3.2: pages 58-59	–
	Number of hours of absences	Internal reporting framework: rate of absences	Point 3.2: pages 58-59	–
	Measures aimed at facilitating the enjoyment of work/life balance and promoting shared responsibilities by both parents	GRI 3-3 Management of material topics	Point 3.2: pages 58-59	–
Health and safety	Health and safety conditions at work	GRI 403-1 Occupational health and safety management system	Point 3.3: page 60	–
	Number of occupational accidents and occupational illnesses by gender, rate of frequency and severity by gender	GRI 403-9 Work-related injuries Frequency rate = No. of accidents with sick leave x 1,000,000/ No. of hours worked (excluding commuting accidents) Severity rate = Number of days lost x 1,000,000/Number of hours worked (excluding commuting accidents)	Point 3.3: page 60	–

Scope	Reference reporting	framework	Comments/ Reason for omission	
Employee relations	Organisation of employee dialogue	GRI 3-3 Management of material topics	Point 3.4: page 61	–
	Percentage of employees covered by collective agreement by country	GRI 2-30 Collective bargaining agreements		–
	Collective agreements, particularly in the field of occupational health and safety	GRI 3-3 Management of material topics		–
	Mechanisms and procedures that the company has in place to promote the involvement of workers in the management of the company, in terms of information, consultation and participation	GRI 2-29 Approach to stakeholder engagement	Point 3.4: page 61	
Training	Policies implemented in the field of training	GRI 404-2 Programmes to upgrade employee skills and transition assistance programmes	Point 3.5: pages 61 and 62	–
	Total number of training hours by professional categories	Internal framework		–
Universal accessibility for people with disabilities		GRI 3-3 Management of material topics	Point 3.6: page 63	–
Equality	Measures adopted to promote equal treatment and opportunities for women and men	GRI 3-3 Management of material topics	Point 3.7: pages 63-67	–
	Equality plans, measures adopted to promote employment, protocols against sexual and gender-based harassment	GRI 3-3 Management of material topics GRI 2-23 Policy commitments		–
	Integration and universal accessibility of people with disabilities	GRI 3-3 Management of material topics		–
	Policy against all types of discrimination and, where appropriate, diversity management	GRI 3-3 Management of material topics GRI 2-23 Policy commitments		–

Information on respect for human rights:

Scope	Reference reporting	framework	Comments/ Reason for omission
Application of human rights due diligence procedures	GRI 2-26 Mechanisms for seeking advice and raising concerns GRI 3-3 Management of material topics	Point 4: pages 67-68	–
Prevention of risks of human rights violations and, where appropriate, measures to mitigate, manage and repair possible abuses committed	GRI 3-3 Management of material topics GRI 2-23 Policy commitments GRI 2-26 Mechanisms for seeking advice and raising concerns	Point 4: pages 67-68	–
Complaints regarding cases of human rights violations	Internal framework: quantitative information about the number of complaints.	Point 4: pages 67-68	–
Promotion and compliance with the provisions of core 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	GRI 3-3 Management of material topics GRI 2-23 Policy commitments	Point 4: pages 67-68	–

Information related to the fight against bribery and corruption:

Scope	Reference reporting	framework	Comments/ Reason for omission
Measures taken to prevent bribery and corruption	GRI 2-25 Processes to remediate negative impacts GRI 2-23 Policy commitments GRI 2-26 Mechanisms for seeking advice and raising concerns	Point 5: pages 70-71	–
Measures to fight against money laundering	GRI 2-25 Processes to remediate negative impacts GRI 2-23 Policy commitments GRI 2-26 Mechanisms for seeking advice and raising concerns	Point 5: pages 69-70	–
Contributions to foundations and non-profit entities:	GRI 201-1 Direct economic value generated and distributed	Point 5: pages 69-70	–

Information about the company:

Scope	Reference reporting	framework	Comments/ Reason for omission	
Compromisos de la empresa con el desarrollo sostenible	Impacto de la actividad de la sociedad en el empleo y el desarrollo local	GRI 3-3 Gestión de los temas materiales	Punto 6.1: página 71-86	Programa de compradores, acciones de innovación y emprendimiento
	Impacto de la actividad de la sociedad en las poblaciones locales y en el territorio	GRI 3-3 Gestión de los temas materiales	–	En el año 2022 y 2021, no se ha medido el impacto de nuestra actividad en el PIB de Madrid, ya que se ha decidido realizar quinquenalmente (última del 2019).
	Relaciones mantenidas con los actores de las comunidades locales y las modalidades del diálogo con estos	GRI 3-3 Gestión de los temas materiales	Punto 6.3: Páginas 87-106.	–
	Acciones de asociación o patrocinio	GRI 3-3 Gestión de los temas materiales GRI 2-28 Afiliación a asociaciones Marco interno: descripción de las acciones de asociación o patrocinio.	Acciones de asociación o patrocinio	–
Subcontratación y proveedores	Inclusión en la política de compras de cuestiones sociales, de igualdad de género y ambientales	GRI 3-3 Gestión de los temas materiales GRI 2-6 Actividades, cadena de valor y otras relaciones comerciales GRI 2-24 Incorporación de los compromisos y políticas	Punto 6.2: Páginas 86 y 87	–
	Consideración en las relaciones con proveedores y subcontratistas de su responsabilidad social y ambiental			
	Sistemas de supervisión y auditorías y resultados de las mismas			
Consumidores	Medidas para la salud y la seguridad de los consumidores	GRI 3-3 Gestión de los temas materiales	Punto 6.1: Páginas 71-86	–
	Sistemas de reclamación	GRI 2-16 Comunicación de inquietudes críticas GRI 2-25 Procesos para remediar los impactos negativos		
	Quejas recibidas y resolución de las mismas	GRI 2-25 Procesos para remediar los impactos negativos Marco interno: información sobre quejas y oportunidades de mejora		
Información fiscal	Beneficios obtenidos país por país	GRI 207-4 Presentación de informes país por país	Punto 6.4: página 106.	–
	Impuestos sobre beneficios pagados	GRI 207-4 Presentación de informes país por país		
	Subvenciones públicas recibidas	GRI 201-4 Asistencia financiera recibida del gobierno		

Published by
IFEMA MADRID

Editorial management
IFEMA MADRID, Quality and CSR
Department

Editing & Design
IFEMA MADRID, Corporate
Communication and Marketing
Department

Layout
MAKING SCIENCE

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