

Statement of Non-Financial Information 2023.

Contents.

01. General_05

- 1.1 Introduction_07
- 1.2 IFEMA MADRID'S DNA_07
- 1.3 Commitment to sustainability_08
- 1.4 Business model_08
- 1.5 Material aspects_09
- 1.6 Management approach_11

02. Environment_17

- 2.1 Environmental management_19
- 2.2 Air pollution_27
- 2.3 Circular economy.
Waste prevention and management_30
- 2.4 Use of resources_34
- 2.5 Climate change_40
- 2.6 Biodiversity_45

03. People_47

- 3.1 Employment_49
- 3.2 Work organisation_59
- 3.3 Health and safety_60
- 3.4 Social relations_61
- 3.5 Training_61
- 3.7 Equality_63
- 3.6 Accessibility_65

04. Human rights_67

05. Corruption and bribery_71

06. Clients and society_75

- 6.1 Clients_77
- 6.2 Subcontracting and suppliers_92
- 6.3 Society_92
- 6.4 Tax information_110

07. Annexes_111

08. Table of contents_135

01.

General.

- 1.1 Introduction_07
- 1.2 IFEMA MADRID'S DNA_07
- 1.3 Our commitment to sustainability_08
- 1.4 Business model_08
- 1.5 Material aspects_09
- 1.6 Management approach_11

01. General.

1.1 Introduction.

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

The European Commission's non-financial reporting guidelines (2017/C 215/01) derived from Directive 2014/95/EU have also been considered in its preparation.

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

The Statement of Non-Financial Information for the year 2023 has been prepared based on records of IFEMA MADRID.

1.2 IFEMA MADRID'S DNA.

Focus on our mission.

We create and globally promote environments which enable people, companies and society to connect, boosting competitiveness through excellence and added value. At IFEMA MADRID we have a very clear goal: to provide value to make people, companies and society grow, and to be an engine of economic and social development for Madrid and Spain. A project with an international vocation that looks outside its home country and towards the future, with a focus on innovation and digitalisation, where wealth, progress and knowledge can be created.

A clear vision.

We want to make Madrid, and by extension Spain, the benchmark on the world economic stage, favouring wealth generation and business and sectoral development through our potential as a source of inspiration, knowledge and creation of business opportunities. We aim to maintain our position of national and international leadership in the organisation of trade fairs, conventions and all types of musical and leisure events, through operational excellence and quality services.

True to our values.

Close and committed

We stay close to what matters, collaborating and helping sectors and companies along the way and providing a human, warm, empathetic and committed connection. We believe that a new shared horizon can generate opportunities and knowledge transfer and drive innovation.

Dynamic and inspiring

We are creative, dynamic and innovative. We strive to discover new opportunities, to always go further, to bring the future a little bit closer every day. We are a source of knowledge and answers for those who need to grow. We have an enthusiastic attitude, and we are proactive in building trust and value for our customers.

Efficient and flexible

We are smart when developing our activities, and we strive to be ever more efficient, useful and decisive. We overcome barriers and find the most appropriate solution to each problem, presenting value propositions and partnerships. We are agile, flexible and realistic, we meet expectations and strive for excellence.

Sustainable and transparent

All our actions are based on transparent relations, guided by facts and objective criteria. We provide relevant and accurate information. We are responsible for our environment and our society. We promote change, the dissemination of culture and respect for the environment and sustainability.

1.3 Our commitment to sustainability.

IFEMA MADRID is fully committed to the 2030 Agenda, and promotes compliance with the Sustainable Development Goals, directly by our own activities as well as fostering alliances with some of our stakeholders with the aim of promoting proactive involvement of organisations, companies and individuals.

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

IFEMA MADRID is a party to Covenant for a Circular Economy of the Ministry of Ecological Transition and the Demographic Challenge.

1.4 Business model.

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

It is also the owners of the Trade Fair Centre, and for more than four years we have been entrusted with the management of the Palacio Municipal of Madrid.

Its operations take place mainly in Madrid. However, it has an international side that do hold some events in other countries, usually in partnership with local operators. In no case is it limited to working on projects in other provinces whenever the opportunity arises and the circumstances are right; a present example is the GRAN CANARIA SWIM WEEK BY MODA CÁLIDA fashion event.

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

- Holding trade fairs self-designed and self-produced IFEMA MADRID has a calendar of around 70 trade fairs across very different sectors.
- Holding trade fairs or events under a co-organisation model with other operators, sharing projects based on a policy of alliances that intends to keep a full trade fair calendar and achieve synergies.
- Exporting some of its trade fairs to other countries under a co-hosting model together with local operators, including the acquisition, in whole or in part, of events abroad, with a view to leading their growth and, consequently, boosting our international presence.
- Renting premises and outsourcing services to external operators for the holding of trade fairs, congresses or any type of event.
- International consultancy projects, both in its facilities and in the development of trade fair and congress operations.
- Holding other event types, more related to entertainment, such as concerts, music and circus shows, art exhibitions, etc.

As far as the main lines of development are concerned, these are currently structured along several axes:

- Achieving a greater portfolio diversification, especially in the entertainment portfolio, where IFEMA MADRID intends to continue growing, not only as a suitable venue for any type of activity, but also as a partner in the organisation.
- A commitment to enabling experiences and creating spaces around a new gastronomic concept that will complement all the activities that may take place at the IFEMA Trade Fair Centre and Palacio Municipal of IFEMA MADRID.
- Digitalisation, naturally, when using tools that increase management efficiency, but also when generating interfacing scenarios that complement face-to-face trade fairs, something that came to be particularly relevant during the pandemic and subsequent recovery.

- Internationalisation. Within the existing model, it is necessary to boost our presence in new markets, as well as to increase international participation in those events held at our venue. Export support is a key objective of our customers and we make it our own.

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

Business continuity planning.

In 2023, the Business Continuity System was implemented to guarantee that a certain series of actions would be carried out automatically and immediately when a situation could interrupt our activity or disrupt our service provision capacities, and to prevent such interruption from occurring.

The Business Continuity System consists of three parts:

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

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

- Absence of a required supplier.
- Access to halls, convention centre or Palacio Municipal of IFEMA MADRID is impossible.
- Disruption of power supply.
- Disabled data access.
- Lack of necessary personnel for emergency equipment and command and control structure.

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

- Service installation and adaptation.
- Assembly.
- Preparation of halls
- Holding the event.
- Disassembly.

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

- Business Continuity Committee.
- Crisis Committee.

Both have their own rules of procedure.

1.5 Material aspects.

In this section we describe the processes by which the most relevant sustainability issues and aspects are determined, as well as the updating of the annual strategic objectives.

All these processes are directly aligned with the recommendations and guidelines of the ISO standards in which IFEMA MADRID is certified and inspired by the EFQM standard, as being evaluated in this standard is a medium-term goals of the company.

The study to determine the most relevant **Sustainable Development Issues and Environmental Issues** for IFEMA MADRID has been carried out using a methodology linked to the ISO standards that have been implemented and certified, especially **ISO 20121:2013 Event Sustainability** and **ISO 14001:2015 Environmental management systems**.

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

With regard to Sustainable Development Issues (SOS-PR-23_02).

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

The result, **Questions for Sustainable Development**, is structured according to the three perspectives of sustainability: economic sustainability, social sustainability and environmental sustainability.

Two actions are carried out on this first selection:

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

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

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

This action has been carried out on the following groups:

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

This model ensures that our objectives are aligned with the interests of our stakeholders.

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

(SEE ANNEX 2)

B) At each event (whether self-organised or co-organised)

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

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

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

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

In addition, to measure the level of sustainability of all IFEMA MADRID trade fairs and the overall commitment of all of them to sustainability, two separate indicators are calculated, and a year-on-year of the results shall be carried out in order to analyse and assess the medium and long-term trend:

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

(SEE ANNEX 1)

Environment

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

The goal is to establish the significant **Environmental Issues**. For this purpose, the following actions are carried out:

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

Assessment criteria for identified environmental issues:

Normal situations:

- Frequency.
- Hazardousness.
- Quantity.
- Life cycle.

Emergency situations:

- Occurrence likelihood.
- Control.
- Seriousness.

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

(SEE ANNEX 3)

1.6 Management approach.

The basis of IFEMA MADRID's management approach is its IMS Policy, aimed at developing an Integrated Management System (IMS) that enables it to carry out its commitment to continuous improvement in order to guarantee the satisfaction of all interested parties. All of this is in line with our values.

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

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

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

The "CSR Master Plan" is the element that harmonizes and further develops all sustainability actions and goals.

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

Risks and opportunities

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

The detection of risks and opportunities is based on three sources:

- The processes that make up the Process Map.
- Sustainable Development Issues and Environmental Issues.

- The global FODA analysis carried out by the Management Committee (the FODA carried out in 2022 has been maintained for the 2023 financial year, as permitted by the procedure, on the understanding that there have been no essential variations requiring to carry out a new analysis).
- High/critical/important risks in the Business Continuity Plan and moderate risks, those requiring additional preventive measures.

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

- Occurrence likelihood.
- Seriousness of effects.

Scoring shall be from 1 to 5. To obtain the final result, which will be the magnitude of the risk or the degree of relevance of the opportunity, both values will be multiplied. Relevant risks and opportunities are understood to be those that reach or exceed 12 points.

There are two possibilities for action:

- Setting targets.
- Planning actions.

The effectiveness of these actions and goals will be regularly monitored and assessed in the annual re-assessment.

(SEE ANNEX 6)

Strategic planning.

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

This process/procedure involves the coordination, from the Management Committee, of the contributions of the entire management team, through the preparation and assessment of the FODA:

- Each member of the Managing Committee shall present a DAFO analysis of the different areas for which he/she is responsible.
- The Quality and Sustainability Directorate will include all contributions in a single document and will cross-reference them by applying a relational matrix.

- The Managing committee will then receive the FODA again with the most relevant assessments and, based on this, will have to decide on a series of goals that fulfil the following purposes:

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

Each goal will be assigned to a responsible person and at least one indicator or KPI to measure its degree of achievement. The Quality and Sustainability Management will develop these responsibilities into goals, action plans, activities and indicators.

These will be monitored by the Quality and Sustainability Department through the ProQuo document control tool, which is accessible to all staff. The degree of compliance is incorporated into the annual Management Review Report.

However, for the 2023 financial year, the procedures included a small variation approved by the procedure, which was to maintain the DAFO of the previous financial year, as mentioned in the previous section.

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

The annual strategic objectives for 2023 were therefore made on the basis of the global goals set out in that plan.

It should be noted that 21 objectives have been set, nine more than in the previous year, which is reflected of the increased ambition with which IFEMA MADRID faces the next four years.

(SEE ANNEX 5)

CSR Master Plan.

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

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

IFEMA MADRID is fully committed to the Sustainable Development Goals (hereinafter SDGs) approved by the United Nations in 2015. Our CSR Master Plan is therefore linked to the achievements of such goals. The SDGs are fully integrated into our strategic business management, which shows in a number of ways:

- In the *Principles of governance for sustainable development* published, IFEMA MADRID undertakes to comply with, encourage and promote responsible actions in economic, social and environmental issues
- IFEMA MADRID's culture has sustainability as one of its core values (in "Being sustainable and transparent").
- Sustainability is one of the cornerstones to "IFEMA MADRID's Strategic Plan".
- IFEMA MADRID has joined the *Covenant for a Circular Economy* promoted by the Ministry of Ecological Transition and the Demographic Challenge, committing itself to work on its 10 action points, but especially promoting improvement in points 1, 3 and 4; these are:

1. To make progress in reducing the use of non-renewable natural resources, reusing the materials contained in waste as secondary raw materials in the production cycle, provided that the health of people and the protection of the environment are guaranteed.
2. To favour the effective application of the waste hierarchy principle, promoting the prevention of waste generation, encouraging reuse and recycling and favouring waste traceability.

3. Promote guidelines that increase innovation and the overall efficiency of production processes by adopting measures such as the implementation of environmental management systems.

- As for 2023, the CSR Master Plan has been linked to the four-year Strategic Plan. It therefore has two types of objectives:

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

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

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

The CSR Master Plan is communicated to all stakeholders:

- To internal stakeholders, by publishing it on the intranet.
- To external stakeholders, by publishing it on the IFEMA MADRID website.

This CRS plan summarizes all lines of action, each of which is divided into specific goals, actions to achieve them, and measurement indicators.

Monitoring is carried out on a six-monthly basis, and a bi-annual report shall be sent to the Managing Committee.

(SEE ANNEX 4)

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

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

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

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

- **Key indicators:** these measure the degree of compliance with the strategic objectives, either because they are the result of the strategic planning process or because the Management Committee has decided to incorporate them.

- **Process indicators:** these measure the results or their degree of performance.

- **Culture indicators:** these measure the degree to which aspects of culture are integrated into the organisation's performance.

- **Business indicators:** these measure the results, performance and evolution over time of the organisation's business.

- **Sustainability indicators:** these measure sustainability performance and its evolution over time in the organisation. In its three aspects: economic sustainability, social sustainability and environmental sustainability.

In addition to that, indicators can be:

- **Control indicators:** those are not associated to an specific improvement, but which do establish control threshold limits which, if exceeded, require analysis and actions to correct them.

- **Improvement indicators:** those are associated with an specific planned improvement goal (strategic objectives, operational objectives, etc.).

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

(SEE ANNEX 7)

Regulatory Compliance Committee (RCC).

The Regulatory Compliance Committee is a collegiate body of an internal, executive and permanent nature, with autonomous powers of initiative and control, appointed by the Executive Committee of IFEMA MADRID, by virtue of article 14.15 of the IFEMA MADRID Articles of Association and whose mission is to guarantee, as far as possible, compliance with the Institution's duties of supervision, monitoring and control of risks in terms of Compliance, as well as to develop IFEMA MADRID's general policies and strategies in terms of Risk Prevention, Code of Conduct and, in general, Compliance Policies.

All of this is in line with the Compliance Risk Prevention Programme within the framework of the Compliance System for ethical norms and standards defined by the Institution.

Regulatory unification

In support of the compliance system, a project has been developed to unify all internal regulations, with several objectives:

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

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

For the purposes of regulation management, the SIG-IT-42_01.01 instruction has been drawn up and approved: "Management of internal regulatory documentation on the intranet".

Sustainability Team.

In 2022, it was decided to create an interdisciplinary team under the name of the Sustainability Team, whose goal is to generate and take on different projects related to sustainability, seeking to ensure that they were topics in which the personnel was already interested, consequently, would be useful to promote the culture of sustainability in the workforce.

It is coordinated by the Quality and Sustainability Management, and is composed of representatives from the following areas:

- Trade Fair Services Management.
- Technical Management.
- Safety and Self-Protection Management.
- Personnel, Quality and Sustainability Management.
- Communication and Media Management.
- Marketing and Digital Strategy Management.
- Trade Fair Business Management (trade fair groups).
- Conventions Management.

It meets every two months, and develops projects in working groups that report back to the larger team on a monthly basis. The projects led in the first work cycle have been:

- Unification of the sustainability contents integrated in the exhibitors' documentation, developing a standard text that is now included consistently in all Exhibitor Guidelines.
- Waste separation in office areas, replacing individual waste bins with recycling points.
- Action on the staff canteen in several areas:
 - Promoting the use of water in jugs instead of plastic bottles.
 - Food excess processing, enabling them to be consumed at a later date.
 - Reducing waste through raising consumer awareness.
- Comprehensive communication plan to ensure that sustainability information reaches the entire workforce in a direct way.

Following the completion of these projects, three further projects have been identified as priorities for development in 2023:

- Promoting sustainable mobility.
 - Conducting a survey to assess the mobility habits of our staff in order to be able to make proposals to encourage more sustainable mobility models (car pooling, use of public transport, etc.).
 - In order to promote the use of public transport, competitions have been held for photographs, stories, etc.
- *Guide to the Sustainable Organisation of Trade Fairs and Events* (following on from similar guides for exhibitors and visitors published in the previous year).
- Alliances with suppliers in order to carry out joint actions.
 - Find out about your sustainable actions in relation to the provision of your products and/or services at IFEMA MADRID in order to assess the possibility of collaborating in them with the aim of achieving a greater impact.

Within the internal social network Yammer, two related communities had been created:

- Sustainability Community.
- Volunteering Community.

In 2023 they have been unified into a Sustainability and Volunteering Community. It maintains weekly content such as motivational stories, competitions, etc.

In addition, it continues to have a group of committed people, known as "Sustainability influencers", as spokespersons to the workforce on the importance of taking action and communicating initiatives.

Promotion of culture

As an important part of sustainability and the improvement of the working atmosphere, it has been decided to focus on the promotion of culture. In this respect, several cultural events have been carried out:

- Celebration of the World Book Day, with an action involving exchange of second-hand books among members of staff.
- Creation of the IFEMA MADRID Library, an open space with library funds provided by employees and IFEMA MADRID itself to promote reading.
- New community on Yammer, "Creating Culture", with weekly content on recommendations of plans, reviews, etc.

02.

Environment.

- 2.1 Environmental management_19
- 2.2 Air pollution_27
- 2.3 Circular economy. Waste prevention and management_30
- 2.4 Use of resources_34
- 2.5 Climate change_40
- 2.6 Biodiversity_45

02. Environment.

2.1 Environmental management.

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

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

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

No findings relating to environmental non-compliance were detected in the 2023 audits.

In November 2023, authorisation was obtained for discharge into the sewage system.

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

1st) We have reduced the greenhouse gas emission ratio (carbon footprint) by 90.3% over the last seven years in Scopes 1-2.

2nd) We have reduced the electrical power use ratio by 27.25% with respect to 2018.

3rd) We have reduced the natural gas use ratio by 42.40% with respect to 2018.

4th) We have reduced the total drinking water use ratio by 33.70% with respect to 2018.

5th) We have reduced the paper use ratio by 77.29% with respect to 2018.

6th) We have reduced the waste generation ratio by 63.91% with respect to 2018.

7th) By 2023, we managed to recycle 79.10% of all the waste we generate.

8th) Our electrical power use in all facilities is 100% from certified renewable sources since 2020.

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

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

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

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

Environmental commitment.

Our Integrated Management System Policy clearly defines IFEMA MADRID's commitment to holding not only quality, but also sustainability events, as well as with efficient energy use and the environment.

This policy has been revised and approved in September 2023, due to a change in its format but not in its contents, which remains the same as the previous year.

The new approved revision has been distributed on the web and the intranet, and has been placed in some office spaces physically for staff without direct access to a computer.

IFEMA MADRID, through this declaration and in line with its purpose and principles of governance for sustainable development, aims to communicate to all its stakeholders its commitment to quality assurance, sustainable development, respect for the environment, efficient management of energy use and people's safety. All this is to be implemented during the design and management (marketing and production) of our own events and the provision of spaces and services at external events.

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

- Integrate the management systems for: environmental quality, energy, event sustainability and emergency management into a common system that allows, through continuous improvement, to achieve efficiency and excellence in management.
- Comply with current applicable legislation and regulations, the requirements of international reference standards, those identified by stakeholders and those established internally.
- Comply with the Principles of Governance for Sustainable Development in the management of our own events, management of venues and maintenance of infrastructures, thus promoting excellence in economic development, environmental improvement and accountability towards society.
- Support and promote the Security and Self-Protection plans, which analyse the risks in the planning, origin and development of processes, operation of the facilities and provision of services in the different activities carried out, achieving an optimum level of effectiveness and efficiency in the protection of people, information and the premises themselves, based on the expectation, prevention, preparation and protection against any type of present or emerging threat and aligned with the crisis management and business continuity processes of application, in the event that they come true.
- Support the Occupational Risk Prevention Plan, continuously monitoring compliance with Health and Safety Regulations to eliminate and/or minimise risks to workers.
- Promote goals that ensure the continuous improvement of: processes, event sustainability, environmental and energy performance, environmentally stable surroundings, pollution prevention, environmental protection, efficient management of energy use, citizen and personal safety, and have all the information and resources necessary to achieve these objectives and comply with this policy.

- Consider the environmental issues and impacts and energy performance related to the management of own events, the management of spaces and services and the design and maintenance of infrastructures, from the beginning to the end of the cycle, in order to minimise the adverse effects produced by them and to promote a rational use of resources, as well as environmental protection.
- Promote energy savings and efficiency in the activities through the development of the implemented energy management system.
- Promote research and development, focusing on efficient innovation, as well as on quality in the management of our own events, in the management of spaces and services and in the maintenance of infrastructures.
- Training and raising awareness among personnel across all levels, establishing the appropriate channels of communication and participation among all its members.
- Promote the procurement of energy efficient products and services and work with suppliers that have efficient energy management of their facilities, products and services, and support design activities that consider improving energy performance.
- Meet the requirements of our stakeholders to their full satisfaction, anticipating their needs and expectations, and acting at all times according to the principles of professionalism, ethics and transparency.
- Encourage international presence.
- Regularly review the degree of effectiveness of the Integrated Management System implemented, in order to detect its weak points and implement the necessary actions and improvements, as well as document the progress made.

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

Year 2023	Euros/year
Human Resources (People, Quality and Sustainability Management, Technical Management, Safety and Self-Protection Management, and Trade Fair Services Management)	<ul style="list-style-type: none"> Total cost of the four departments: € 11,081,293.68. Cost of consultancy and verification of greenhouse gas emissions: € 5,434 (3,654 + € 1,780). Cost of maintenance and ISO 9001-14001-20121-22320-50001 audits (internal and external): € 7,017 (€ 2,517 + € 4,500). Cost of firefighting services: € 204,831.90.
Technical resources (investment and expenditure)	<ul style="list-style-type: none"> Cost of mandatory maintenance as per the relevant regulations (HVAC, power system, cooling towers, fire protection and air quality): € 732,643.84. Cost of waste collection and cleaning services: € 3,357,578.39. Damage policy: € 328,348.22. Civil liability policy: € 118,204.44.
Estimations for the year 2024	Euros/year
Human Resources (People, Quality and Sustainability Management, Technical Management, Safety and Self-Protection Management, and Trade Fair Services Management)	<ul style="list-style-type: none"> Total cost of the four departments: € 11,469,138.95. Cost of consultancy and verification of greenhouse gas emissions: € 5,434 (3,654 + € 1,780). Cost of maintenance and ISO 9001-14001-20121-22320-50001 audits (internal and external): € 7,017 (€ 2,517 + € 4,500). Cost of firefighting services: € 200,000.
Technical resources (investment and expenditure)	<ul style="list-style-type: none"> Cost of mandatory maintenance as per the relevant regulations (HVAC, power system, cooling towers, fire protection and air quality): € 732,643.84. Cost of waste collection and cleaning services: € 4,282,407.4. Damage policy: € 342,461.17. Civil liability policy: € 126,529.02.

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

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

The concept of "Environmental Aspect" is understood as follows: "any element of IFEMA MADRID's activities/products/services that can interact with the environment and generate an environmental impact". It can be direct/indirect or potential. Direct is generated by the organisation and can be quantified (t, kg, m³, etc.); indirect is generated/consumed on our premises, but by personnel outside the organisation and can be quantified; and potential is an emergency situation or incident.

The purpose of carrying out the identification and assessment of environmental issues is:

- To carry out an annual determination of those which, under normal (business as usual) and abnormal operating situations (not usual but planned, e.g. maintenance), may have significant impacts on the environment from a life cycle perspective. These are the direct and indirect environmental issues.
- To carry out an annual identification of those potential environmental incidents that are significant or relevant, aiming to minimise the risk to people and the environment.

The methodology for the assessment and detection of significance on an annual basis is described in the procedure SOS-PR-23_03: "Identification and assessment of environmental aspects".

List of environmental issues of IFEMA MADRID in 2023.

Direct and indirect environmental issues identified by: type, area of incidence in IFEMA MADRID activities or places, place in which they are generated, and their associated environmental impact.

Type of environmental issue	Area of incidence	Description of the environmental issue	Source location/activity	Associated environmental impact
Direct and indirect	Non-hazardous waste	Paper-cardboard	Offices, complementary activities, preparing, holding and dismantling trade fairs/events	Soil contamination, visual impact
Direct and indirect	Non-hazardous waste	Single use plastic packaging	Offices, complementary activities, preparation, holding and dismantling trade fairs/events	Soil contamination, visual impact
Direct and indirect	Non-hazardous waste	Wood	Preparing and dismantling of fairs/events	Soil contamination, visual impact
Direct and indirect	Non-hazardous waste	Exhibition carpet	Preparing and dismantling of fairs/events	Soil contamination, visual impact
Direct and indirect	Non-hazardous waste	Glass	Catering	Soil contamination, visual impact
Direct	Non-hazardous waste	CDW	Maintenance	Soil contamination, visual impact
Direct and indirect	Non-hazardous waste	Mixture of organic and non-organic waste	Catering, offices, complementary activities, preparing, holding and dismantling trade fairs/events	Soil contamination, visual impact
Direct and indirect	Non-hazardous waste	Organic waste	Catering, offices, complementary activities, preparing, holding and dismantling trade fairs/events	Soil contamination, visual impact
Direct and indirect	Non-hazardous waste	Sanitary waste assimilable to municipal waste (type I)	Offices, preparing, holding and dismantling trade fairs/events	Soil contamination, visual impact
Indirect	Non-hazardous waste	Used cooking oil	Catering	Soil pollution, water pollution, visual impact
Direct	Non-hazardous waste	Metal scraps	Maintenance	Soil contamination, visual impact
Direct	Non-hazardous waste	WEEE	Offices, maintenance	Soil contamination, visual impact
Direct	Non-hazardous waste	Toner	Offices	Soil contamination, visual impact
Indirect	Non-hazardous waste	Pruning waste	Maintenance	Visual impact
Direct	Hazardous waste generation	Used maintenance oil	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	Contaminated used packaging	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	Contaminated absorbents	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	Paint sludge	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	Batteries	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	Batteries, accumulators	Maintenance	Soil contamination, visual impact

(continued)

List of environmental issues of IFEMA MADRID in 2023 (continued).

Type of environmental issue	Area of incidence	Description of the environmental issue	Source location/activity	Associated environmental impact
Direct	Hazardous waste generation	Fluorescent tubes	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	WEEE	Maintenance	Soil contamination, visual impact
Direct	Hazardous waste generation	Used aerosols	Maintenance	Soil contamination, visual impact
Direct and indirect	Hazardous waste generation	Type III sanitary waste	Offices Holding trade fairs/events	Soil contamination Danger to humans
Direct and indirect	Hazardous waste generation	Grease from the grease separator	Maintenance	Soil and water pollution
Direct and indirect	Air emissions	Noise	Preparing, holding and dismantling trade fairs/events	Noise pollution
Direct and indirect	Air emissions	Vehicle combustion gases	Preparing, holding and dismantling trade fairs/events Maintenance	Air pollution
Direct	Air emissions	Gases from combustion equipment (boilers, generating sets)	Offices, complementary, and halls under celebration	Air pollution
Direct	Use of natural resources	Diesel	Preparing, holding and dismantling trade fairs/events Maintenance	Reduction of natural resources
Direct	Use of natural resources	Petrol	Maintenance	Reduction of natural resources
Direct and indirect	Use of natural resources	Natural gas	Offices, catering, complementary activities Holding trade fairs/events	Reduction of natural resources
Indirect	Use of natural resources	Butane gas	Holding trade fairs/events in the catering industry	Reduction of natural resources
Direct and indirect	Use of natural resources	Electric power	Offices, catering, complementary activities Preparing, holding and dismantling trade fairs/events	Reduction of natural resources
Direct and indirect	Use of natural resources	Drinking water	Offices, complementary activities, catering Preparing, holding and dismantling trade fairs/events	Reduction of natural resources
Direct	Use of natural resources	Reclaimed water	Gardens	Reduction of natural resources
Direct and indirect	Use of natural resources	Exhibition carpet	Preparing trade fairs/events	Reduction of natural resources
Direct and indirect	Use of natural resources	Paper-cardboard	Offices, complementary activities Catering Preparing trade fairs/events	Reduction of natural resources
Direct and indirect	Discharge of waste water	Wastewater to sewage network (toilets, changing rooms, kitchens, rainwater, complementary)	Offices, catering, complementary activities Preparation, holding and dismantling of fairs/events	Water pollution

List of significant direct and indirect environmental issues

As a result of the assessment, no significant environmental issues (>12) were identified for the year 2023. However, we will consider those issues closest to the value of 12 as significant.

Significant direct / indirect issues.

Direct/indirect issue	Description of the improvement objective implemented
Generation of an inert mixture with traces of organics (obtained a value of 11.25)	Goal of the CSR Master Plan 2023-2026: 100% of waste for recovery. It is a global target for all waste. A 2023 improvement target was also met: a 2% reduction in the waste generation ratio compared to 2022.
Natural gas use (obtained a value of 11.25)	Goal of the CSR Master Plan 2023-2026: to be carbon neutral in scopes 1-2; to achieve this, the ratio of natural gas use must be reduced. There was also a 2023 improvement target in this respect: to reduce the CO ₂ emissions ratio by 0.5% compared to 2022.

Most of the direct and indirect environmental issues are quantified in ratios, and have decreased compared to the previous year. Furthermore, hazardousness level is low, as the majority of all waste is destined for recycling and electrical power use comes from renewable sources.

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

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

Type of environmental issue	Description of the environmental issue	Associated environmental impact	Preventive measures	Risk level
Potential	Gas emissions due to fire or explosion	Air pollution Hazardous to people	Preventive measures in the self-protection plan. Staff training. Preventive maintenance and regulatory inspections of electrical installations and boilers.	SIGNIFICANT
Potential	Noise emissions due to emergency alarm activation	Noise pollution	Central alarm maintenance.	NOT SIGNIFICANT
Potential	Out-of-range combustion gas emissions due to boiler malfunction (incomplete combustion)	Air pollution	Performing planned preventive maintenance (burner control).	NOT SIGNIFICANT
Potential	Emissions of refrigerant gas due to leaks from the HVAC installation	Air pollution	Carrying out regular leakage checks. Performing planned preventive maintenance on equipment.	NOT SIGNIFICANT

(continued)

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

Type of environmental issue	Description of the environmental issue	Associated environmental impact	Preventive measures	Risk level
Potential	Emissions of particulate air pollutant (ionising radiation, chemical and/or biological pollutants due to sabotage) CBRN incident	Air pollution Hazardous to people	Preventive measures in the self-protection plan.	SIGNIFICANT
Potential	Generation of ash by fire or explosion	Soil contamination	Preventive measures in the self-protection plan to prevent fires. Staff training. Preventive maintenance and regulatory inspections of electrical installations and boilers.	NOT SIGNIFICANT
Potential	Spillage of diesel fuel due to tank breakages or failure during loading or unloading of the tank	Soil contamination	Double-walled or single-walled tank, but with a retention basin. Roofed area. Signposted area isolated from the vehicle crossing area. Maximum speed zone 20 km/h.	NOT SIGNIFICANT
Potential	Spillage of used oil due to malfunctioning of plant equipment	Soil contamination	Carrying out preventive and statutory maintenance of equipment.	NOT SIGNIFICANT
Potential	Spillage of used oil or diesel or coolant liquid due to malfunctioning of loading and unloading trucks	Soil contamination	Vehicles must have passed the relevant technical inspection (ITV). Periodic maintenance must be carried out according to the manufacturer's instructions. Maximum speed zone 20 km/h.	NOT SIGNIFICANT
Potential	Grease spillage due to failure during the half-yearly cleaning of the supplementary grease trap	Soil contamination	Periodic emptying. Removal of grease every six months and its management as hazardous waste.	NOT SIGNIFICANT
Potential	Spillage of hazardous waste due to breakage of containers or failure during loading, unloading or transferring of containers	Soil contamination	Hazardous waste shall be stored in a dedicated area: the Hazardous Waste Store, away from storm drains or sewage outfalls. Liquid or pasty hazardous waste shall be stored with a spill containment system. They shall be stored segregated by type of waste. Packaging must be approved. Notice shall be given for removal by an authorised dealer before complete filling.	NOT SIGNIFICANT
Potential	Spillage of hazardous chemicals due to breakage of hazardous chemical containers or failure during loading, unloading or racking	Soil contamination	Storage area away from vehicle traffic and mobile equipment. Liquid or pasty chemicals shall be stored, taking into account their incompatibilities, with spill containment systems.	NOT SIGNIFICANT
Potential	Accumulation of wastewater and generation of waste (mud, sand, etc.) by flooding	Soil contamination	Periodic cleaning of the sewage network. Provide containment barriers for water ingress. See measures in the self-protection plan.	NOT SIGNIFICANT

(continued)

Type of environmental issue	Description of the environmental issue	Associated environmental impact	Preventive measures	Risk level
Potential	Discharge of ash water due to fire or explosion	Water pollution	Preventive measures in the self-protection plan to prevent fires. Staff training. Preventive maintenance and regulatory inspections of electrical installations and boilers.	NOT SIGNIFICANT
Potential	Intentional dumping (sabotage) of chemicals or hazardous waste in sewer or storm drains	Water pollution	Training and awareness-raising for IFEMA MADRID maintenance staff and a collaborating cleaning company. Defined and segregated storage area. Information of this prohibition exhibitors, external organisers, collaborating companies and IFEMA MADRID staff.	NOT SIGNIFICANT
Potential	Spillage of diesel, oil or coolant through the storm drain sump due to truck malfunctioning during loading, unloading or transferring	Water pollution	Double-walled or single-walled tank, but with a retention basin. Roofed area. Signposted area isolated from vehicle traffic. Maximum speed zone 20 km/h.	NOT SIGNIFICANT
Potential	Sewage discharge by flooding	Water pollution	Regular cleaning of the sewage network. Provide containment barriers for water ingress. See measures in the self-protection plan.	NOT SIGNIFICANT
Potential	Grease discharged into the sewage system due to grease separator malfunction or during the half-yearly cleaning of the grease separator	Water pollution	Periodic emptying. Removal of grease every six months and its management as hazardous waste.	NOT SIGNIFICANT

Significant incidents: fire/explosion and CBRN incident.

In the year 2023, four drills have been carried out, these are:

1. Activation of the Alternative Control Centre drill.	03/05/2023
2. Fire drill in the MALINCHE marquee with coordination of emergency teams from both structures and Madrid City Council fire brigade.	21/06/2023
3. Activation drill of alarm systems and protocols in the Palacio Municipal of IFEMA MADRID due to fire in auditorium area A - stage.	23/11/2023
4. Real evacuation drill of the South office building due to a fire in the South Tunnel dock.	19/12/2023

Significant fines and penalties

In the years 2022 and 2023 IFEMA MADRID has not been subject to any fines or sanctions in this respect.

2.2 Air 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 (ERM) in its installations that feed the combustion equipment or boilers located in the three engine rooms (ER). There are 11 in total.

There are 12 other small boilers of less than 1 MW boiler and burner output, for catering purposes; 11 of them are used for heating water (DHW) and one for the use of the autoclave in the central kitchens.

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

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

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

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

Measurement of emission sources

Of the total of the 29 emission sources at the IFEMA MADRID Recinto Ferial and the three at the Palacio Municipal of IFEMA MADRID, the following fall within the scope of Royal Decree 1042/2017, of 22 December:

- 11 of the boilers (type C) and six of the generator sets at the Exhibition Centre. In total, 17.
- The three boilers of the Palacio Municipal of IFEMA MADRID.

In January 2020, the OCA measured the CO and NO_x emission parameters for 11 boiler sources and "Particulates, SO₂, CO and NO_x" for the six sources of the diesel-powered generators at the Exhibition Grounds. In all of them, the assessment was that it complied with emission limits.

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

Activities at the Exhibition Grounds.

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

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

Activities in the Palacio Municipal.

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

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

2.2.2 Noise emissions.

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

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

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

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

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



2.2.3 Light pollution.

The applicable legislation regarding light pollution provides as follows: RD 1890/2008, of 4 November, on energy efficiency in outdoor lighting installations and its complementary technical instructions EA-01 to EA-07. Article 2, paragraph 3.

This Regulation shall apply:

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

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

2.3 Circular economy. Waste prevention and management.

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

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

2.3.1 Non-hazardous waste.

Non-hazardous waste generated at IFEMA MADRID; place of generation (POG), operator and destination.

Type of waste	Place of generation	POG	Transfer Operator	Destination(R/D) *
Paper-cardboard	Office, complementary activities, halls with trade fair activity	200101, 150101	FCC and OPTIMA The following are agents contracted by IFEMA MADRID	R
Single use plastic packaging	Office, complementary activities, halls with trade fair activity (under construction)	200139 170203 150102	FCC and OPTIMA The following are agents contracted by IFEMA MADRID	R
Wood	Pavilions with trade fair activities (assembly and disassembly)	200138, 170201	FCC and OPTIMA The following are agents contracted by IFEMA MADRID	R
Glass	Catering in halls, complementary activities	200102 150107	ECOVIDRIO, collected by the City Council	R
Organic waste	Office space, catering in halls, complementary activities	200108	FCC and OPTIMA The following are agents contracted by IFEMA MADRID	R
Mixing of inert materials (bulky or residual): a mixture of paper-cardboard, plastics-empty packaging, wood, glass, scrap metal and fairground carpeting	Pavilions with trade fair activity	200301 200307	FCC and OPTIMA The following are agents contracted by IFEMA MADRID	R and D
Carpet fragments	Pavilions with trade fair activities (assembly and disassembly)	200139	ACTECO. Is a contracted waste manager	R
Metal scraps	Maintenance	200140 170407	GARMAN. Is a contracted waste manager	R
CDW	Small works	170904 and 170504	Container MAI, hired waste operator	R

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

(continued)

Non-hazardous waste generated at IFEMA MADRID; place of generation (POG), operator and destination (continued).

Type of waste	Place of generation	POG	Transfer Operator	Destination (R/D) *
Type I toilets	Toilets	200301	RENTOKIL. A hired waste manager.	D
Electrical and electronic equipment	Offices, maintenance	160214	FETRANSFER. A hired waste manager.	R
Pruning waste	Maintenance	200201, 200138, 170201	Hired gardening company (producer)	R
Oil residues in grease separator	Maintenance	200108	IFEMA MADRID (producer)	R
Used cooking oil	Catering	200125	Hired catering companies (producer)	R

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

2.3.2 Hazardous waste.

Hazardous waste generated at IFEMA MADRID; place of generation (POG), operator and destination.

Type of waste	Place of generation	POG	Transfer Operator	Destination (R/D) *
Used oils	Maintenance. Trade fair activity (waste left behind by clients or contracted management service)	130205, 130208	FETRANSFER, waste manager	R
Contaminated used packaging	Maintenance. Trade fair activity (waste left behind by clients or contracted management service)	150110	FETRANSFER, waste manager	R
Sludge from paint and varnish containing organic solvents or other hazardous substances	Maintenance. Trade fair activity (waste left behind by clients or contracted management service)	080113	FETRANSFER, waste manager	R
Batteries	Offices. Maintenance. Trade fair activity (waste left behind by clients or contracted management service)	200133, 160606, 160603	FETRANSFER, waste manager	R
Batteries, accumulators	Maintenance. Trade fair activity (waste left behind by clients or contracted management service)	200133, 160606, 160601, 160602	FETRANSFER, waste manager	R
WEEE (waste electrical and electronic equipment)	Offices. Maintenance. Trade fair activity (waste left behind by clients or contracted management service)	200135-61, 160213-21-22-41	FETRANSFER, waste manager	R
Used aerosols	Maintenance. Trade fair activity (waste left behind by clients or contracted management service)	160504	FETRANSFER, waste manager	R
Contaminated absorbents	Maintenance. Trade fair activity (waste left behind by clients or contracted management service)	150202	FETRANSFER, waste manager	R

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

(continued)

Type of waste	Place of generation	POG	Transfer Operator	Destination (R/D) *
Fluorescent lamps, bulbs	Maintenance. Trade fair activity (waste left behind by clients or contracted management service)	200121 190213	FETRANSFER, waste manager	R
Type III healthcare waste	Medical services, first aid kit	180103	RENTOKIL, hired waste manager	D

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

At IFEMA MADRID there are 24 different types of waste: 14 of them are non-hazardous and 10 are hazardous. Three of them are disposed of (D) and 21 have a recoverable output (R), i.e. 87.5% of the total typologies.

Quantities generated per waste and overall generation rates

Non-hazardous waste.

Waste	2022 data (t)	2023 data (t)	2023/2022
Paper-cardboard	48.1	48.86	1.58%
Single use plastic packaging	6.3	31.39	398.25%
Wood	1,629.058	567.37	-65.17%
Glass	19.764	27.099	37.11%
Organic waste	0	0	0%
Mixing of inert materials or mixed waste (mixture of paper-cardboard, plastics-empty packaging, wood, glass, scrap and carpet)	3,921.83	4,107.354	4.73%
Carpet	107.26	116.43	8.54%
Metal scraps	6.55	8.62	31.6%
CDW	22.88	14.82	-35.22%
Type I toilets	3.268	We are not the producers, the new manager (RENTOKIL) is. Calculations need to be carried out subsequently.	—
Electrical and electronic equipment	1.504	0.4	-73.4%
Pruning waste	299	81.9	-72.6%
Grease separator cleaning residues	2	3.58	79%
Used cooking oil	4.285	3.005	-29.87%

Hazardous waste.

Waste	2022 data (t)	2023 data (t)	2023/2022
Used oils (industrial use)	0.07	0.038	-45.71%
Contaminated used packaging	0.18	0.186	3.33%
Sludge from paint and varnish containing organic solvents or other hazardous substances	0.22	0.383	74.09%
Cells, batteries, accumulators	0.487	0.728	49.48%
WEEE (waste electrical and electronic equipment)	1.318	0.296	-77.54%
Used aerosols	0.0185	0.006	-208.33%
Contaminated absorbents	0.0465	0.025	-46.23%
Fluorescent lamps, bulbs	0	0.107	100%
Type III sanitary waste	0.04228	0.03796	-10.21%

Absolute data (t)	2022 data (t)	2023 data (t)	2023/2022
Total non-hazardous waste	6,071.842	5,010.828	-17.47%
Total waste	2.38	1.81	-24.08%
Total waste	6,074.22	5,012.63	-17.48%

Waste generation ratios (turnover 2023 calculated after verification)	2022	2023	2023/2022
Non-hazardous waste generation rate (t/turnover in M€)	32.35	28.71	-11.26%
Hazardous waste generation rate (t/turnover in M€)	0.013	0.01	-18.36%
Waste generation rate (t/turnover in M€)	32.37	28.72	-11.26%

Both the absolute quantities of waste and the ratios have decreased compared to the previous year. Furthermore, as can be seen, an important separation effort has been made with regard to plastics-packaging and also glass and paper-cardboard; however, not so much with regard to wood, which has been included in the mixed waste (this type of waste has increased despite the fact that less waste has been generated in total). This was due to a problem that was detected in mid-2023 and has now been resolved.

The increase in scrap metal is due to occasional maintenance work for minor improvements in the catering areas.

The increase in the quantities of grease separator cleaning residues is due to the inclusion of the previously unaccounted for Palacio Municipal of IFEMA MADRID residues in the data.

As far as the waste generation ratio is concerned, we consider that it has been considerably reduced in recent years, and has now reached the optimum and reasonable efficiency limit for the nature of our activity.

The percentage of recycled waste in 2023 was 79.10% of the total waste generated.

Measures to reduce waste generation.

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

2.4 Use of resources.

2.4.4 Water management.

Water use

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

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

- Reclaimed water for irrigation in all facilities, which, in addition to reducing the use of drinking water from the supply network, reuses treated water, giving it a second use and thus promoting the circular economy.
- Dry urinals in halls and changing rooms.
- Taps in all installations with perlaters.
- Electronic fittings in halls and changing rooms.
- Efficient shower heads in changing rooms.
- Dual flush toilets in halls and changing rooms.
- Awareness-raising/training given to IFEMA MADRID staff on environmental issues.
- Signposting on each of the Canal de Isabel II taps at IFEMA MADRID to raise awareness among visitors and IFEMA MADRID staff to turn off the taps when they are not in use.

Absolute data (m ³)	2022	2023	2023/2022
Drinking water use at the IFEMA MADRID Recinto Ferial (m ³) per year	86,501.00	84,747.00	-2%
Palacio Municipal drinking water use (m ³) per year	7,348.00	3,962.00	-46.08%
Total drinking water use (m ³) per year	93,849.00	88,709.00	-5.48%
Reclaimed water use (m ³) per year	73,930.00	85,595.00	16%
Total water use (m ³) per year	167,779.00	174,304.00	3.89%

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

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

Water use ratios (2023 turnover calculated after verification)	2022	2023	2023/2022
Ratio of total drinking water use (annual m ³ /turnover in M€)	500.07	502.37	0.46%
Percentage of reclaimed water with respect to total water use (drinking water + reclaimed water)	44%	49%	—

In the 2022 EINF report, the ratios were calculated for the IFEMA MADRID Recinto Ferial only. They have been corrected, including water use at the Palacio Municipal of IFEMA MADRID.

Discharge of waste water

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

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

Sustainable Water Management Plan

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

Planned actions to be taken.

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

2.4.2 Use of raw materials.

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

Absolute use data.

	2022	2023	2023/2022
Paper use (units)	751,875	600,875	-20.08%
Carpet use (m ²)	646,962.80	546,649.00	-18.35%

Supply use ratios.

(2023 turnover calculated after verification)	2022	2023	2023/2022
Paper use ratio (units/turnover in M€)	4,006.37	3,442.82	-14.07%
Ratio of carpet use (m ² /turnover in M€)	3,447.34	2,919.19	-15.32%

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

- Flexible distance working.
- Digitalisation (implementation of Microsoft 365, Visual Space, CRM, etc.).
- Reduction in the number of printers.
- Digital signature in procurement.
- At own trade fairs/events, passes and invitations are mostly digital.
- At own trade fairs/events, reduction of printing of guides, brochures, etc. to the absolute minimum.

At IFEMA MADRID, to reduce carpet use:

- Carpeting is not used in some trade fairs such as ARCOmadrid, ESTAMPA, 100X100 MASCOTA.
- At most of our own trade fairs and events, the carpeting around the perimeter of the stands that connected to the aisles has been removed.
- All carpet generated at IFEMA MADRID is recycled.

2.4.3 Energy use and measures to improve energy efficiency.

Types of energy sources and their use.

Energy sources	Type	Use
Electrical power	Indirect	Electrical power supply.
Natural gas	Direct	Air conditioning, kitchens and central kitchen autoclave.
Diesel A	Direct	For vehicles/equipment and generator sets.
Petrol	Direct	For vehicles/equipment.
Butane gas	Indirect	To cook <i>paellas</i> , in the cafeterias by the contracted catering company.

Absolute data on the use of main supplies.

	2019 ⁽⁴⁾	2020 ⁽¹⁾	2021 ⁽²⁾	2022	2023	2023/2022	2023/2019
Electrical power use at the IFEMA MADRID Recinto Ferial (MWh)	29,990.2	17,703.64	18,440.94	22,927.62	23,898.83	4.23%	-20.31%
Electrical power use at the Palacio Municipal (MWh)	7,401.68	2,100.87	1,958.04	3,069.21	2,562.132	-16.52%	-65.38%
Total electrical power use (MWh)	37,391.8	19,804.51	20,398.98	25,996.84	26,460.97	2%	-29.23%
Natural gas use at the IFEMA MADRID Recinto Ferial (MWh)	18,015.13	13,373.51	9,964.543	12,302.733	11,313.367	-8.04%	-37.2%
Natural gas use in Palacio Municipal (MWh)	3,061.43	1,245.34	1,126.308	949.94	988.829	4.09%	-67.7%
Total natural gas use (MWh)	21,076.5	14,618.85	11,090.85	13,252.67	12,302.20	-7%	-42%

Main supplies use ratios.

(2023 turnover calculated after verification)	2019 ⁽⁴⁾	2020 ⁽¹⁾	2021 ⁽²⁾	2022	2023	2023/2022	2023/2019
Electrical power use ratio (MWh/turnover in M€)	199.74	327.89	206.89	138.52	149.85	8.18%	-24.97%
Natural gas use ratio (MWh/turnover in M€)	112.59	242.03	112.48	70.62	69.67	-1.34%	-38.12%
Corrected electrical power use ratio ⁽³⁾ (MWh/turnover in M€)	243.10	327.89	206.89	156.01	149.85	-3.95%	-38.36%
Corrected natural gas use ratio ⁽³⁾ (MWh/billing in M€)	120.09	242.03	206.89	81.34	69.67	-14.35%	-42%

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

(2) In 2021, the pandemic was still present, with activity only in the second half of the year. The halls opened, but with fewer customers inside and no air recirculation, then the ratios continued to be inefficient, although better than in 2020.

These two years (2020 and 2021) should not be taken into account when assessing the evolution of use because they are not representative.

(3) The electrical power and natural gas use ratios for 2019 and 2022 are corrected, as these are atypical years, as it is understood that distortions occur in these years due to the holding of an event of special magnitude (COP25 in 2019 and the NATO summit in 2022) that produces a very high turnover compared to use in a very short space of time. It is important to consider it at the global level, but in order to be able to analyse the evolution of indicators in a rational way it is important to eliminate these distortions.

(4) In 2019 the electrical power and natural gas use ratios (both total and corrected) are higher than in the other representative years (2022 and 2023). This is because in that year we started to manage the Palacio Municipal of IFEMA MADRID and it required a lot of maintenance work beforehand while no invoices were used. In addition, in 2019, the facilities of the IFEMA MADRID Trade Fair Centre and Palacio Municipal of IFEMA MADRID did not have LED lighting.

Absolute data for other supply uses.

	2022	2023	2023/2022
Diesel fuel use A (B7)(I)	2,117.54	10,301.9	387%
Fuel use (E5)(I)	1,506.34	2,978.65	98%
Butane gas use (kg)	487.5	287.5	-41.02%

The use of diesel fuel has been increased due to the necessary filling of the tanks of the emergency units of the Palacio Municipal and the IFEMA MADRID Recinto Ferial in 2023. This has been done for security reasons, to ensure availability in the event of a power cut, as a business continuity measure. Under normal conditions they are not refilled every year, so diesel use is expected to fall by 2024.

Petrol use has also increased because this year the petrol for the hybrid representation cars has been included (as IFEMA MADRID has assumed the cost, it is accounted for). In 2024, these uses are expected to remain stable compared to 2023.

In addition, the last remaining diesel/petrol cars were replaced by electric vans in September 2023, which will help reducing petrol use.

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

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

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

Use of renewable energy.

- The electrical power supplied to the entire facility (Fairgrounds and Municipal Palace) is 100% certified renewable energy.
- Installation of geothermal air conditioning to supply the South Gate Central Building.
- The entire fleet of representation, service and maintenance vehicles are low or zero-emission.
- Changing rooms: installation of photovoltaic panels in changing rooms for self-use of electrical power.
- Changing rooms: aerothermal heat pump for air-conditioning and DHW.

2.5 Climate change.

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

A company's carbon footprint represents the greenhouse gas (GHG) emissions it produces directly or indirectly through its activity over a period of time. It is measured in tonnes of CO₂ emitted. These emissions accelerate climate change, as the United Nations (UN) has been warning, and if we do nothing to reduce them or ditch them altogether, a more inhospitable world lies just around the corner.

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

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

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

- "Calculation" stamps for the years 2017, 2018 and 2019.
- "Calculation and Reduction" stamps for the years 2020, 2021 and 2022 (the latter achieved in September 2023).
- During the first half of the year 2024 we want to be eligible again for the "Calculation and Reduction" stamp of the year 2023.

At IFEMA MADRID we have managed to reduce our emissions ratio (tCO₂/turnover in M€) by 90.3% in the last seven years.

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

• **Scope 1**

a) Natural gas use (unit: kWh):

- for air-conditioning during the winter,
- to feed the kitchens,
- for DHW (domestic hot water in catering areas).

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

- for plant maintenance equipment (forklifts, forklift trucks, platforms, etc.),
- for the generator sets (six in total, four in SM1, two in SM3 and two diesel pumps),
- for three owned vehicles.

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

- for plant maintenance equipment (brush cutters),
- for representative vehicles.

d) Butane use (unit: kilograms):

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

e) Leakage of refrigerant gases during air-conditioning/cooling in summer (unit: kilograms). They are estimated to be proportional to the refrigerant gas loads that have taken place during the year 2023.

• **Scope 2**

Electrical power use of all installations.

Absolute data for other supply uses.

Under the above premises, emissions are calculated by identifying, for each source, the activity data and the emission factor in the calculation year (June 2023).

Carbon footprint Scope 1 and 2	Data from 2023	Emission factor (*)	Kg of CO ₂ in 2023 (**)	Ratio kg CO ₂ / turnover (M€)
Electrical power use (kWh)	26,460,970	0	0	0.00
Natural gas use (kWh)	12,302,196	0.182	2,238,999.672	12,679.80
Diesel fuel use A (B7)(l)	10,301.9	2.52	25,960.788	147.02
Fuel use (E5)(l)	2,978.65	2.25	6,701.9625	37.95
Butane gas use (kg)	287.5	2.996	861.35	4.88
Leakage (kg) of cooling gas R134A	0	1,300	0	0.00
tCO ₂ for year 2023			2,272.52	
Emission ratio (carbon footprint) 2023 tCO ₂ /M€				12.87

(*) Emission factors. Carbon footprint registry, offsetting and carbon dioxide absorption projects of the Ministry for Ecological Transition and the Demographic Challenge. Date: June 2023. (**) Data multiplied by the emission factor.

Carbon footprint Scope 1 and 2	Kg of CO ₂ in 2023	% of total emissions in 2023
Electrical power use	0	0.000%
Natural gas use	2,238,999.672	98.525%
Diesel fuel use A (B7)	25,960.788	1.142%
Fuel use (E5)	6,701.9625	0.295%
Butane gas use	861.35	0.038%
Leaking refrigerant gas R134A	0	0.000%

Comparison with previous years.

	tCO ₂	tCO ₂ /turnover (M€) ratio
Year 2017	15,674.46	132.72
Year 2018	15,182.83	109.62
Year 2019	12,287.10	65.64
Year 2020	2,448.37	40.54
Year 2021	2,889.94	29.31
Year 2022	2,422.17	12.91
Year 2023	2,272.52	12.87
% 2023/2022	-6%	-0.29%
% 2023/2021	-21%	-56.09%
% 2023/2020	-7%	-68.25%
% 2023/2019	-82%	-80.39%
% 2023/2018	-85%	-88.26%
% 2023/2017	-86%	-90.30%

	% of total emissions in year 2021	% of total emissions in year 2022	% of total emissions in year 2023
Electrical power use	0.000%	0.000%	0%
Natural gas use	69.847%	99.579%	98.525%
Diesel fuel use A (B7)	0.377%	0.220%	1.142%
Fuel use (E5)	0.066%	0.140%	0.295%
Butane gas use	0.021%	0.060%	0.038%
Leaking refrigerant gas R134A	29.689%	0.000%	0%

(Billing calculated after verification)	2020-2021-2022	2021-2022-2023
Average cumulative ratio per three-year period	27.58	14.06

It can therefore be concluded that the tCO₂ ratio (tCO₂ emissions/turnover in M€) or carbon footprint in Scopes 1-2 has been reduced.

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

In January 2023, all risks and opportunities from the previous year were reassessed and newly identified risks and opportunities were included and assessed for the first time.

Risks and opportunities.

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

Identification and assessment of climate change related risks, planned measures/actions to mitigate or use them in our benefit and outcome one year later (effectiveness analysis).

Identification of risks and opportunities	Is it a risk or an opportunity?	Measures	Results of the 2022 evaluation	Results of the 2023 evaluation	Was it effective? (Yes/No)
Continuous measurements obtained with equipment (meters) not subject to regular control (internal verification).	Risk	Complying with the provisions of process No. 22_02: Control of measuring equipment and related documentation. See follow-up planning as set out in SIG-PR-42_02: Monitoring and measurement.	4.00	4.00	Yes
Internal verifications performed with standards that have not been calibrated or verified externally.	Risk	Comply with the provisions of process No. 22_02: Control of measuring equipment and related documentation. See follow-up planning as set out in SIG-PR-42_02: Monitoring and measurement.	4.00	4.00	Yes
No actions are defined, or if they are defined, they are not implemented, for the solution of the energy deviations detected.	Risk	Review energy assessment report periodically with data and justifications. Internal and external ISO 50001 audits.	8.00	8.00	Yes
Difficulty in detecting deviations in use due to the lack of a unified control system.	Risk	Extension of the scope of ISO 50001. Executing the investment plan foreseen for this (four-year target defined in the CSR Master Plan 2023-2026 which is published on the website.	15.00	20.00	NO
Difficulty in extending the scope of ISO 50001 certification in the short term because SMARKIA does not include all the variables that measure the use of the entire installation integrated.	Risk	Extension of the scope of ISO 50001. Executing the investment plan foreseen for this (four-year target defined in the CSR Master Plan 2023-2026 which is published on the website.	8.00	8.00	Yes
Power outages, which could mean having to start up the generators, which operate only in emergency conditions. These types of fires have a higher pollution potential, as they burn diesel fuel as opposed to natural gas.	Risk	Nothing can be done, the risk is low and is assumed. In addition, it is convenient to start thinking about future self-use projects.	5.00	5.00	Yes
The distribution company's meters are not verified.	Risk	IFEMA MADRID requests a list of the distribution company's meters and their verification status.	10.00	5.00	Yes
Failures in the reading of use by the supplier (human error).	Risk	Nothing can be done, the risk is low and is assumed.	5.00	5.00	Yes
Faults in the data entered by the supplier on the bill (human error).	Risk	Nothing can be done, the risk is low and is assumed.	5.00	5.00	Yes
Improvement of the energy and water use of the facilities.	Opportunity	No. 10: Reduce the electrical power use ratio by 0.5% compared to 2022.	16.00	15.00	CONTINUE
Unify the control system for all the facilities.	Opportunity	Integrated as an action within an overall goal within the CSR Master Plan 2023-2026. To be achieved by 2026.	16.00	20.00	BOOST

(continued)

Identification of risks and opportunities	Is it a risk or an opportunity?	Measures	Results of the 2022 evaluation	Results of the 2023 evaluation	Was it effective? (Yes/No)
Integrate all the variables of electrical and thermal energy use of all the facilities in the SMARKIA platform in order to advance in the extension of the scope of ISO 50001 certification in the short and medium term.	Opportunity	Extension of the scope of ISO 50001. Executing the corresponding investment plan.	12.00	12.00	CONTINUE
Reducing the CO ₂ emissions to the atmosphere.	Opportunity	Measurement of the carbon footprint Scope 1 and 2 during the year 2023 and comparison with previous years. Monitoring of the tCO ₂ /turnover ratio. Obtaining the MITECO "Reduction" stamp. Continuing with 100% certified renewable energy and design of self-use projects.	15.00	20.00	CONTINUE
Reducing energy dependency and create new sources of income through green energy generation projects.	Opportunity	The procedures for the installation of photovoltaic panels in IFEMA MADRID car parks have begun. They will end in 2024-2025. Integrated as an action within an overall goal within the CSR Master Plan 2023-2026.	16.00	25.00	BOOST
Increasing the breaking down by sector of energy use and automated data collection.	Opportunity	Extension of the scope of ISO 50001. Executing the corresponding investment plan. No. 10: Reducing the electrical power use ratio by 0.5% compared to 2022.	20.00	20.00	BOOST

Conclusions

- The level of risk remains stable with respect to 2022.
- The only risk that has arisen in the previous year is mitigated by implementing one of the opportunities planned for 2026.
- Emphasis must be placed on seizing opportunities to reduce energy use and energy dependence by implementing the investment plan and the CSR Master Plan for 2023-2026. This will ultimately result in a drastic reduction of tCO₂ emitted under Scopes 1 and 2 and a reduced energy dependency.
- The Business Continuity Plan drawn up and approved during 2023 provide a systematic structure the actions to be taken in the event of a business that prevents our activity from being carried out or from occurring in an adequate manner.

2.6 Biodiversity.

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

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

Actions implemented to manage impacts on biodiversity.

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

03.

People.

- 3.1 Employment_49
- 3.2 Work organisation_59
- 3.3 Health and safety_60
- 3.4 Social relations_61
- 3.5 Training_61
- 3.6 Equality_63
- 3.7 Accesibility_65

03. People.

3.1 Employment.

Under the new collective agreement approved and signed in 2023, the professional categories have been updated from seven professional groups to four.

Employment data	2022						2023					
	1 Total number and distribution of employees by gender	Employees by gender at year-end			Annual average			Employees by gender at year-end			Annual average	
	W	M	Total	W	M	Total	W	M	Total	W	M	Total
	232	213	445	222.1	209.4	431.5	250	217	467	242.9	216.8	459.8
2 Total number and age distribution of employees	Employees by gender at year-end		Cumulative annual average		Employees by gender at year-end		Cumulative annual average		Employees by gender at year-end		Cumulative annual average	
	Age range	Persons	Age range	Persons	Age range	Persons	Age range	Persons	Age range	Persons	Age range	Persons
	20 – 24	2	20 – 24	0.2	< 25	2	< 25	0.4	25 – 29	20	25 – 29	14.0
	25 – 29	20	25 – 29	14.0	30 – 34	24	30 – 34	22.1	30 – 34	22	30 – 34	20.1
	30 – 34	22	30 – 34	20.1	35 – 39	31	35 – 39	26.7	35 – 39	21	35 – 39	17.7
	35 – 39	21	35 – 39	17.7	40 – 44	26	40 – 44	25.4	40 – 44	47	40 – 44	45.7
	40 – 44	47	40 – 44	45.7	45 – 49	41	45 – 49	40.1	45 – 49	62	45 – 49	57.1
	45 – 49	62	45 – 49	57.1	50 – 54	66	50 – 54	65.2	50 – 54	100	50 – 54	99.9
	50 – 54	100	50 – 54	99.9	55 – 59	94	55 – 59	92.7	55 – 59	116	55 – 59	115.9
	55 – 59	116	55 – 59	115.9	≥ 60	115	≥ 60	115.2	≥ 60	54	≥ 60	61.0
	60 – 64	54	≥ 60	61.0	≥ 60	68	≥ 60	72.1	65 – 66	1		
	65 – 66	1							Total	445		431.5
	Total	445		431.5	Total	467		459.8				
3 Total number and distribution of employees by country	No workers outside Spain											
4 Total number and distribution of employees by occupational category	Group	Permanent	Temporary	Total	Group	Fixed	Temporary	Total	Group	Fixed	Temporary	Total
	Managers	34		34	G-I	32	0	32	G-II	109	3	112
	G-I	37	2	39	G-II	109	3	112	G-III	277	13	290
	G-II	51		51	G-III	277	13	290	G-IV	185	8	193
	G-III	73	3	76	G-IV	185	8	193	G-V	39		39
	G-IV	185	8	193	G-V	39		39	G-VI	13		13
	G-V	39		39	G-VI	13		13	G-VII	-	-	-
	G-VI	13		13	G-VII	-	-	-	Total	432	13	445
	G-VII	-	-	-	Total	451	16	467				
	Total	432	13	445	Total	451	16	467				

(continued)

Employment data	2022						2023					
	5 Total number and distribution of types of employment contract			W	M	T			W	M	T	
Indefinite	Full time	Ordinary	216	203	419	Indefinite	Full time	Ordinary	233	205	438	
		Handover or conversion	7	3	10			Handover or conversion	7	3	10	
	Part-time	Ordinary	2	1	3	Part-time	Ordinary	2	1	3		
Temporary	Part-time	Partial retirement	7	6	13	Temporary	Part-time	Partial retirement	8	8	16	
		Subtotals	232	213	445			Subtotals	250	217	467	
6 Annual number of permanent contracts by sex (*)	Data at year-end			Annual average			Data at year-end			Annual average		
	W	M	TOTAL	W	M	TOTAL	W	M	T	W	M	TOTAL
	225	207	432	216.6	204.0	420.6	242	209	451	235.3	210.3	445.5
7 Annual number of permanent contracts by age (*)	Data at year-end		Annual average		Data at year-end		Annual average		Data at year-end		Annual average	
	Age range	Persons	Age range	Persons	Age range	Persons	Age range	Persons	Age range	Persons	Age range	Persons
	< 25	2	< 25	0.2	< 25	2	< 25	0.4	< 25	2	< 25	0.4
	25 – 29	20	25 – 29	14.0	25 – 29	24	25 – 29	22.1	25 – 29	24	25 – 29	22.1
	30 – 34	22	30 – 34	20.1	30 – 34	31	30 – 34	26.7	30 – 34	31	30 – 34	26.7
	35 – 39	21	35 – 39	17.7	35 – 39	26	35 – 39	25.4	35 – 39	26	35 – 39	25.4
	40 – 44	47	40 – 44	45.7	40 – 44	41	40 – 44	40.1	40 – 44	41	40 – 44	40.1
	45 – 49	62	45 – 49	57.1	45 – 49	66	45 – 49	65.2	45 – 49	66	45 – 49	65.2
	50 – 54	100	50 – 54	99.8	50 – 54	94	50 – 54	92.7	50 – 54	94	50 – 54	92.7
	55 – 59	116	55 – 59	115.9	55 – 59	115	55 – 59	115.2	55 – 59	115	55 – 59	115.2
	≥ 60	42	≥ 60	50.2	≥ 60	52	≥ 60	57.8	≥ 60	52	≥ 60	57.8
	Total	432		420.6	Total	451		445.5	Total	451		445.5
8 Annual number of open-ended contracts by professional classification (*)	Data at year-end		Annual average		Data at year-end		Annual average		Data at year-end		Annual average	
	Group	Persons	Group	Persons	Group	Persons	Group	Persons	Group	Persons	Group	Persons
	Managers	34	G-I	32	G-I	32	G-I	32.4	G-II	109	G-II	103.6
	G-I	37	G-II	109	G-II	109	G-II	103.6	G-III	277	G-III	282.1
	G-II	51	G-III	277	G-III	277	G-III	282.1	G-IV	185	G-IV	187.8
	G-III	73	G-IV	185	G-IV	185	G-IV	187.8	G-V	39	G-V	29.5
	G-IV	185	G-V	39	G-V	39	G-V	29.5	G-VI	13	G-VI	11.7
	G-V	39	G-VI	13	G-VI	13	G-VI	11.7	G-VII	-	G-VII	-
	G-VI	13	G-VII	-	G-VII	-	G-VII	-	Total	432	Total	420.6
	G-VII	-	Total	432	Total	432	Total	420.6	Total	451	Total	445.5
	Total	432	Total	420.6	Total	451	Total	445.5				
9 Annual number of temporary contracts by sex (*)	Data at year-end			Annual averages			Data at year-end			Annual averages		
	W	M	TOTAL	W	M	TOTAL	W	M	TOTAL	W	M	TOTAL
	7	6	13	5.5	5.3	10.8	8	8	16	7.8	6.5	14.3
10 Annual number of temporary contracts by age (*)	Data at year-end		Annual averages		Data at year-end		Annual averages		Data at year-end		Annual averages	
	Age	Persons	Age	Persons	Age	Persons	Age	Persons	Age	Persons	Age	Persons
	62	3	≥ 60	10.8	62	9	≥ 60	14.3	62	9	≥ 60	14.3
	63	5			63	7			63	7		
	Total	13			Total	16			Total	16		

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

(continued)

Employment data		2022						2023					
11 Annual number of temporary contracts by professional classification (*)	Data at year-end			Annual averages			Data at year-end			Annual averages			
	Group	Persons		Group	Persons		Group	Persons		Group	Persons		
	G-I	2		G-I	2.2								
				G-II	0.4		G-II	3		G-II	2.3		
	G-III	3		G-III	2.1		G-III	13		G-III	11.9		
	G-IV	8		G-IV	6.3								
	Total	13		Total	11.0		Total	16		Total	14.3		
12 Annual number of part-time contracts by gender (*)	Data at year-end			Annual averages			Data at year-end			Annual averages			
	W	M	TOTAL	W	M	TOTAL	W	M	TOTAL	W	M	TOTAL	
	9	7	16	7.5	6.5	14	10	9	19	9.8	7.5	17.3	
13 Annual number of part-time contracts by age (*)	Data at year-end			Annual averages			Data at year-end			Annual averages			
	Age	Persons		Age	Persons		Age	Persons		Age	Persons		
	35 - 39	1		35 - 39	1.0		40 - 44	1		40 - 44	1.0		
	50 - 54	1		50 - 54	1.0		50 - 54	1		50 - 54	1.0		
	55 - 59	1		55 - 59	1.2		55 - 59	1		55 - 59	1.0		
	≥ 60	13		≥ 60	10.8		≥ 60	16		≥ 60	14.3		
	Total	16		Total	14		Total	19		Total	17.3		
14 Annual number of part-time contracts by age (*)	Data at year-end			Annual averages			Data at year-end			Annual averages			
	Age	Persons		Age	Persons		Age	Persons		Age	Persons		
	G-I	2		G-I	2.2		G-II	3		G-II	2.3		
	G-II			G-II	0.4		G-III	15		G-III	13.9		
	G-III	3		G-III	2.1		G-IV	1		G-IV	1.0		
	G-IV	10		G-IV	8.3								
	G-VI	1		G-VI	1.2								
	Total	16		Total	14.2		Total	19		Total	17.3		
15 Number of redundancies by gender	W	M	TOTAL	W	M	TOTAL	W	M	TOTAL	W	M	TOTAL	
	3	4	7	1	8	9	1	8	9	1	8	9	
16 Number of redundancies by age and professional category	Cases	Age	Group	Cases	Age	Group	Cases	Age	Group	Cases	Age	Group	
	1	47	G-IV	1	36	G-III	1	47	G-III	1	47	G-III	
	1	63	G-II	1	47	G-III	1	49	G-I	1	53	G-I	
	1	55	G-I	1	49	G-I	1	56	G-IV	1	57	G-III	
	1	60	Managers	1	53	G-I	1	60	G-III	1	60	G-I	
	1	56	G-II	1	56	G-IV	1	60	G-III	1	65	G-III	
	1	57	G-I	1	59	G-III	1	60	G-I	1	65	G-III	
	1	58	G-IV	1	60	G-III	1	65	G-III	1	65	G-III	
17 Employees with disabilities	16 employees with a recognised disability (3.59% of the workforce)						12 employees with recognised disabilities (2.56% of the workforce)						

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

Disengagement policies.

- The new Collective Bargaining Agreement include a new chapter called "Digital Transformation and Digital Rights" which regulates the right to disconnect.
- It is recognised that digital disconnection is a right whose regulation contributes to worker health by reducing, among other things, technological fatigue or stress, thus improving the working environment and work quality.
- The digital disconnection is also required to make work-life balance viable, thus reinforcing the different measures regulated in this area.
- For the purposes of regulating this right, all devices and tools capable of extending the working hours beyond the limits of the legally or conventionally established working day shall be taken into account: mobile phones, tablets, the company's own mobile applications, e-mails and messaging systems, or any other that may be used.
- In order to ensure compliance with this right and to regulate possible exceptions, the following minimum measures have been agreed:
 - Employees have the right not to use digital devices outside their working day, nor during rest periods, leave, leave of absence or holidays, except in the cases of justified urgency stipulated in paragraph 3 below.
 - In general, communications on professional matters shall be made during the working day, with the exception of employees in positions of responsibility and those on on-call duty.
 - Consequently, telephone calls, e-mails or messaging of any kind should be avoided outside working hours, except in urgent situations as stipulated in paragraph c).
 - Exceptional circumstances shall be considered to be highly justified in the case of events that may involve a serious risk to persons or facilities or a potential damage to business, the urgency of which requires the adoption of special measures or immediate responses.

- In addition, the following measures shall be taken to improve the management of working time:
 - Schedule automatic replies during periods of absence, stating the dates on which you will be unavailable and designating the email or contact details of the person to whom you have assigned the tasks during such absence.
 - Avoid calls for training, meetings, videoconferences, presentations, information, etc., outside the ordinary working hours of each worker.
 - Convene the sessions indicated in the previous paragraph sufficiently in advance so that people can plan their day.
 - Include the start and end time in the notices, as well as all the documentation to be dealt with, so that the issues to be dealt with can be viewed and analysed in advance and the meetings do not take longer than established.

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

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

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

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

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

2022 - Average salary of the workforce by gender and age (total remuneration).

Age	Men		Women		Differential over averages	Total staff
	Average	Average	Men	Women		
20 to 29 years old	€ 33,820.81	€ 31,172.12		-8.50%	€ 32,055.02	
30 to 39 years old	€ 44,471.82	€ 41,633.72		-6.82%	€ 42,923.76	
40 to 49 years old	€ 59,176.44	€ 52,476.08		-12.77%	€ 55,621.15	
50 to 59 years old	€ 60,216.85	€ 60,073.12		-0.24%	€ 60,148.05	
60 to 65 years old	€ 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	

Fixed wages by age and gender, and pay gap estimation

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

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

2022 - Average workforce salary by gender and age (fixed wages).

Age	Men		Women		Differential over averages	Total staff
	Average	Average	Men	Women		
20 to 29 years old	€ 27,742.87	€ 26,421.15		-5.00%	€ 26,861.72	
30 to 39 years old	€ 38,464.01	€ 37,832.59		-1.67%	€ 38,119.60	
40 to 49 years old	€ 48,433.53	€ 46,594.48		-3.95%	€ 47,457.71	
50 to 59 years old	€ 49,802.44	€ 51,963.33		4.16%	€ 50,836.80	
60 to 65 years old	€ 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	

Total remuneration by professional category and by gender and calculation of pay gap

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

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

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

2022 - Average salary of the workforce by gender and occupational group (total remuneration).

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Directors	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 in 2022		€ 58,229.62	€ 54,752.52			€ 54,945.95	€ 50,564.12		

		Differential over averages		Total staff			
		Men	Women	Average	Median	Average per group	Median per group
Directors	Single level	-	-6.84%	€ 109,289.89	€ 107,634.93	€ 109,289.89	€ 107,634.93
Group I	Level I			€ 86,426.69	€ 89,063.41	€ 77,152.06	€ 78,050.77
	Level II	-	3.96%	€ 73,631.24	€ 80,178.39		
	Level III			€ 73,809.38	€ 75,092.80		
Group II	Level I			€ 70,517.04	€ 71,788.64	€ 64,902.70	€ 64,462.43
	Level II	-	-2.11%	€ 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			€ 48,729.79	€ 49,226.47	€ 47,528.20	€ 48,675.93
	Level II	-	10.11%	€ 43,335.91	€ 42,584.94		
	Level III			€ 38,612.88	€ 37,275.92		
Group V	Level I			€ 39,349.97	€ 39,197.37	€ 36,100.58	€ 36,907.92
	Level II	-	-12.11%	€ 31,917.56	€ 31,917.56		
	Level III			€ 30,241.39	€ 29,898.95		
Group VI	Level I			€ 28,301.20	€ 27,917.96	€ 28,301.20	€ 27,917.96
	Level II	-	8.85%	-	-		
	Level III			-	-		
Average salary in 2022		-	-5.98%	€ 56,535.60	€ 52,320.35		

In fiscal year 2023, the Senior Management is made up of a single man (two men in 2022) who receives remuneration in the amount of 268,599 euros (772,266 euros in 2022), as can be seen in the "Wages and salaries" heading of the Annual Account's profit and loss account for fiscal year 2023. The variation between years is due to the departure of the previous Director and the variation in the number of members.

Fixed salary by occupational category and gender and pay gap estimation

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

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

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

2022 - Average salary of the workforce by gender and occupational group (fixed salary).

		Men				Women			
		Average	Median	Average per group	Median per group	Average	Median	Average per group	Median per group
Directors	Single level	€ 92,506.50	€ 90,158.47	€ 92,506.50	€ 90,158.47	€ 87,750.64	€ 81,760.98	€ 87,750.64	€ 81,760.98
Group I	Level I	€ 73,782.68	€ 74,363.51	€ 64,187.12	€ 67,085.57	€ 69,760.18	€ 67,884.40	€ 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 in 2022		€ 48,029.79	€ 41,978.67			€ 47,745.79	€ 43,324.65		

		Differential over averages		Total staff			
		Men	Women	Average	Median	Average per group	Median per group
Directors	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	€ 56,876.23	€ 56,503.72
	Level III			€ 63,572.79	€ 65,155.54		
Level I	-	0.04%	€ 61,036.01	€ 61,340.81			
Group II	Level II			€ 56,881.47	€ 57,250.65	€ 46,907.64	€ 49,494.09
	Level III			€ 54,794.13	€ 55,496.25		
	Level I	-	-1.71%	€ 46,907.64	€ 49,494.09		
Group III	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%	€ 32,603.65	€ 32,603.65	€ 30,086.28	€ 30,362.31
	Level II			€ 26,815.24	€ 26,815.24		
	Level III			€ 25,338.06	€ 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 in 2022		-	-0.59%	€ 47,883.27	€ 42,659.02		

3.2 Work organisation.

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

Working day, working hours, leaves and holidays.

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

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

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

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

During the intensive working hours period, July and August, the timetable from Monday to Friday is from 8:30 am to 2:30 pm and 30 minutes of flexible working hours are also applied.

Two rotating shifts are established every 15 days with the following timetables: a morning shift from 8 am to 3 pm and an afternoon shift from 3 pm to 10 pm.

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

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

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

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

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

Number of hours of absence.

Year 2022: 37.844 hours.
Year 2023: 42.177.9 hours.

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

- IFEMA MADRID has an important package of measures to favour the work-life balance of its employees, which are mainly contained in the Collective Bargaining Agreement and the Equality Plan. As a result of this, it has been certified as a Family-Responsible Company (FRC Company) since 2007, which accredits it as a company that is firmly committed to work-life balance and equality.
- The main measures in this area are listed below:
 - Extension of legally established paid leave (1 additional week of maternity/paternity leave; 2 additional days in the event of the death of a child or spouse; 1 additional day for moving house; 2 days for the birth of a grandchild; establishment of 31 December as a public holiday; 1 day for personal matters, and 3 hours to attend medical consultations for children).
 - Granting unpaid leave (leave for personal issues, for school tutoring, for studies, for hospitalisation and illness of family members, international adoption).
 - Flexible working hours of 30 minutes on arrival at work.

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

3.3 Health and safety.

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

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

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

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

No. of work accidents by gender.

	Women	Men
Year 2022*	4	1
Year 2023*	3	6

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

No. of work accidents by gender.

	Women	Men
Year 2022	1.48	0
Year 2023	2.65	14.85

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

No. of work accidents by gender

	Women	Men
Year 2022	0.001	0
Year 2023	0.003	0.25

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

Occupational diseases by gender

No cases of occupational disease have been recorded in either 2022 or 2023.

3.4 Social relations.

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

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

The last elections for Works Council members were held in September 2020.

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

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

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

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

Percentage of employees covered by collective agreements by country.

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

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

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

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

3.5 Training.

The 2023 training plan continues to serve IFEMA MADRID's strategic and business objectives. Along these lines, it can be said that it has revolved around these main areas:

Firstly, **Technical Training**. We understand that it is critical for the professionalisation and optimisation of the business. In this field, **digitisation** plays a very important role. Proof of this are the training actions aimed at digital platforms, at the evolution of more internal and watertight processes to more corporate and digital ones such as LIVE Connect, Salesforce, Power BI or SAP. Processes that impact the entire company with greater or lesser relevance, so they have been aimed at a significant number of areas and jobs. Internationalisation is an integral part of our development strategy, which is why languages are part of the fixed annual calendar of the annual training plan.

Equally important are small group and even individual actions, which involve specialisation in specific areas or people in the workforce, and which are linked to the individual development of people. In this sense, public procurement, finance, cybersecurity or Microsoft applications have been some of the fields on which actions have been carried out.

Occupational health and safety and self-protection remain critical areas. Our business requires us to be prepared and updated to avoid emerging operational risk scenarios. In this exercise, both the content and good practices in this content have been updated. Refresher courses have been given to all self-protection teams and safety actions have been renewed in the technical areas.

Another important focus is on **Quality, Standards and Legality**. In order to ensure good practice in these areas, a considerable effort has been made to impact the entire workforce through an awareness-raising approach. It has been necessary to evolve from the traditional training model to the training pill model, which ensures delivery by balancing productivity time with learning time.

The year 2023 has been a year in which the need for training has been consolidated as a growth channel available to our business, having managed to increase the number of training contents in a format compatible with the daily activity of the organisation.

Total number of training hours by gender and by occupational category.

Training data	2022	2023
No. of employees trained / No. of training positions	445/1751	467/1939
Hours of training received by IFEMA MADRID personnel	8,455	8,317

Hours of training by gender in 2022.

Women		Men		Total
5,519		2,936		8,455
G-I	G-II	G-III	G-IV	
Managers	Middle managers	Technicians	Support	Total 2022
554	1,972	4,966	964	8,455

Hours of training by gender in 2023.

Women		Men		Total
5,259		3,058		8,317
G-I	G-II	G-III	G-IV	
Managers	Middle managers	Technicians	Support	Total 2023
418	1,930	4,932	1,037	8,317

3.6 Equality.

Measures taken to promote equal opportunities for women and men.

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

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

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

Specific gender equality measures are listed below:

Recruitment

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

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

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

Preference in employment

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

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

Promotion

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

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

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

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

Remuneration

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

On-the-job training

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

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

Communications

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

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

Non-sexist language

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

Equality between men and women is also reflected in the equal distribution of its staff, comprising 467 employees at 2023 year-end, of whom 217 are men (46.5%) and 250 are women (53.5%), and in its management team, which includes 15 men and 17 women.

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

In its commitment to equality, IFEMA MADRID, together with the Works Committee, has drawn up and implemented a new Equality Plan for the year 2023 in accordance with the provisions of Law 3/2007, with the aim of eliminating discrimination against women in any sphere of life, especially in the workplace, and in compliance with the legal requirements established by Royal Decrees 901/2020 and 902/2020.

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

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

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

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

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

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

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

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

3.7 Accessibility.

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

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

- A consultancy firm has been engaged to provide a detailed gap analysis.
- With this information, proposals for accessible routes have been developed and described in detail.
- In any case, it must be considered that, depending on the development of new business lines, IFEMA MADRID may be obliged to make changes in its facilities, and in such case accessibility would be a priority.

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

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

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

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

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

Integration and universal accessibility for persons with disabilities.

IFEMA MADRID complies with the General Law on Disability, which establishes that all companies must have a reserve quota of 2% of their staff for persons with a disability equal to or greater than 33%. Specifically, IFEMA MADRID has 12 employees with disabilities, representing 2.57% of its workforce.

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

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

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

04.

**Human
rights.**

04. Human rights.

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

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

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

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

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

Complaints of human rights violations.

There have been no reports of human rights violations through the Ethics Channel or any other means in either the 2022 or 2023 financial year.

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

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

The last elections for Works Council members were held in September 2020.

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

As a result of collective bargaining, 10 collective agreements have been concluded to date.

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

Elimination of discrimination in employment and occupation.

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

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

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

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

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

- Ensuring the quality of employment by maintaining stable and quality jobs that guarantee the continuous improvement of professional skills and competences.
- Implementing work-life balance measures. An example of this is that IFEMA MADRID has been certified as a Family Responsible Company (FRC) since 2007.
- Developing the principle of equal opportunities among its professionals and, in particular, equal treatment of men and women.
- Respecting diversity, promoting non-discrimination on grounds of race, colour, age, gender, marital status, ideology, nationality, religion and sexual orientation or any other personal, physical or social condition of its professionals.
- Complying with current laws and regulations.
- Maintaining commitments with external institutions in order to obtain and maintain accreditations and distinctions in terms of work-life balance and equality.

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

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

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

05.

Corruption and bribery.

05. Corruption and bribery.

Measures to prevent corruption and bribery.

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

Its main management body is the Regulatory Compliance Committee, an internal and permanent collegiate body whose mission is to monitor compliance with the Code of Ethics and Conduct, promoting awareness and interpreting its rules, as well as resolving any doubts or questions that may arise in this regard, and which is supported by external advice specialising in compliance matters.

The Code of Ethics and Conduct is therefore the main rule of the Regulatory Compliance Management System, as it establishes the basic rules of conduct that must govern the business of IFEMA MADRID employees and collaborators and help to consolidate the Institution's conduct based on respect, honesty, integrity, transparency and safety.

In addition to the aforementioned Code of Ethics and Conduct, the Regulatory Compliance Management System is integrated, at document level, with the following other documents:

- Regulatory Compliance Manual.
- Rules of Procedure of the Regulatory Compliance Committee.
- Anti-corruption policy.
- Conflict of Interest Policy.
- Gifts and Bequests Policy.
- Harassment Prevention Protocol
- Compliance Policy.
- Social Media Policy.
- Information Security plan.
- Ethical Channel Management Procedure.
- Action Protocol for Inspections.

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

IFEMA MADRID has an Ethics Channel managed by an external, independent company specialised in managing complaints, available to all employees, suppliers and customers, which allows them to make enquiries and report suspicions or violations of the Code of Conduct and other internal compliance regulations.

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

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

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

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

Measures against money laundering.

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

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

Contributions to foundations and non-profit organisations.

In 2022, payments were made to the Teatro Real for an amount of 67,000.00 euros, a contribution in kind to Médecins Sans Frontières amounting to 6,300.00 euros and a contribution to the World Federation of Tourism Journalists and Writers (FIJET) amounting to 4,785.00 euros.

In 2023, payments were made to the Teatro Real in the amount of 67,000.00 euros, a contribution to the organisation Cepreven of 2,875.50 euros and another contribution to the World Federation of Journalists and Tourism Writers (FIJET) in the amount of 5,390.00 euros.

1. Article 31 *quinquies* of the Spanish Criminal Code develops the public entities exempt from liability, which complemented with Circular 1/2016 of 22 January 2016 of the State Attorney General's Office allows ruling out the possibility of assigning criminal liability to the legal entity of IFEMA MADRID, as public consortiums have been excluded from the scope of this regulation, as expressly established in the aforementioned Circular.
2. Compliance risk is the risk that an organisation may suffer sanctions, fines, financial loss or reputational damage as a result of non-compliance with laws, regulations, self-regulatory standards or codes of conduct that apply to its business.

06.

Clients and society

6.1 Clients_77

6.2 Subcontracting and suppliers_92

6.3 Society_92

6.4 Tax information_110

06. Clients and society.

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

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

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

It has therefore always been committed to growing its business, diversifying its products and incorporating new models such as the leisure events and concerts sector, which came to the fore in 2023. Thus, and building on the significant growth of the previous year, we have attracted shows that were successful in other venues and which are fully integrated the IFEMA MADRID calendar, maintaining their personality, such as the STARLITE model.

Furthermore, this growth has always been linked to the Community of Madrid, communicating our environment and working to attract international attendees, including direct actions through the buyers' programmes. It has also been an important boost to national tourism, incorporating new leisure events to attract tourism.

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

6.1 Clients.

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

To this end, each event has an Organising Committee where the main players of the sector are represented and which provides them with an interface to IFEMA MADRID.

Buyers' Programme.

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

Programmes carried out.

Event	2022		2023	
	National	International	National	International
FITUR		162		114
PROMOGIFT	109		45	
INTERGIFT - BISUTEX - MADRIDJOYA (Feb. ed.)		215		245
MOMAD (Feb. ed.)		8		20
ARCOmadrid		500		258
INTERSICOP		155		
MEAT ATTRACTION		65		87
ARCOlisboa		121		151
MOTORTEC	1,898			
ORGANIC FOOD IBERIA				88
ORGANIC FOOD IBERIA		8		
GLOBAL MOBILITY CALL		69		65
INTERGIFT - BISUTEX - MADRIDJOYA (Sept. ed.)		243		222
MOMAD (Sept. ed.)		8		24
GRAN CANARIA SWIM WEEK BY MODA CÁLIDA		28		31
FRUIT ATTRACTION		661		657
FUNDAE			65	
FIAA	29			
C&R				70
SMART DOORS		15		
EPOWER&BUILDING		492		
MADRID COMIC POP UP			13	
GAMERGY	55			
	2,091	2,750	123	2,032
TOTALS PER YEAR	4,841		2,155	

Actions to promote innovation and entrepreneurship.

Another path of action for boosting the economy are the actions undertaken to promote innovation and entrepreneurship.

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

In financial year 2023, the following initiatives were completed:

- 135 actions to promote innovation.
- 53 actions to support entrepreneurship.
- 172 actions with a social goal.
- 166 actions with environmental impact.

List of Innovation actions in self-organized trade fairs.

No.	Trade fair/ event	Innovation initiative	Description
1	ARCOmadrid	ART SITUATIONS Exhibition	ART SITUACIONES exhibition: exhibition of young Spanish and French artists. Support by establishing price increases. Support to the visibility of young artists.
2	ARCOmadrid	Closed-door professional meetings	Closed-door professional meetings: to promote research into contemporary art.
3	ARCOmadrid	Production of a new artistic project	Production of an artistic project: 1-minute pregones (musical announcements) sung by flamenco singers over the public address system of IFEMA MADRID.
4	ARCOmadrid	ARCO catalogue competition	Catalogue competition for three design studios. The winner was in charge of making the catalogue, which this year includes the new features of a series of articles by writers supporting why making a catalogue is important. The catalogue as a creative strategy, turning it into another piece of the trade fair's contemporary art. This catalogue is sold and also carries advertising.
5	ARCOmadrid	ARCO Uniform Design Competition	The winners of the Allianz EGO catwalk at MERCEDES-BENZ FASHION WEEK MADRID made the uniforms for the ARCOmadrid staff (which constitutes an innovation in terms of synergy between fairs).
6	ARCOmadrid	PREMIUM guided tour room	New initiative to generate business: creation of a new room to host PREMIUM guided tours.
7	BISUTEX	LIVE Style and LIVE Connect	LIVE Connect and LIVE Style digital platforms.
8	BISUTEX	Image Forum	Image Forum: programme of conferences, talks and panels held in this forum. Among other things, innovation issues in the sector are discussed.
9	FITUR	Sustainable Stand Award	The fair carried out and disseminated direct actions affecting local suppliers/ producers; for example, one of the evaluation criteria of the Sustainable Stand Award is based on SDG 10, in which the contribution to local employment is valued. Special attention was paid to those stands that hired local companies for their design and assembly.
10	FITUR	FITURTechY Forums	With innovation as the common thread, FITURTechY focused on technology in the tourism industry, with four forums: business, destination, sustainability and future. In addition, in the "Hotel of the future" showroom, attendees were able to play with the use and implementation of new technologies in this environment. The 2023 edition showcased the most innovative and cutting-edge solutions, initiatives and tools that help the tourism sector. A new edition at a time of global and social change, under the slogan "Journey to the Centre... of Tourism".

(continued)

No.	Trade fair/ event	Innovation initiative	Description
11	FITUR	FITUR KNOW-HOW & EXPORT	FITUR KNOW-HOW EXPORT held its 11th edition, where the focus was on digitisation, sustainability and smart destinations. The content of this 11th edition focused on digitisation, giving visibility to the new key technologies for the present and future of tourism, the smart destination platform, the data space and various initiatives linked to the promotion of the digital transformation of the tourism sector, as well as the evolution and cases of best practices of smart destinations.
12	FITUR	FITUR LIVE Connect	The FITUR LIVE Connect online platform welcomes the professional tourism community and allows them to connect, exchange information, identify interests, set up meetings and display the sector's offer in products, services and destinations in the value chain in the tourism industry and online.
13	FITUR	Educational talks	FITUR included in its plan of activities and technical seminars educational talks on sustainability, accessibility and innovation.
14	GENERA	Innovation gallery	Innovation gallery: a physical space where new products coming onto the market can be exhibited.
15	GENERA	Conferences, forums and activities	Conferences, forums and activities: there are the institutional conferences on Energy Efficiency and the General Solar Forum. Besides, companies present their innovations at these forums and conferences.
16	GENERA	LIVE Connect	LIVE Connect.
17	GENERA	SPIREC Conference	SPIREC conference: related to climate change and specifically to renewable energies, organised by Ren21, MITERD and GENERA. Widely represented by official bodies at the international level.
18	IBERZOO+PROPET	Innovation gallery	Innovation gallery.
19	IBERZOO+PROPET	LIVE Connect	LIVE Connect: with IFEMA MADRID's own tool.
20	IBERZOO+PROPET	News and Innovation Guide	News and Innovation Guide: in digital format on LIVE Connect.
21	IBERZOO+PROPET	Veterinary classroom	Veterinary classroom (training on new pharmaceuticals or veterinary intervention products, etc.).
22	INTERGIFT	LIVE Style and LIVE Connect	LIVE Connect and LIVE Style digital platforms.
23	INTERGIFT	Speaker corner	Speaker corner (talks focused on innovation).
24	INTERGIFT	Immersive experience	Immersive experience through the novel and first year exhibition of the simulation of a house design at the trade fair, to give relevance to the design, capturing the attention of interior designers and decorators and offering an added value to the professional visitors of the trade fair. New trends in home decoration.
25	MADRIDJOYA	LIVE Style and LIVE Connect	LIVE Connect and LIVE Style digital platforms.
26	MADRIDJOYA	Image Forum	Image Forum: programme of conferences, talks and round tables held in this forum. Among other things, innovation issues in the sector are discussed.
27	MADRIDJOYA	Ephemeral Museum of MADRIDJOYA-espacio MADOC	For the first year the Ephemeral Museum of MADRIDJOYA-MADOC Space has been established: Exhibition no. 7 of Contemporary Space.
28	MERCEDES-BENZ FASHION WEEK MADRID	Streaming of motorcades	Motorcades are streamed via YouTube and the trade fair website.

(continued)

List of innovative actions in self-organized trade fairs (continued).

No.	Trade fair/ event	Innovation initiative	Description
29	MERCEDES-BENZ FASHION WEEK MADRID	Drinks and talks	Drinks and talks: professional talks from the industry. Interview, 15-minute interviews. It is all about new ideas: sustainability in terms of giving items a new life, the circular economy, trends and new artistic styles.
30	MERCEDES-BENZ FASHION WEEK MADRID	Boosting communication via social networks	Promote communication via social networks, inviting prestigious influencers, as an innovative action compared to the previous edition, to integrate the trade fair into these communication networks.
31	MERCEDES-BENZ FASHION WEEK MADRID	Boosting the internationalisation of the trade fair	Boosting the internationalisation of the trade fair, attracting international designers to achieve a greater presence on the international fashion scene.
32	MEAT ATTRACTION	Innovation Hub	Innovation Hub: free space with the image of the innovative products that had been presented and their stand number.
33	MEAT ATTRACTION	MEAT ATTRACTION Forum	MEAT ATTRACTION Forum: talks on innovation and other topics.
34	MEAT ATTRACTION	CHEF Factory	CHEF Factory: free areas for demonstrations or exhibitions. Presence of the French world champion in meat cutting, who makes meat pastries. Showcooking (innovative cuisine).
35	MEAT ATTRACTION	Butcher's Shop	Butcher's Shop area: free area for the sector's retailer: a prize is awarded for the best hamburger.
36	MEAT ATTRACTION	LIVE Connect	MEAT ATTRACTION LIVE Connect.
37	MEAT ATTRACTION	Butcher's Shop	Butcher's Shop: the butcher's shop of the future. Modern, state-of-the-art butchery facilities. Presence of the world champion in French butcher's cuts and showcooking (innovative cuisine).
38	MOMAD	Image Forum	Image Forum: programme of conferences, talks and panels held in this forum. Among other things, it deals with innovation in the sector and gives visibility to groups with special abilities (designers).
39	MOMAD	LIVE Connect	MOMAD LIVE Connect.
40	MOMAD	Sustainable Experience Zone	Sustainable Experience Zone, checked by the show management, where exhibitors undergo checks and, if they comply with them, are allowed to place their stands in this area. They are not only product exhibitors, but also technology exhibitors.
41	EDUCATION WEEK	LIVE Connect	LIVE Connect: new features are described on the platform.
42	EDUCATION WEEK	Forums (AULA FORUM)	Forums (AULA FORUM) in each of the trade fair areas (at least one forum at each trade fair): new products are presented.
43	EDUCATION WEEK	Speaker corner	Speaker corner at EXPOLEARNING: new products are presented.
44	EDUCATION WEEK	Discussion forums of the Red-INTERDIDAC Congress and the Postgraduate and Lifelong Learning Space	Discussion forums of the Red-INTERDIDAC Congress and the Postgraduate and Lifelong Learning Space: activities on educational resources and teachers. The future of schools, etc.
45	EDUCATION WEEK	Building workshops and other professions with a vocational focus	AULA: building workshops and other professions focused on vocational training (new activity): construction, motor and other companies present the professions related to their sector. They have introduced new materials (more sustainable and innovative) and aim to promote and ensure the generational changeover.
46	EDUCATION WEEK	AVATAR CORNER	AVATAR CORNER: collaboration with the TECNOCREATIVA school; they generate a free avatar for visitors that can be used in the metaverse (price of the avatar valued at approximately 4,000 €).

(continued)

No.	Trade fair/ event	Innovation initiative	Description
47	ANTIK PASSION Almoneda	Almoneda 365 Tool	The Almoneda 365 tool is used to boost the digitisation of the trade fair and promote it.
48	ANTIK PASSION Almoneda	Digital catalogue	The exhibitors' catalogue is digitalised, in the form of a file on the trade fair's website.
49	ANTIK PASSION Almoneda	Time capsule	As a dynamic experience of the trade fair a new space was created with the aim of providing a playful and cultural experience of the visit.
50	EXPOFRANQUICIA	Franchise Catwalk Forum	The forum is organised to communicated the keys to success in the sector, sell your business model, new products, etc.
51	EXPOFRANQUICIA	Franchise School Forum	The forum is organised to show visitors what the franchise model is like; and new developments and international issues are discussed.
52	EXPOFRANQUICIA	LIVE Connect	LIVE Connect; this year the franchise community has been created. Articles and graphic materials are posted every week.
53	EXPOFRANQUICIA	An Entrepreneur's Scent	An Entrepreneur's Scent was created: a list of adjectives was selected and a company blended those adjectives into associated scents. The result was a fresh citrus scent. Air fresheners were placed at the entrance of the hall with this perfume (the An Entrepreneur's Scent).
54	EXPOFRANQUICIA	Pre-trade fair meetings with the sector	For the first time, pre-trade fair meetings are organised to dynamise the sector and improve its participation in the trade fair: 2nd "Franchising into the future" forum: preferential action. From the franchisee's point of view, telling their experiences. Trade fair marketing session (pre-trade fair). Tips on what to work on before the trade fair. Pre-trade fair meeting with exhibitors 20 days before the trade fair, to facilitate their participation.
55	EXPOFRANQUICIA	Association of Franchisors and IFEMA MADRID	As a novelty, two international zones have been created at the trade fair (Argentina and Mexico) with seven and 10 brands, respectively, to boost the internationalisation of the trade fair.
56	100x100 MASCOTA	New entertainment area at the trade fair	Parrots and turtles have been brought for exhibition in a tent (the visitor entered and interacted with them). Includes explanatory guide.
57	100x100 MASCOTA	Donkey exhibition area.	New entertainment area: donkey exhibition area.
58	ORGANIC FOOD IBERIA	Online products	Online products news area: website and social networks.
59	ORGANIC FOOD IBERIA	Innovation Area at the trade fair	Innovation Area at the trade fair: products that are exhibited, voted on and win prizes, with a jury and an audience voting.
60	ORGANIC FOOD IBERIA	Technical sessions:	Technical sessions for both trade fairs: dissemination of innovation issues in the sector.
61	ORGANIC FOOD IBERIA	1st Award for the Best Marketing Campaign for the Promotion of Organic Products	1st Award for the Best Marketing Campaign for the promotion of organic products: Innovative actions in campaigns to promote the use of organic food are awarded. Winner: Generalitat Valenciana.
62	ORGANIC FOOD IBERIA	1st Award for Best initiative to improve the shopping experience and best specialised organic shop	1st Award for Best initiative to improve the shopping experience and best specialised organic shop: for retail sales of organic products; customer experience, communication and product offer were valued.
63	ORGANIC FOOD IBERIA	1st Award for Top 50 Organic Sector Industry Leaders	1st Award for Top 50 Organic Sector Industry Leaders: sector influencers (managers, etc.). Winner: BIOCOP Manager.

(continued)

List of innovative actions in self-organized trade fairs (continued).

No.	Trade fair/ event	Innovation initiative	Description
64	SECOND-HAND VEHICLES	GUEXT LIVE Connect	The LIVE Connect tool is available to the public for the first time in a trade (together with the ticket purchase).
65	SECOND-HAND VEHICLES	Car tuning competition	A car tuning competition was organised for the first time: the best tuned cars are awarded prizes.
66	SECOND-HAND VEHICLES	I Vintage Car Exhibition	I Jaguar Vintage Car Exhibition: private collection of one of the oldest Jaguar dealers in Europe.
67	SECOND-HAND VEHICLES	Boosting online ticket sales	The online sale of exhibition tickets is promoted, offering discounts compared to the box office (on-site sales) and promotions.
68	SECOND-HAND VEHICLES	Introduction of new sectors at the trade fair	Introduction of new sectors at the trade fair: new exhibition area for motorbikes, car pooling and scrapping (for reuse of car parts).
69	SECOND-HAND VEHICLES	Social media	Social media: in addition to the existing social media, a Tik-Tok account has been created.
70	MOMAD	Image Forum	Programme of conferences, talks and panels held in this forum. Among other things, it deals with innovation in the sector and gives visibility to groups with special abilities (designers).
71	MOMAD	MOMAD LIVE Connect	The LIVE Connect Platform is used.
72	MOMAD	Sustainable Experience Zone	Checked by the show management, where exhibitors undergo checks and, if they comply with them, are allowed to place their stands in this area. They are not only product exhibitors, but also technology exhibitors.
73	MOMAD	Homage to Madrid's lively trade sector	Work has been carried out with the traders' associations in each sector to acknowledge the work of the traders in the sectors of the four trade fairs. A selection of shops was made (all received a diploma and three from each of the sectors and one from BISUTEX have been awarded with a trophy). Provide visibility and boost trade activity.
74	MOMAD	KM0 and ETMAD	Organised by ASECOM and FEDECOM, where the exhibitors are the workshops (the MOMAD exhibitor is their visitor). ETMAD (Madrid fabric agent associations). Two organisers for the same event.
75	MOMAD	VIA TEXTIL	A space is provided free of charges in exchange of shares to Aceleradora Gallega, which mentors newly created companies.
76	MOMAD	Crafts Colombia	A free space (space, forum, catwalk, visibility, etc.) is provided for Artesanías de Colombia: artisans from different communities in Colombia, many of whom are using handicrafts to reintegrate into society.
77	MOMAD	Fashion Inspiration Day	Training day focused on businesses. Easily applicable content to improve the day-to-day running of businesses: communication in proximity networks, window dressing, etc.
78	MADRIDJOYA	GUEXT LIVE Connect	LIVE Connect and LIVE Style digital platforms.
79	MADRIDJOYA	Image Forum	Image Forum: programme of conferences, talks and panels held in this forum. Among other things, innovation issues in the sector are discussed.
80	MADRIDJOYA	Ephemeral Museum of MADRIDJOYA-espacio MADOC	For the first time, the Ephemeral Museum of MADRIDJOYA-espacio MADOC is created: Exhibition no. 7 of Contemporary Space.
81	MADRIDJOYA	Homage to Madrid's lively trade sector	Homage to Madrid's lively trade sector. We have worked closely with the traders' associations in each sector to recognise the work of the traders in the sectors of the four trade fairs. A selection of shops was made (all received a diploma and three from each of the sectors and one from BISUTEX have been awarded with a trophy). Provide visibility and boost trade activity.

(continued)

No.	Trade fair/ event	Innovation initiative	Description
82	MADRIDJOYA	Art and Talent Space	Art and Talent Space: in the Goya Hall. Goals: to harmonize the presence of all the jewellers in Spain, to try to address the issue of entrepreneurship and generational change. There has been a call with three number one jewellers to inspire young talents.
83	MADRIDJOYA	FITUR Joya Forum	For the first time, a training forum is organised to discuss innovation in the jewellery sector.
84	MADRIDJOYA	Fashion Inspiration Day	Fashion Inspiration Day: training day for retailers. Easily applicable content to improve the day-to-day running of businesses: communication in proximity networks, window dressing, etc.
85	INTERGIFT	Fashion Inspiration Day	Fashion Inspiration Day: training day for retailers. Easily applicable content to improve the day-to-day running of businesses: communication in proximity networks, window dressing, etc.
86	INTERGIFT	Crafts Colombia	Special conditions of participation and visibility in physical supports and in common spaces are offered to artisans from different communities in Colombia, many of whom are using traditional crafts to find their place in society.
87	INTERGIFT	Gift of the year awards	Gift of the Year Awards (7th edition), in eight categories. Awards are given to the best products in each category, reserving one award for for the most sustainable product and one for the most innovative product.
88	INTERGIFT	Assignment of space to CG Agency	A space is assigned to the CG AGENCIA stand: a space for raising environmental awareness in the sector.
89	BISUTEX	LIVE Style and LIVE Connect	Use of LIVE Style and LIVE Connect digital platform tools.
90	BISUTEX	Image Forum	A programme of conferences, talks and panels is organised and held in this forum. Among other things, innovation issues in the sector are discussed.
91	BISUTEX	Homage to Madrid's lively trade sector	Event organised to acknowledge the work of the traders in the sectors of the four trade fairs. A selection of shops was made (all received a diploma and three from each of the sectors and one from BISUTEX have been awarded with a trophy). Provide visibility and boost trade activity.
92	BISUTEX	Fashion Inspiration Day	Day devoted to training talks intended for businesses. Easily applicable content to improve the day-to-day running of businesses: communication in proximity networks, window dressing, etc.
93	MERCEDES-BENZ FASHION WEEK MADRID	Streaming of motorcades	Motorcades are streamed through: YouTube and the trade fair's website, in order to bring them closer to the public.
94	MERCEDES-BENZ FASHION WEEK MADRID	The Fashion Globe	Professional talks are held in various sectors (culture, art, music, etc.).
95	MERCEDES-BENZ FASHION WEEK MADRID	Communication strategies in association with influencers	Promote communication via social networks, inviting prestigious national and international influencers to integrate the trade fair into these communication networks.
96	MERCEDES-BENZ FASHION WEEK MADRID	Polimoda Fashion School	Polimoda Fashion School. Florence fashion school stand. They offer lectures/ courses on fashion, giving examples of communication and marketing campaigns, comparing different cultures.
97	MERCEDES-BENZ FASHION WEEK MADRID	Opening party	Catwalk opening party at the Four Seasons Hotel Madrid (press, designers, celebrities, sponsors, authorities, models, etc.).
98	MERCEDES-BENZ FASHION WEEK MADRID	Tickets for sale to the public	For the first time, tickets were put on sale to the public to bring fashion closer to society (including: invitation to the party, back stage, lunch, official photographer, free transfers, access to the kissing room, having your photo taken with designers, etc.).

(continued)

List of innovative actions in self-organized trade fairs (continued).

No.	Trade fair/ event	Innovation initiative	Description
99	LIBER	LIVE Connect	LIVE Connect (hybrid trade fair): the on-site participation included digital participation.
100	LIBER	Programme of technical conferences	Programme of technical conferences: conferences on artificial intelligence, etc.
101	LIBER	A stand was assigned to Red.es	A stand was assigned to Red.es: to promote digitalisation in the sector.
102	LIBER	Contest to choose the image of the trade fair	Contest to choose the image of the trade fair. The winner is given visibility, promotion and a money prize.
103	FRUIT ATTRACTION	Innovation Hub	Innovation Hub. Exhibition and awards: best product of the year, best complementary and sustainability product (Fresh Product Award, FV Industry Award and Sustainability and Commitment Actions Award).
104	FRUIT ATTRACTION	LIVE Connect	LIVE Connect: digital conferences. This year, for the first time, it will also be streamed and broadcast.
105	FRUIT ATTRACTION	Collaboration of IFEMA MADRID LAB in the trade fair	IFEMA MADRID LAB has collaborated with the trade fair: recording of activities and uploading to LIVE Connect, videos, stand at the trade fair, interactive game with 3D glasses, augmented reality activities, etc.
106	FRUIT ATTRACTION	OLYUSEI	OLYUSEI: a contract with the company that makes it possible to download their app to listen to the conference, which enables simultaneous translation and deaf loudspeakers.
107	FRUIT ATTRACTION	Conference to promote innovation in the sector	Conferences to promote innovations in the sector (Biofruit Congress, on sustainable supply, Biotech Attraction, biotechnology and innovation for the agriculture of the future, 7th Grape Attraction, on grape sustainability) and Lettuce Attraction (on the nutritional and environmental benefits of lettuce), etc.
108	ESTAMPA	Digital catalogue	Exclusively digital catalogue, accessed via the ESTAMPA website.
109	ESTAMPA	Talks on collecting for the new generations	Talks on collecting and the new generations.
110	GLOBAL MOBILITY CALL	Presentations on sustainable mobility	Six forums and an auditorium with presentations on sustainable mobility, passenger and freight transport (evolution and innovation). One of the forums was specific to innovation.
111	GLOBAL MOBILITY CALL	Las Rozas Innova Awards	Las Rozas Innova Awards, called the Last Mile Challenge. The City Council of Las Rozas presents the prize at the trade fair, and we have collaborated in the participation. Object: to the start-up that presents the most interesting project as a solution to the problem of distributing goods from the warehouse to the end consumer.
112	GLOBAL MOBILITY CALL	Global Award for the International Sustainable Mobility Personality	Global Award for the International Sustainable Mobility Personality. It is a recognition of a person who drives/has driven sustainable mobility in the world.
113	GLOBAL MOBILITY CALL	Innovation Award	Innovation Award: to the company presenting the product/service with the highest added value in the field of sustainable mobility.
114	GLOBAL MOBILITY CALL	Start-up Days	Conference attended by start-ups dedicated to sustainable mobility and investors: Investors Day.
115	GLOBAL MOBILITY CALL	Demonstration of autonomous buses	Outdoor demonstration of two autonomous city buses.
116	GLOBAL MOBILITY CALL	Streaming	The conference will be streamed via YouTube and LIVE Connect.

(continued)

No.	Trade fair/ event	Innovation initiative	Description
117	1001 BODAS	New activity area	New activity area (marquee) to accommodate bands, workshops and dance classes to help the bride and groom. The latest developments in the sector are presented.
118	C&R	Innovation gallery	Innovation Gallery: signposting of with selected products. These innovative products are displayed within these stands. These products are given visibility. These products that form part of the gallery are selected by a jury, which is made up of experts belonging to the associations that form part of the trade fair's Organising Committee.
119	C&R	Hybrid fair	Hybrid fair: LIVE Connect. This year, as a novelty, a specific group was created for students, so that companies could contact them.
120	C&R	A Day for Architects	A Day for Architects (panel) with the theme of energy rehabilitation, with the collaboration of the High Council of Professional Association of Architects of Spain (CSCAE, as per its Spanish acronym).
121	C&R	C&R Forum	C&R Forum: programme of conferences on innovation, new regulations, etc.
122	C&R	Young Friday Programme	Young Friday programme: networking area (Young Friday) to put training schools and potential students in contact with each other and an itinerary to put companies and students in contact with each other.
123	C&R	Streaming	Streaming of the conference with deaf loudspeakers.
124	SALÓN LOOK	Innovation gallery	ANEPE: gallery of face-to-face innovation. Innovative products displayed in an area to publicise them.
125	SALÓN LOOK	SALÓN LOOK digital community	LOOK SALON community. Goal: to bring together all the LIVE Style fairs by generating cross-cutting content throughout the year (generating debates, communication, etc.).
126	SALÓN LOOK	Beauty Congress	Beauty Congress. Speaker: a doctor who came to explain a new discovery in beauty treatments.
127	SALÓN LOOK	Business meeting congress	Business meeting congress focused on beauty entrepreneurs. Lecture on digitalisation in salons (applying new technologies to salon management).
128	SALÓN LOOK	Speaker corner	Speaker corner or Hair Look Focus: presentation of MBA diplomas focused on beauty at IFEMA MADRID. The forum featured presentations by leading MBA alumni.
129	SALÓN LOOK	Awarding stars to outstanding entrepreneurs in the sector	Awarding of stars to outstanding businessmen (quality awards for beauty salons, Q Hair).
130	SALÓN LOOK	International Nail Championship	International Nail Championships (International Nail Olympics, which in Spain take place in IFEMA MADRID): it has an international jury with an honorary commitment to evaluate these works. Prizes are awarded.
131	FERIARTE	Community in LIVE Connect	The art community on LIVE Connect has been created.
132	FERIARTE	Invitation to museums in the city	For the first time FERIARTE has invited museums from the city to give talks on the theme of the trade fair, as part of the FERIARTE Forum.
133	SIMO EDUCATION	Innova	Exhibitors send innovative products. Those are identified and selected. Subsequently they are submitted to an innovation jury.
134	SIMO EDUCATION	Forum area	This area has been made available to other companies to be used for other activities.
135	SIMO EDUCATION	Event schedule	Talks on artificial intelligence (new compared to the previous edition).

List of entrepreneurship actions in self-organized trade fairs.

No.	Trade fair/event	Innovation initiative	Description
1	ARCOmadrid	OPENING Galleries	New galleries (OPENING): galleries created less than 7 years ago.
2	ARCOmadrid	OPENING Award	OPENING Award: reimbursement of the cost of the stand to the new gallery.
3	ARCOmadrid	Decoration of ARCO private rooms	Assignment of the design and decoration companies to decorate private rooms at ARCO to new companies to give them visibility.
4	ARCOmadrid	Transfer of space to EXHIBIFY	Space loan to EXHIBIFY: technological start-up that develops our entire digital system.
5	BISUTEX	Mini stands	Mini stands for new entrepreneurs. Participation cost has been decreased. Participation has increased compared to the previous edition.
6	BISUTEX	Association of Brilliant Women	Association of Brilliant Women will be given a stand to exhibit their products (to promote women's equality and entrepreneurship).
7	FITUR	Unique spaces and actions for newly created companies	The fair featured unique spaces or actions for the exhibition of new and recently created companies: in the SEGITTUR space, within the framework of FITUR KNOW-HOW & EXPORT, the know-how of Spanish SMEs was conveyed, with networking areas, consultancy for start-ups and a project laboratory - SEGITTURLAB - at the service of internationalisation and knowledge.
8	GENERA	Startups Area	The costs at the Startups Area are lower.
9	IBERZOO+PROPET	Impulso Area	Impulso Area: area where startups exhibit: 6 m ² spaces. Much cheaper and in a simpler format.
10	IBERZOO+PROPET	Impulso Award	Impulso Award: for the most innovative product presented by a start-up. Prize: free participation in the next edition with a 16 m ² stand.
11	MADRIDJOYA	Mini stand	Mini stand for new entrepreneurs. Participation costs has been decreased.
12	MADRIDJOYA	Association of Brilliant Women	Association of Brilliant Women was created with to give visibility to professional women (to promote equality). Free space. In order to promote women's entrepreneurship.
13	MERCEDES-BENZ FASHION WEEK MADRID	EGO Showroom	EGO Showroom: space with stands where young designers sell directly to the public.
14	MERCEDES-BENZ FASHION WEEK MADRID	Free assignment of space to young designers	Free assignment of space to young designers.
15	MERCEDES-BENZ FASHION WEEK MADRID	EGO Fashion Shows	EGO Fashion Shows: free fashion shows by emerging designers.
16	MEAT ATTRACTION	Promotion of small enterprises	The main association of the sector, ANICE, with which MEAT works, promotes the trade fair and helps smaller companies with smaller spaces and financial support.
17	MEAT ATTRACTION	Young butchers competitions	Young butchers competitions in Butcher's Shop Space: organised by IFEMA MADRID (space provided) and CARNIMAD. All young butchers in Spain may apply.
18	MOMAD	EGO Programme	EGO Programme: for brands/new designers/new entrepreneurs who have been on the market for a maximum of three editions. Participation costs has been decreased.
19	MOMAD	Press releases from the EGO programme brands	Press releases are made for the brands in the EGO programme to boost their visibility.
20	MOMAD	MOMAD Talents by ISEM competition	MOMAD Talents by ISEM competition (to be held three months before the event): a competition for new designers is organised on social networks. The collection is presented and there is an Evaluation Committee (original, sustainable, commercial, etc.). The two winners get a free stand at the event.

(continued)

No.	Trade fair/event	Innovation initiative	Description
21	EDUCATION WEEK	EXPOEARNING Recruitment form for startups	EXPOEARNING contract format for startups: 6 m ² stands at a reduced cost.
22	EDUCATION WEEK	Postgraduate and Lifelong Learning Hall. Congress Network	4 m ² information points in the Postgraduate and Lifelong Learning Hall and Red Congress. More economical.
23	EDUCATION WEEK	Workshop Association (CETRAA, as per its Spanish acronym)	CLASSROOM: The Workshop Association (CETRAA), has been provided with a smaller 6 m ² stand.
24	EXPOFRANQUICIA	Start-up area	Area with stands for companies that are starting to launch as a franchise (there are rules for being in this area).
25	EXPOFRANQUICIA	Business room	Conference between investors or entrepreneurs and franchises.
26	EXPOFRANQUICIA	CEAJE Agreement	Association of young entrepreneurs. Exchange: promotion of the trade fair in that association; free mini stand to help young entrepreneurs to start franchising.
27	EXPOFRANQUICIA	Madrid Chamber of Commerce-Aval Madrid-Madrid City Council	They promoted the trade fair in the entrepreneurship incubators/entrepreneurship area and we give them a space to help and advise potential entrepreneurs.
28	EXPOFRANQUICIA	Exchange action with the <i>Emprendedores</i> and <i>El Economista</i> magazines	Mutually beneficial agreement with the <i>Emprendedores</i> and <i>El Economista</i> magazines and with Franchizone and Sivarious websites, who have promoted and publicised us in their media.
29	EXPOFRANQUICIA	EMN Association	20 non-regular entrepreneurs in the sector who were invited to the trade fair to meet and invest.
30	ORGANIC FOOD IBERIA	Startup participation model	Startup participation model at a reduced cost.
31	ORGANIC FOOD IBERIA	Technical days at both fairs	Technical conferences at both fairs: to introduce new companies where large companies attend, to make them known.
32	MOMAD	EGO Programme	EGO Programme: for brands/new designers/new entrepreneurs who have been on the market for a maximum of three editions. Participation costs has been decreased.
33	MOMAD	EGO Press releases	Press releases are made for the brands in the EGO programme to boost their visibility.
34	MOMAD	Momad Talents by ISEM Competition	Three months before the event, IFEMA MADRID launches a competition on social networks for new designers. The collection is presented, and there is an Assessment Committee (original, sustainable, commercial, etc.). The two winners get a free stand at the event.
35	MOMAD	International Association of Image Consultants	Assignment of space in exchange of training and advising for shops on how to build customer loyalty.
36	MADRIDJOYA	Mini stand	Mini stand for new entrepreneurs. Participation costs has been decreased.
37	MADRIDJOYA	Association of Brilliant Women	Association of Brilliant Women was created with to give visibility to professional women (to promote equality). Free space. In order to promote women's entrepreneurship.

(continued)

List of Entrepreneurship actions by own fair (continued).

No.	Trade fair/event	Innovation initiative	Description
38	INTERGIFT	Artesanías de Colombia	A free space (space, forum, catwalk, visibility, etc.) is provided for Artesanías de Colombia: artisans from different communities in Colombia, many of whom are using handicrafts to reintegrate into society.
39	BISUTEX	Stand minnies	Mini stands for new entrepreneurs. Participation costs has been decreased. Participation has increased compared to the previous edition.
40	BISUTEX	Association of Brilliant Women	Association of Brilliant Women will be given a stand to exhibit their products (to promote women's equality and entrepreneurship).
41	BISUTEX	Yo Soy Bisutex Award	A competition is held through social networks for companies that want to participate and that are new. Prize: A mini stand free of cost. The prize was won by SEMBRA BIOJOYAS (product: necklaces made from seeds; handmade).
42	MERCEDES-BENZ FASHION WEEK MADRID	EGO Showroom	A space is organised with stands where young designers can directly to the public.
43	MERCEDES-BENZ FASHION WEEK MADRID	Young designers are given space free of cost.	Space is given to young designers and emerging brands.
44	MERCEDES-BENZ FASHION WEEK MADRID	EGO Fashion Shows	Fashion shows of emerging designers are organised to give them visibility.
45	LIBER	MicroLiber Zone	An area is established for companies that have been in business for less than three years or have published fewer than 10 books, and special economic conditions are applied to them.
46	FRUIT ATTRACTION	Areas of Biotech Attraction, Smart Agro and Ecorganic	A zone is established for very small and start-up companies. Space smaller than the mandatory minimum space to hire under normal conditions.
47	ESTAMPA	DUO Room and DUO Project	A zone is established for new galleries with smaller budgets.
48	GLOBAL MOBILITY CALL	Startups Zone	A much cheaper price is offered to give these ventures the opportunity to participate in the trade fair.
49	GLOBAL MOBILITY CALL	Agreement with EDIH	An agreement is made with EDIH, specialised in sustainable mobility, with the aim of encouraging the participation of startups in the event, to open up the market for them and make them known. They have collaborated in the conference. In addition, the EDIH (a European Union programme managed by the Community of Madrid) has subsidised their participation.
50	SALÓN LOOK	Transfer of space	Free space for the ARTERO exhibitor to hold the Supernova awards (extra space for stage); competition for young professionals starting out in the sector; new promises, to encourage and promote them.
51	FERIARTE	Visibility for young gallerists	Special diffusion and communication for the youngest gallery owner in Spain, who has participated for the first time in FERIARTE.
52	SIMO EDUCATION	Show-Up Zone	Area for start-ups.
53	SIMO EDUCATION	Impulse Zone	Professionals with ideas related to the educational technology sector. They offer the idea to IFEMA MADRID and a jury decides which project(s) will be selected and presented in celebration. If they win, they enter an accelerator programme with 50 investors who listen to their idea (SEKLAB), and MADRID+D prize: it captures the idea and helps them to put it into action and, in addition, they will have a free stand, one of them in the Show-Up area.

Suggestions, complaints and claims (hereinafter, SCC).

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

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

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

	2022	2023	2023/2022
No. of total SCC at IFEMA MADRID	1,116	588	-47.31%
No. of suggestions	5	17	240%
No. of complaints and claims	1,111	571	-41.4%
No. of complaints	845	242	-71.36%
No. of complaints	266	329	23.68%
Average number of days to reply to suggestions and complaints	4.23	2.47	-41.6%
Average number of days for complaints to be replied to	14.4	17.15	21.52%

In 2023, the number of SQRs has been reduced with respect to the previous year. Unlike 2022, there have been no volume issues at public events, such as JAPAN WEEKEND MADRID.

On the contrary:

- There has been an increase in complaints and claims from neighbours related to noise from external musical events held at IFEMA MADRID.
- All communications related to accessibility have been classified as complaints, due to the relevance of the subject in IFEMA MADRID's strategy.
- As in 2022, communications relating to the operation of parking machines and access to the site during busy periods continue.
- As opposed to the previous year, complaints related to trade fair services are mainly focused on the condition of the materials and furniture contracted and sometimes on the delivery times of the services, as in the case of FRUIT ATTRACTION.

Since a new indicator has been included to measure the number of complaints answered after the legal deadline, 68 complaints of this type have been identified. The main causes of this delay are:

- In the case of Trade Fair Services, complaints were concentrated periods of high trade fair activity, which generates a funnel effect in its management and closure. They only have one resource partially dedicated to this activity, so at peak times of trade fair activity there are occasional delays.
- In the case of Economic-Financial, the difference in deadlines established between the issuing of invoices and the reply to complaints.
- In the case of Business, the time limit until the decision on the replies. Of these, 28 belong to a single trade fair group which, due to a problem in the organisation of the trade fair and its ticket management, the Directorate did not establish a solution for the complainants until after the legal deadline for replying had elapsed.

Therefore, a training course on this subject will be held during the year 2024.

Satisfaction surveys.

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

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

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

The employee survey is carried out on a biennial basis.

- From the 2021 exercise onwards, all surveys include two common elements:
- Select, from a list, which sustainability development issues (economic, social and environmental) are most relevant to them (see definition of this action in the section on Sustainable Development Issues).
- The NPS (Net Promoter Score) index is used as a reference of overall satisfaction, which can be applied to obtain an overall assessment of the relationship between these stakeholders and IFEMA MADRID.

Results for 2023.

Stakeholder	2022 NPS	2023 NPS	2023/2022
Exhibitors at the trade fair	15.49	30.54	97.15%
Exhibitors in general	–	11.9	–
Visitors	64.11	68.54	6.9%
External organisers	66.67	100	49.99%
Sponsors	62.5	84.21	34.73%
Suppliers	50	50	0%
Workers	4.53	–	–

All our stakeholders have a positive NPS and most have excellent results, improving or maintaining them compared to the previous year.

6.2 Subcontracting and suppliers.

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

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

6.2.2: Likewise, IFEMA MADRID's management centres annually assess the level of compliance of its most important suppliers.

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

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

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

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

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

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

6.3 Society.

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

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

List of social initiatives promoted by self-organized trade fairs.

In 2023, 172 initiatives were carried out, compared to 155 initiatives carried out on the previous year, which represents a 10.96% increase.

	Trade fair/event	Social initiative	Description
1	ARCOmadrid	Agreements with universities	Agreements with universities: internship students from the Master's Degree in Art Dealing the and Complutense University are employed in the trade fair under a collaboration agreement.
2	ARCOmadrid	Free tickets for teachers	Free tickets for teachers from universities or arts training centres.
3	ARCOmadrid	Reduced tickets for students	Special ticket prices for pupils and students (student card holders). Half price.
4	ARCOmadrid	Use of inclusive language	Use of inclusive language, replacing the word VIP with GUEST.
5	ARCOmadrid	Guest Lounge and catalogue design competition	Guest Lounge and catalogue design competition: everyone who is asked to submit a project is paid. The winner is paid a little more. In this way, everyone who shares their knowledge gets paid.
6	ARCOmadrid	Assignment of space to an art festival	Assignment of space to a technological arts festival originating in Ukraine.
7	ARCOmadrid	Assignment of space for a photographic exhibition	Assignment of space for a photo exhibition to raise awareness on the Ukrainian war.
8	ARCOmadrid	Reduced tickets for members of the Federation of Visual Artists of Spain	Agreement with the Federation of Associations of Visual Artists of Spain to offer a reduced ticket price to associated artists who are not exhibiting at ARCO.
9	ARCOmadrid	Sustainable Art Prize	Six Senses and ARCOmadrid Sustainable Art Award: first prize to the artist who best demonstrates concerns around the themes of sustainability and environmental responsibility.
10	ARCOmadrid	ARCO Forum	ARCO Forum: talks and seminars on contemporary art and two seminars on the art scenes of the countries surrounding the Mediterranean.
11	ARCOmadrid	Assignment of space to AUARA	Assignment of space to AUARA, so that the proceeds from all the bottles sold will go towards bringing drinking water to those countries where it is not readily available.
12	BISUTEX	Diversity on the catwalks	On the catwalk there are models of different ethnicities/nationalities and people with special abilities.
13	BISUTEX	Association of Brilliant Women	Association of Brilliant Women will be given a stand to exhibit their products (to promote women's equality).
14	BISUTEX	Sustainable product communication	Social media coverage and press releases of exhibitors with sustainable products.
15	BISUTEX	Supporting diversity	Supporting diversity by including images of people from different ethical backgrounds in newsletters and presentations.
16	FITUR	Supporting diversity	The fair consciously and proactively included images that communicate diversity in its promotional campaigns, such as the promotional material for the FITUR LGBT+ area. This section showed the growing demand from destinations, companies, hotel chains, airlines, tour operators that want to focus on the LGBT+ community, which has great purchasing power due to its higher disposable income and is the least seasonal-dependent segment of tourists.

(continued)

	Trade fair/event	Social initiative	Description
17	FITUR	Acknowledgement of the role of women	At FITUR 2023, special emphasis has been placed on the role of women in the context of tourism, through various sections. Along these lines, FITUR WOMAN stands out, a space that has the collaboration of WOMEN LEADING TOURISM and which, aligned with the Sustainable Development Goals (SDGs) in terms of the contribution to gender equality and female empowerment (Goal 5) in the tourism sector, offers a meeting point for awareness, debate and dialogue, focused on promoting the role of women in this industry, in terms of leadership and sustainability.
18	FITUR	FITURNext Observatory	The FITURNext Observatory developed an agenda of talks, panels and presentations with public authorities, initiatives specialising in regenerative tourism and expert speakers on the subject. Plogging Tour, Iberostar Group and Green Pepper Travel take part of the fourth edition after an agenda of talks, panels and presentations with public authorities, initiatives specialised in regenerative tourism and expert speakers on the subject. Plogging Tour, Grupo Iberostar and Green Pepper Travel are the winning projects in this edition in the categories: regeneration of the ground and water environment and the management and promotion of the regeneration of the environment, respectively. It also included the participation of this year's and previous winners and finalists in a series of inspiring talks. Among them, the round table to promote a positive-impact tourism with representatives from the Fundación Starlight, Apadrina un Olivo, Sentir el Alto Tajo and the World Tourism Organisation. The finalist initiatives of this edition, 5th SARoCO, Playa Viva and ProCoReef, also joined in a dialogue to discuss the first steps, the roadmap, to implement regenerative tourism in a destination.
19	FITUR	FITURNext Report	The FITURNext Report "Keys to addressing challenges and generating value in tourism and achieving the regeneration of the natural environment" was also presented, with the keys, guidelines and lessons learned by the Observatory throughout the research.
20	FITUR	Sustainable Stand Award	Finally, in the framework of the Sustainable Stand Award, the recruitment of staff for this award was assessed, based on gender equality criteria, without discrimination or prioritisation. Some of the stands that were submitted for the award hired people at risk of social exclusion, favouring the inclusion of people with functional diversity, the elderly, immigrants, the unemployed, etc. They also facilitated access to information and to the stand itself for people with hearing and visual diversity, etc.
21	FITUR	Educational talks	FITUR included in its plan of activities and technical seminars educational talks on sustainability, accessibility and innovation.
22	GENERA	Conferences, forums and activities	Conferences, forums and activities: informative conferences, improving the skills of professionals already working in the sector and also attracting professionals from other sectors who may be interested in this sector.
23	GENERA	Specific notes/day	Specific notes are made per day stating what is noteworthy, not a simple closing note.
24	GENERA	CDTI, MITECO, IDAE	CDTI, MITECO, IDAE and all the associations in general: we have given them the space for them to carry out dissemination activities. They participate in forums and allow companies (other exhibitors) to take part in these events.
25	GENERA	Free tickets from vocational training schools	Free tickets from vocational training schools that study renewable energies. 48 groups.
26	GENERA	SPIREC Conference	SPIREC conference: related to climate change and specifically renewable energies, organised by REN21, MITERD and GENERA. Widely represented by official bodies at the international level. Aim: to raise awareness and disseminate opportunities linked to a sustainable model, placing people at the centre of a just energy transition.
27	IBERZOO+PROPET	Forums/talks for skills acquisition	Forums/talks for skills acquisition: Workshop for employment in the veterinary sector (training for recent graduates), Workshop for professionals in the veterinary sector (training on new pharmaceuticals or veterinary intervention products, etc.). AEDPAC Forum (presentations by the Spanish association of industry and commerce of the pet sector). Dog styling stage (dog styling masterclass).

(continued)

List of social initiatives promoted by self-organized trade fairs (continued).

	Trade fair/event	Social initiative	Description
28	IBERZOO+PROPET	IBERZOO+PROPET Charity Event	IBERZOO+PROPET Charity Event support FAPAM (Federation of Animal Protection Associations of Madrid); IFEMA MADRID, together with this association, is organising the EUREKA Award: projects have been submitted and a prize of 3,000 euros has been awarded for the implementation of the project.
29	IBERZOO+PROPET	ANTON Awards	IFEMA MADRID organises the ANTON Awards, which comprise several categories: animal integration, pet-friendly cities, best professional in the field of animal protection. This year an award was presented to an association (initiative in favour of rescuing people in disasters: ESDP-Spanish School of Rescue Dogs), for its work in favour of disaster prevention and mitigation and its joint action with the different emergency services at national and international level through Rescue Dogs. It trains dogs that participate in disaster aid (e.g. in Turkey), giving them visibility. This year, recognition was given to GLOBAL VETS AID, a non-profit organisation formed by veterinarians whose aim is to bring veterinary medicine to the most disadvantaged populations around the world.
30	INTERGIFT	Fundación A LA PAR	Fundación A LA PAR (complimentary tin of sweets to all exhibitors made by people with special needs). They brought us a trolley at the after-work-type cocktail party.
31	INTERGIFT	Supporting diversity	Supporting diversity by including images of people from different ethnicities in newsletters and presentations.
32	INTERGIFT	Sustainable product communication	Social media coverage and press releases of exhibitors with sustainable products.
33	INTERGIFT	Free admission for training schools	Free admission for training schools, such as the A LA PAR Foundation.
34	MADRIDJOYA	Diversity on the catwalks	On the catwalk there are models of different ethnicities/nationalities and people with special abilities (from the Sustainable Jewellery Association).
35	MADRIDJOYA	Association of Artists, Designers and Artisans	The Association of Artists, Designers and Artisans, ADA, is an independent non-profit organisation. It was created to unite different kinds of artists, designers and craftspersons to collaborate together in different disciplines, different ways of seeing and feeling art in order to grow and develop actions. ADA seeks to promote the value of art in all its forms of expression and dimensions: academic, artistic, cultural, economic, research, etc., encouraging originality and individual work that is enriched by collaborating with other specialists in other fields. We are committed to work together with ADA so as to enable ADA to become a platform that allows its members to grow as professionals with international projection. In order to promote visibility through painting, jewellery, to give visibility to mental illnesses: it is an exhibition.
36	MADRIDJOYA	Association of Brilliant Women	Association of Brilliant Women was created with to give visibility to professional women (to promote equality). Free space.
37	MADRIDJOYA	Sustainable Jewellery Association	Sustainable Jewellery Association: free use of space. Free participation in the catwalk. Community to encourage sustainable practices in the sector worldwide. The show was closed by a model with Down's syndrome.
38	MADRIDJOYA	Free assignment of space for the Art School no. 3 of Madrid	Free assignment of space for for the Art School no. 3 of Madrid (decorative arts), so that they could perform several training seminars during the trade fair.
39	MADRIDJOYA	Assignment of space to ESTIMORUN school	Assignment space to ESTIMORUN school: jewellery valuation and jewellery appraisal school, to teach jewellers to appraise and value jewellery in a standardised way.
40	MERCEDES-BENZ FASHION WEEK MADRID	Diversity on the catwalks	Using models with special abilities on the catwalk.
41	MERCEDES-BENZ FASHION WEEK MADRID	Commitment to the local economy	The designers promote the local economy by hiring local small business partners.

(continued)

	Trade fair/event	Social Initiative	Description
42	MERCEDES-BENZ FASHION WEEK MADRID	Invitation for fashion schools	Invitation for fashion schools to a fashion show.
43	MERCEDES-BENZ FASHION WEEK MADRID	Dissemination and communication of sustainability actions	Dissemination and communication of the sustainability actions promoted and carried out by our clients.
44	MEAT ATTRACTION	Butcher's Shop	Butcher's Shop Space: day of in the meat sector (giving visibility to women butchers, highlighting and empowering them).
45	MEAT ATTRACTION	Collaboration with food bank	Collaboration with food bank, handing over surplus food.
46	MEAT ATTRACTION	Free tickets for vocational training schools	Free tickets for vocational training schools (cooking, butchery, etc.) and the Comillas University (degrees in marketing, economics, business, etc.).
47	MEAT ATTRACTION	Meat Week	Meat Week: conveying the message that eating meat is healthy and beneficial. In the Barceló Market. This encourages eat more meat. Doctors are invited.
48	MEAT ATTRACTION	Assignment of space to the ANICE Association	Assignment of space to the ANICE Association for the holding of the annual assembly. Purpose: national association of the Spanish meat industry, a non-profit association.
49	MEAT ATTRACTION	Assignment of space to ASEDAS	Assignment of space to ASEDAS, the Spanish association of distributors, services and supermarkets. Non-profit association.
50	MOMAD	Diversity on the catwalks	Catwalk with models of different ethnicities/origins.
51	MOMAD	Assignment of a space and a stand to the Technical University of Madrid	Assignment of a space and a stand to the Technical University of Madrid, Higher Institution for Fashion Design of Madrid. They have had an exhibition with student designs and recycled products from H&M.
52	MOMAD	Association of Artists, Designers and Artisans	The Association of Artists, Designers and Artisans, ADA, is an independent non-profit organisation. It was created with the aim of uniting different types of artists, designers and craftsmen in order to work together in different disciplines, different ways of seeing and feeling art in order to grow and develop actions. ADA pursues a fundamental goal: to promote the value of art in all its forms of expression and dimensions: academic, artistic, cultural, economic, research, etc., encouraging originality and individual work that is enriched by collaborating with other specialists in other fields. ADA has a commitment to work selflessly to become a platform that allows them to grow as professionals with international projection. They have been assigned a free stand and have participated on the catwalk.
53	MOMAD	MOMAD Talents by ISEM competition	MOMAD Talents by ISEM competition (to be held three months before the event): a competition for new designers is organised on social networks. The collection is presented and there is an Evaluation Committee (original, sustainable, commercial, etc.). The winner was awarded a free training course organised by ISEM.
54	MOMAD	Sustainable product communication	Social media coverage and press releases of exhibitors with sustainable products.

(continued)

List of social initiatives promoted by self-organized trade fairs (continued).

	Trade fair/event	Social initiative	Description
55	MOMAD	Free tickets for various training schools	Free tickets for various training schools, e.g. ELLE school, GOYMAR school.
56	EDUCATION WEEK	250 activities distributed in the different forums	250 activities distributed in the different forums of each of the trade fairs where topics such as knowledge of the sector, latest news, social issues, etc. (training) were dealt with.
57	EDUCATION WEEK	Stands exchange stands for student unions	Stands exchange stands for student unions, to advise students on job opportunities; they do not pay anything.
58	EDUCATION WEEK	AULA Forum	Universities collaborate with IFEMA MADRID. In the AULA Forum, final year students come to give lectures on practical subjects.
59	EDUCATION WEEK	Assignment of space to MAPA	Assignment of space to MAPA (Ministry of Agriculture, Fisheries and Food): talks on entrepreneurship in the sector, focused above all on women (women presenting agricultural projects), new technologies, livestock projects, etc.
60	EDUCATION WEEK	Provision of space (stage) to disseminate and promote artistic studies	Provision of space (stage) to disseminate and promote artistic studies for both professional career and complementary studies, to promote the acquisition of skills of students.
61	EDUCATION WEEK	Open Campus Training and Employment	Postgraduate and Lifelong Learning: Open Campus Training and Employment; space in collaboration with the Autonomous of Madrid; support for students looking for their first job, the unemployed, talent recruitment, etc.
62	ANTIK PASSION Almoneda	Content created by university students	Universidad Rey Juan Carlos I, students and professors of the Master's Degree in Art Dealing: they generate content for Almoneda 365, collaborate by supporting exhibitors, support in the organisation of activities and satisfaction surveys.
63	ANTIK PASSION Almoneda	Discounts for certain groups	50% discount on admission for art-related groups (restorers' association, City Council art group, students, etc.).
64	ANTIK PASSION Almoneda	Invitations to associations	Invitations to associations of friends of museums, for their members.
65	EXPOFRANQUICIA	Franchise School Forum	Show visitors what the franchise model is like. This year we have welcomed three new coaches. One of the talks was about women in franchising.
66	EXPOFRANQUICIA	CEAJE Agreement	CEAJE agreement: association of young entrepreneurs. Exchange: promotion of the trade fair in that association; they had a free mini stand to help young entrepreneurs to start franchising.
67	EXPOFRANQUICIA	Madrid Chamber of Commerce-Aval Madrid-Madrid City Council Madrid	They promoted the trade fair in the entrepreneurship incubators/entrepreneurship area and we give them a space to help potential entrepreneurs and advise them.
68	EXPOFRANQUICIA	Law firms specialising in the sector of franchises	The fair has brought three law firms specialising in franchising, to provide free advice to visitors with questions about franchising.
69	EXPOFRANQUICIA	Competition in social media	Social media contests with raffles (free WAH tickets and hotel nights). Questions were asked from the franchising sector. To energise and increase followers on social networks and create a tighter-knit community.
70	100x100 MASCOTA	Contract with associations	Contract: associations of dogs helping children in the autistic spectrum and blind children (Roncescan, AIDOG).
71	100x100 MASCOTA	Adoption gateway	Adoption gateway (didactic talks).

(continued)

	Trade fair/event	Social initiative	Description
72	100x100 MASCOTA	Educational talks	Talks on responsible ownership.
73	100x100 MASCOTA	Food for shelters	Food has been distributed to animal shelters.
74	100x100 MASCOTA	Animal physiotherapy at trade fairs	Animal physiotherapist at the trade fair: to treat the animals at the exhibition free of charge.
75	100x100 MASCOTA	Free tickets	Free tickets for the Official College of Veterinarians (200). COLVEMA.
76	100x100 MASCOTA	Space for animal shelters	Space for animal shelters to promote the adoption of pets from shelters, they even close adoptions on site at the trade fair.
77	ORGANIC FOOD IBERIA	Collection of any surplus food	Food bank for the collection of surplus food for distribution to people at risk of exclusion.
78	ORGANIC FOOD IBERIA	Technical sessions	Technical days for both fairs: awareness-raising for society, a day dedicated to the SDGs.
79	SECOND-HAND VEHICLES	Free space for NGOs	Free space for the NGO UNHCR to recruit members among the visiting and exhibiting public.
80	MOMAD	Catwalks including models of different nationalities	Catwalk with models of different ethnicities/origins.
81	MOMAD	Assignment of a space and to the Technical University of Madrid	Assignment of a space and a stand to the Technical University of Madrid, Higher Institution for Fashion Design of Madrid. They have had an exhibition with student designs and recycled products from H&M.
82	MOMAD	Collaboration with the ADA Association	The Association of Artists, Designers and Artisans, ADA, is an independent non-profit organisation. It was created with the aim of uniting different types of artists, designers and craftsmen in order to work together in different disciplines, different ways of seeing and feeling art in order to grow and develop actions. ADA pursues a fundamental goal: to promote the value of art in all its forms of expression and dimensions: academic, artistic, cultural, economic, research, etc., encouraging originality and individual work that is enriched by collaborating with other specialists in other fields. We are committed to work together with ADA so as to enable ADA to become a platform that allows its members to grow as professionals with international projection. They have been assigned a free stand and have participated on the catwalk.
83	MOMAD	MOMAD Talents by ISEM competition	MOMAD Talents by ISEM competition (to be held three months before the event). The sole requirement is to have an EGO stand. A competition for new designers is launched on social networks. The collection is presented and there is an Evaluation Committee (original, sustainable, commercial, etc.). The winner gets a free training course organised by ISEM and the first two winners get a free stand at the next edition.
84	MOMAD	Visibility of sustainable products	Social media coverage and press releases of exhibitors with sustainable products.
85	MOMAD	Free admission for training centres	Free tickets for several training schools (Villanueva, etc.).
86	MOMAD	Creation of the trophy by Fundación A LA PAR	The trophy for the event in recognition of Madrid's lively trade sector was created by Fundación A LA PAR, which provides jobs to people with disabilities.
87	MOMAD	Free space for Artesanías de Colombia	A free space (space, forum, catwalk, visibility, etc.) for Artesanías de Colombia: artisans from different communities in Colombia, many of whom are using handicrafts to reintegrate into society.

(continued)

List of social initiatives promoted by self-organized trade fairs (continued).

	Trade fair/event	Social initiative	Description
88	MOMAD	Retailers guide	Retailers guide: ISEM students who have the opportunity to do an internship at the trade fair, working as guides for visitors.
89	MOMAD	Free fashion show for the Sustainable Jewellery Association	Sustainable Jewellery Association will do a catwalk show at no cost.
90	MADRIDJOYA	Catwalks including models of different nationalities	On the catwalk there are models of different ethnicities/nationalities and people with special abilities (from the Sustainable Jewellery Association).
91	MADRIDJOYA	Collaboration with the ADA Association	The Association of Artists, Designers and Artisans, ADA, is an independent non-profit organisation. It was created to unite different kinds of artists, designers and craftspersons to collaborate together in different disciplines, different ways of seeing and feeling art in order to grow and develop actions. ADA seeks to promote the value of art in all its forms of expression and dimensions: academic, artistic, cultural, economic, research, etc., encouraging originality and individual work that is enriched by collaborating with other specialists in other fields. We are committed to work together with ADA so as to enable ADA to become a platform that allows its members to grow as professionals with international projection. The goal is to raise awareness on integration of persons at the risk of exclusion through painting, jewellery, etc.
92	MADRIDJOYA	Association of Brilliant Women	Association of Brilliant Women was created with to give visibility to professional women (to promote equality). Free space.
93	MADRIDJOYA	Sustainable Jewellery Association	Sustainable Jewellery Association: free use of space. Free participation in the catwalk. Community to encourage sustainable practices in the sector worldwide. The show was closed by a model with Down's syndrome.
94	MADRIDJOYA	Free assignment of space for the Art School no. 3 of Madrid	Free assignment of space for for the Art School no. 3 of Madrid (decorative arts), so that they could perform several training seminars during the trade fair.
95	MADRIDJOYA	Assignment of space to ESTIMORUN school	Assignment space to ESTIMORUN school: jewellery valuation and jewellery appraisal school, to teach jewellers to appraise and value jewellery in a standardised way.
96	MADRIDJOYA	Trophy created by Fundación A LA PAR	The trophy for the event in recognition of Madrid's lively trade sector has been created by Fundación A LA PAR: it gives work to people with disabilities.
97	MADRIDJOYA	Racial diversity awareness	Image of the cover of the trade fair.
98	INTERGIFT	Collaboration with Fundación A LA PAR	Fundación A LA PAR (complimentary tin of sweets to all exhibitors made by people with special needs). They brought us a trolley at the after-work-type cocktail party.
99	INTERGIFT	Diversity awareness	Supporting diversity by including images of people from different ethical backgrounds in newsletters and presentations.
100	INTERGIFT	Awareness of sustainable products	Social media coverage and press releases of exhibitors with sustainable products.
101	INTERGIFT	Free tickets for vocational training schools	Free admission to training schools, such as the Fundación A LA PAR.

(continued)

	Trade fair/event	Social Initiative	Description
102	INTERGIFT	Trophy created by Fundación A LA PAR	The trophy for the event in recognition of Madrid's lively trade sector was created by Fundación A LA PAR, which provides jobs to people with disabilities.
103	INTERGIFT	Artesanías de Colombia	Artesanías de Colombia: special conditions of participation and visibility in physical supports and in common spaces for artisans from different communities in Colombia, many of whom are taking advantage of crafts to reintegrate into society.
104	INTERGIFT	Gift of the year awards	Gift of the Year Awards (7th edition), in eight categories. Awards are given to the best products in each category, reserving one award for for the most sustainable product and one for the most innovative product.
105	INTERGIFT	Assignment of space to CG Agency	A space is assigned to the CG AGENCIA stand: a space for raising environmental awareness in the sector.
106	BISUTEX	Diversity awareness	On the catwalk there are models of different ethnicities/nationalities and people with special abilities. The Sustainable Jewellery Association held a fashion show in which people with disabilities also participated.
107	BISUTEX	Association of Brilliant Women	Association of Brilliant Women will be given a stand to exhibit their products (to promote women's equality).
108	BISUTEX	Awareness of sustainable products	Social media coverage and press releases of exhibitors with sustainable products.
109	BISUTEX	Diversity awareness	Supporting diversity by including images of people from different ethical backgrounds in newsletters and presentations.
110	BISUTEX	Sustainable Jewellery Association	Sustainable Jewellery Association (they are awarded a free stand in exchange of providing relevant contents).
111	BISUTEX	Free tickets for training centre	Free entrance to design and jewellery schools (Villanueva University, Higher Institution for Fashion Design of Madrid, Technical University of Madrid), etc.
112	BISUTEX	Trophy created by Fundación A LA PAR	The trophy for the recognition event was created by Fundación A LA PAR, which provides jobs to people with disabilities. Homage to Madrid's lively trade sector. We have worked closely with the traders' associations in each sector to acknowledge the work of the traders in the sectors of the four trade fairs. A selection of shops was made (all received a diploma and three from each of the sectors and one from BISUTEX have been awarded with a trophy). Provide visibility and boost trade activity.
113	MERCEDES-BENZ FASHION WEEK MADRID	Models with special capabilities	Using models with special abilities on the catwalk.
114	MERCEDES-BENZ FASHION WEEK MADRID	Promotion and visibility of the local economy	The designers promote the local economy by hiring local small business partners.
115	MERCEDES-BENZ FASHION WEEK MADRID	Invitation for fashion schools	Invitation for fashion schools to a fashion show.
116	MERCEDES-BENZ FASHION WEEK MADRID	Fashion shows with models in standard sizes	Fashion shows with models in standard sizes in real life.
117	LIBER	PEFC	PEFC: provision of space to inform about paper obtained from sustainable forests.
118	LIBER	Programme of technical conferences	Programme of technical conferences: topics for promoting reading among young people and teenagers, etc.

(continued)

List of social initiatives promoted by self-organized trade fairs (continued).

	Trade fair/event	Social initiative	Description
119	LIBER	UNHCR	UNHCR: a stand to promote the activities of UNHCR's NGO and its social initiatives.
120	LIBER	Management of the Honorary Committee	Management of the Honorary Committee: involving institutions and the cultural sector to promote the sector and promote reading.
121	FRUIT ATTRACTION	Proud to be FRUIT ATTRACTION	Proud to be FRUIT ATTRACTION: recognition of exhibitors and visitors. Wristbands in different colours were distributed during the trade fair. FRUIT ATTRACTION closing video with different people.
122	FRUIT ATTRACTION	Madrid Food Bank	Madrid Food Bank collected surplus foodstuffs and was assigned a space (one per hall).
123	FRUIT ATTRACTION	Seminars to promote knowledge of current events in the sector	Conferences to promote knowledge of current events in the sector (Biofruit Congress, on sustainable supply, Biotech Attraction, biotechnology and innovation for the agriculture of the future, 7th Grape Attraction, on sustainability in grapes) and Lettuce Attraction (on the nutritional and environmental benefits of lettuce).
124	ESTAMPA	Free admission for training centres	Education centres providing arts education with free admission for their students.
125	ESTAMPA	Educational talks	Educational talks: Programme Foro Colecciona.
126	ESTAMPA	Trainees	ESTAMPA has been working with trainees to promote skill acquisition.
127	ESTAMPA	Free admission for over 65s and under 12s	Free admission for over 65s and under 12s.
128	ESTAMPA	Discounts for students and Youth Card	Discounts on tickets for Youth Card holders and students.
129	ESTAMPA	Provision of space for the presentation of collector's items	To encourage interest in collecting through the exemplification of Spanish companies, providing space for the presentation of works belonging to the collections of these companies.
130	GLOBAL MOBILITY CALL	Talent conferences	Within the forums, there have been specific workshops on talent, to adapt the needs of society to companies and vice versa.
131	GLOBAL MOBILITY CALL	Conference on sustainable mobility	All the talks are about sustainable mobility. Some of the speakers are members of NGOs, non-profit associations and administrations, so visitors will attend these talks as an informative action and the trade fair promotes it.
132	GLOBAL MOBILITY CALL	Agreement with the International Police Association	Agreement with the International Municipal Police Association to disseminate policies and issues related to their functions and sustainable mobility.
133	GLOBAL MOBILITY CALL	Agreement with 14 professional associations	Agreements with 14 non-profit professional associations and foundations in Europe and Latin America, which have participated in the organisation of talks or disseminated information on the sustainable mobility congress.
134	GLOBAL MOBILITY CALL	Invitation to sustainable mobility authorities in China	IFEMA MADRID has invited authorities who develop sustainable mobility in China to disseminate innovative management models and contact Spanish companies. In addition, representatives of associations from other countries (Portugal and Latin America) have been invited.
135	GLOBAL MOBILITY CALL	Free tickets for students and educational institutions	Free tickets for students of universities and vocational education schools (on request).

(continued)

	Trade fair/event	Social initiative	Description
136	GLOBAL MOBILITY CALL	Active mobility congresses	Three congresses on active mobility and health, rural mobility and corridor 360 (railway corridors) were held as part of the agenda of the Spanish Presidency of the European Council.
137	GLOBAL MOBILITY CALL	Event together with the Fundación ONCE	An event has been organised together with the Fundación ONCE to disseminate and promote the European Union project, Accessible EU, with the attendance of more than 70 people.
138	GLOBAL MOBILITY CALL	Simultaneous translation	Nearly 100 sessions had simultaneous translation to facilitate communication, and three of the forums used deaf loudspeakers to avoid noise pollution.
139	GLOBAL MOBILITY CALL	ONCE Foundation Stand	The ONCE Foundation stand provided a robot guide for the visually impaired at IFEMA MADRID, which allowed the robot to move around the corridors of the congress.
140	GLOBAL MOBILITY CALL	Universal and free access to congress content	Universal and free access to the congress content live on YouTube.
141	GLOBAL MOBILITY CALL	Sustainable Participation Award	Sustainable Participation Award This award was awarded for the first time, defining the prior assessment criteria, such as social issues (training, accessibility, staff at risk of exclusion manning the stand, etc.).
142	C&R	C&R Forum	C&R Forum: this includes topics of interest in the sector related to sustainability, in order to raise awareness of these issues in the sector.
143	C&R	Student internships	In the refrigeration workshop (set up by IFEMA MADRID), live practice by vocational training students (refrigeration technicians).
144	C&R	Conference for students	Friday's event is aimed at students enrolled in training programmes related to thermal installations, with specific activities as an itinerary defined for them and dedicated stands.
145	C&R	TAC Workshop	TAC (techniques applied to construction) workshop: to learn and share best practices for installers (greater efficiency). This year they have made a model of a house with all the installations to promote energy saving.
146	C&R	Free tickets for students and educational institutions	Free tickets for students of the Young Friday Programme.
147	C&R	C&R Award	C&R Award: the award is given to a relevant individual of the sector chosen by the Organising Committee of the trade fair in the following edition, and this year it has been given to a woman for the first time.
148	SALÓN LOOK	Activity Programme	The programme of activities includes educational talks. Workshops, masterclasses.
149	SALÓN LOOK	Trainee recruitment	Trainee intern for the organisation of the trade fair (María de Adrián).
150	SALÓN LOOK	Assignment of space to studios in the sector	Hair MBA organises a scholarship training programme aimed at professionals, providing re-training related to business management contents. They give free space at the trade fair to this company that manages these grants and in return they offer grants to visitors who pass by their stand and collect their applications (a selection will be carried out subsequently).
151	SALÓN LOOK	Assignment of halls to training courses in the sector	Assignment of halls to the company L3vel3 for imparting barbering courses. Aimed at hairdressing professionals (those who had visited the trade fair and were interested).
152	SALÓN LOOK	Transfer to Cosméticos Foráneos	Cosméticos Foráneos were given a specific space free of charge by us. Charity manicures, carried out by people at risk of exclusion, helping them to train in this profession. Any money raised is donated to the Spanish Cancer Association.

(continued)

List of social initiatives promoted by self-organized trade fairs (continued).

	Trade fair/event	Social Initiative	Description
153	SALÓN LOOK	Free tickets for students and educational institutions	Free tickets for students of vocational training in the sector and reduced price tickets for students to the congresses.
154	SALÓN LOOK	Stage open to exhibitors	Open stage for exhibitors at the trade fair, where visiting students could participate (it was offered) and exhibit their activities, in order to promote training.
155	SALÓN LOOK	Platform Alianza por la bajada del IVA	Platform Alianza por la bajada del IVA, made up of professionals and associations of the sector, which promotes lower VAT rates. The fair supports their initiative and assigns them space at the trade fair. In this space they presented the "Study on the importance of women in the personal image sector", to raise awareness of the reality of gender equality in the sector.
156	SALÓN LOOK	Business meeting	Business meeting and beauty congress. Presentation on the different types of leadership by men and women, among others, and a presentation by a psychiatrist on stress management to promote well-being at work (importance of investing in well-being). Lecture focused on the importance of beauty in oncology patients.
157	SALÓN LOOK	Beauty Congress	Beauty Congress. STANPA Foundation (cosmetics manufacturers), "A little makeup can make your day". They train professionals and recruit volunteers to help female cancer patients. Lecture.
158	SALÓN LOOK	Assignment of space to an international association	Assignment of space to an international association (International Hair Awards) which rewards creativity and boosts prestige in the world of hairdressing.
159	SALÓN LOOK	Assignment of space to Association	Assignment of space to the Spanish creative hairdressing association for holding a fashion show and Figaro awards (to promote the Spanish brand and Spanish talent).
160	SALÓN LOOK	Look Awards	Look Awards, organised by IFEMA MADRID to boost the prestige of the sector's professionals. Professional career in the sector, business project (beauty and hairdressing), salon design, charity initiatives, training project (best school) are valued. In addition, a beauty and hairdressing award of honour is awarded to relevant personalities in the sector in relation to entrepreneurship.
161	SALÓN LOOK	Exchanges with associations	Exchanges with associations in the industry (FANAE, ANEPE, STANPA, Club Figaro).
162	SALÓN LOOK	Provision of training spaces	A hairdressing entrepreneur has created a Master's Degree in Business Management for hairdressing salons and beauty salons, where he provides training. We provide the space for the training.
163	FERIARTE	Special prices for groups and associations	The fair offers: -Friends of the museums: free invitation to the trade fair. -Art associations: discounts on admission.
164	FERIARTE	FERIARTE Forum	FERIARTE Forum: programme of conferences and educational panels on the 19th century.
165	FERIARTE	Collaboration with art schools	The Master's Degree in Art of the Universidad Rey Juan Carlos is giving classes during the trade fair.
166	FERIARTE	Training for students in the art sector	Trainees from the Master's Degree in Art at a stand set up by the trade fair to promote collecting (introductory budgets).
167	FERIARTE	Open Day	Open day to promote art in society.
168	FERIARTE	Free tickets for associations	Free entrance to the association MASNATUR (foundation to facilitate the quality of life of people with disabilities).
169	SIMO EDUCATION	Makers' Area	Practical workshops organised by schools. IFEMA MADRID provides the space and carries out the assembly.
170	SIMO EDUCATION	Event schedule	Conferences on social issues: minor actions to technology, anxiety in students, emotional education, toxic relationships, etc.

(continued)

	Trade fair/event	Social Initiative	Description
171	SIMO EDUCATION	I.T. GIRLS	To empower women and STEAM careers. Panels, conferences, workshops..., given by women.
172	SIMO EDUCATION	Award for the best teaching experiences	Good practices carried out in the classroom and recognition of the winners (14 diplomas awarded and two prizes in technology and innovation) are presented. Some of the categories are sustainability, equality, rural schools and artificial intelligence.

List of social or environmental actions promoted by employees or at institutional level.

No.	Social initiative	Date	Description
1	Assignment of space for an event: Charity event: a delicious cocido (traditional pork and chickpea stew, typical of Madrid) by Lalin - ONCE	March 2023	The hall (free space) will be made available for the celebration of the event.
2	Donation of 42 picnic tables to the AMAS Foundation	June 2023	Donation of some picnic tables that we had in storage and that were not going to be used anymore. Instead of throwing them away, we have donated them to an NGO, in addition to avoiding the generation of such waste.
3	Purchase of second hand laptops and screens from DTI	December 2023	IFEMA MADRID sells computer equipment that can no longer be used for second-hand purchase by their staff. This reduces the generation of electrical and electronic waste.

Corporate volunteering programme.

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

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

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

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

From January 2022, the digital model combined with face-to-face was introduced to increase the number of potential beneficiaries.

Continuing activities

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

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

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

One-off activities

Specific actions were also carried out in collaboration with some institutions related to training and motivation in the face of high school dropout rates.

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

As part of this type of collaboration, the following activities were carried out during the 2023 financial year:

• Fundación Bertelsmann: Companies that inspire project

- Visit of groups of 14-15 year-old students from different secondary schools to our facilities with the aim of bringing them closer to the reality of work and to stop them dropping out of school. Three actions were held with Colegio San Ignacio de Loyola (29 students), IES Dámaso Alonso (29 students) and IES Cardenal Herrera Oria (14 students).

• Fundación Adsis: multisectoral panel discussion on "Good practices of diverse talent"

The aim of this activity was to disseminate practical experiences on diverse and inclusive ways of working, focusing on:

- Preparing adequately for job interviews, highlighting cultural diversity and the migratory process.
- Methods for the company to approach recruitment processes with diversity management in mind.

The activity was divided into three parts:

- Talk on diverse and inclusive selection processes by IFEMA MADRID's People Department.
- Presentation by the participants on their migration process.
- It ended with a joint reflection on inclusive talent.

On behalf of IFEMA MADRID, three people from the People Department and one from the Quality and Sustainability Department spoke, and four people from the Invoicing (Servifema), Purchasing and Trade Fair Services departments shared their experiences.

• Adsis Foundation: job interview project

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

• Salesian School of Estrecho: Mentoring (new partnership)

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

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

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

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

The target group were 14-15 year old students of secondary school in the Economics programme.

20 volunteers from IFEMA MADRID participated, for 29 students.

• PROCLADE Foundation: online workshop "Understanding your payroll slip" (new collaboration)

- The PROCLADE Foundation works to eradicate situations of inequality around the world and contribute to improving the lives of the most vulnerable people. For people who work sporadically and do not have sufficient knowledge to understand a payroll slip, they needed someone to explain how to read and interpret a payroll slip. We were told that the workshop helped attendees to become informed and to understand their rights.

• Three Wise Men campaign with "Real Wise Men"

In collaboration with "Real Wise Men", IFEMA MADRID distributed 119 gifts to people in vulnerable situations, people who had written a letter asking for a specific gift, which would be the only one they would receive on these days.

Stages of this campaign:

- From 15 to 27 November, participants had to sign up and choose whether they wanted to give a gift to a child, an elderly person, a person with a disability or whether they didn't have a preference.
- The week of 4 December, the letters were received at Real Wise Men and sent out as requested.
- From 14 to 18 December, the gifts were collected in a room at IFEMA MADRID, and were delivered on Friday 22 December.

• Other donations

- Collection and donation of milk in summer for the Food Bank. June.
- Donation of picnic tables to the AMAS Foundation (97 tables). June.
- Notebooks and pencils (from fairs or IFEMA MADRID) for the "Back to School" programme by Plan International. September.
- Notebooks, pencils and bags (from fairs or IFEMA MADRID), for the "Back to school" programme by the Achalay Foundation. September.
- Obsolete material (virtual glasses) from IFEMA MADRID LAB was donated to the Fundación Oxiria and the Fundación Juan XXIII. December.
- Collection and donation of food for San Antón (Mensajeros de la Paz). November-December.

Conclusions

- Through online volunteering, it has been possible to expand the number of beneficiaries regardless of their location, as well as to make the volunteering time more efficient.
- Without eliminating ongoing volunteering entirely, the options for specific actions at specific times make it easier for more staff to join the programme.
- One of the main assets of IFEMA MADRID staff is their experience in multiple areas and their ability to transfer this knowledge. They also stand out for his ability to empathise and their commitment.
- During the 2023 financial year, the goals of creating a programme focused on providing educational support (incorporating the mentoring programme implemented with the Salesian school in Estrecho) and quantifying the number of direct beneficiaries in those projects where possible were met.
- Looking ahead to 2024, we have three objectives:
 - Maintaining on-site volunteering (both in terms of projects, hours and people), with the two most established projects (Mensajeros de la Paz and Madre Coraje) and the programmes focused on providing educational support (both on-site and online).
 - Once the beneficiaries have been identified in 2023, we commit to not stopping our work in the year of the activity and to monitor the use of the activity and the impact on the beneficiary.
 - Continuing to embed the culture of volunteering in the company.

General volunteering data in 2023.

2023	Hours	Volunteers
January	34	13
February	50	24
March	78	36
April	30	18
May	43	19
June	24	9
July	16	5
August	11	2
September	30	8
October	24	10
November	62	17
December	25	8
Total	427	
Volunteers without duplication		54

Data on beneficiaries of volunteering programmes in 2023.

Organisation	Activity	Direct beneficiaries
Adsis Navarra Foundation	Interviews	8
Salesian school at Estrecho	Mentoring	29
Fundación Bertelsmann	Visit to IFEMA MADRID by San Ignacio de Loyola School + lectures	29
Fundación Bertelsmann	Visit to IFEMA MADRID by IES Dámaso Alonso + lectures	29
Fundación Bertelsmann	Visit to IFEMA MADRID by IES Cardenal Herrera Oria + lectures	14
Adsis	Round Table IFEMA MADRID	12
PROCLADE	"Understanding your payroll slip" lecture	9
Total		130

Volunteering data by project in 2023.

Project	No. of volunteers	Hours	Value in euros
Mensajeros de la Paz	13	243	6,347.16
Madre Coraje	6	66	1,723.92
Companies that inspire (Bertelsmann)	8	9	235.08
Fundación Adsis - Motivational talks	7	22	574.64
Fundación Adsis - Job interviews	8	6	156.72
Mentoring at the Salesians School	20	78	2,037.36
Lecture by Fundación PROCLADE	1	3	78.36
Total number of participants (removing duplicities)	54	427	11,153.24

Partnerships.

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

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

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

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

These alliances can be classified into four blocks:

• Sectoral representatives

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

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

• Strategic agreements

Strategic agreements address the same goals from a more global perspective. The following strategic agreements are in force in 2023, with the aim of positioning Madrid as one of the main cities for trade fairs and congresses at international level, improving its connectivity or promoting sustainable mobility:

IBERIA

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

IBERDROLA

The aim of this alliance is to jointly promote sustainable mobility and the transition to electric means of transportation. The commitment is manifested through actions such as the implementation of the first sustainable public car park at a Exhibition Grounds in Spain or the organisation and participation in activities for the promotion and dissemination of electric means of transport.

UBER

With the aim of consolidating previous initiatives, in terms of partnerships with companies that promote sustainable mobility, IFEMA MADRID has reached an agreement with UBER, which is in force from October 2023, for a period of one year. By virtue of this agreement, IFEMA MADRID has set up collection points at its North and South entrances to ensure that the experience of customers using this type of transport is optimal.

RENFE

The agreement with RENFE is focused on offering IFEMA MADRID visitors and exhibitors from other regions of Spain alternative means of transport to private vehicles. By virtue of this agreement, visitors and exhibitors benefit from exclusive discounts restricted to the dates of the trade fairs held at IFEMA MADRID. The agreement has been in force from 1 February 2023 until 31 January this year.

IRYO

The agreement with IRYO is based on the same principles as the agreement with RENFE and is in force from 1 September 2023 to 31 August 2024.

• Sponsors

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

MERCEDES-BENZ FASHION WEEK MADRID (February + September)

- MERCEDES-BENZ
- L'ORÉAL PARIS
- INDITEX
- IBERIA
- ALLIANZ
- MULTI-OPTICS
- AEG
- THOMPSON HOTEL
- MOROCCO
- IBERIA EXTRA SPACE
- ZAMORA COMPANY
- DORSIA CLINICS
- AUTONOMOUS REGION OF MADRID

- ROWENTA
- MÁLAGA DE MODA
- ESNE
- GHD
- SCHWEPPES
- SOLAN DE CABRAS
- ESDEN
- TIK TOK
- FOUR SEASONS HOTEL MADRID
- POLIMODA
- CASTILLA Y LEÓN
- KELLOGG'S

FITUR

- GUATEMALA
- PERU
- ADQUIVER
- AMEX
- MENORCA
- CAJAMAR
- SABRE
- NETFLIX
- CAF
- DOMINICAN REPUBLIC

100x100 MASCOTA

- DYSON
- IUMIUKY MEDIASET
- ARION
- KIWOKO
- ARTERO

ARCOmadrid

- ALLIANZ
- SCHWEPPES
- FRÉDÉRIC MALLE
- TECHNOGYM
- IBERIA
- LEXUS
- AUARA EXCHANGE

GRAN CANARIA SWIM WEEK BY MODA CÁLIDA

- MAREMARE
- MAHOU
- MERCEDES-BENZ
- DE LAS HERAS
- FUND GRUBE
- IQOS
- PERNOD
- MULTI-OPTICS
- ALFAPARF
- PERCHEL BEACH CLUB

FRUIT ATTRACTION

- ANDALUSIA
- ROVENSA
- CAIXABANK
- CAJAMAR

Food partners

- MAHOU
- COCA-COLA
- JDE

Lifestyle partners (trade fairs: MOMAD, INTERGIFT, BISUTEX and MADRIDJOYA)

- COLOMBIA

ESTAMPA

- ALHAMBRA

• Partnerships in volunteer programmes

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

In the 2023 financial year, these partnerships have been carried out with:

- Fundación Bertelsmann/Companies that inspire.
- Fundación Adsis.
- Mensajeros de la Paz.
- Madre Coraje.
- Salesian school at Estrecho.
- Fundación PROCLADE.

6.4 Tax information.

	2022	2023
Benefits obtained by country	The result for the financial year 2022 amounts to € 1,930,097. All revenues have been obtained in Spain.	The result for the financial year 2023 amounts to € 7,053,406. All revenues have been obtained in Spain.
Profit tax	The 2022 Corporate Income Tax settlement shows a refundable balance of 476,887.30 €.	The 2023 corporate income tax settlement shows a refundable balance of € 334,366.57.
Public subsidies received	No public subsidies have been received.	No public subsidies have been received.

07.

Annexes.

07. Annexes.

ANNEX 1. Sustainability results of IFEMA MADRID’s self-organized trade fairs (Sustainability check-list for IFEMA MADRID’s own trade fairs 2023).

Event	Mark	Date
INTERGIFT (Feb. ed.)	7.7	22/02/2023
BISUTEX (Feb. ed.)	7.7	22/02/2023
MADRIDJOYA (Feb. ed.)	7.9	22/02/2023
MOMAD (Feb. ed.)	7.7	22/02/2023
FITUR	8.3	23/02/2023
MERCEDES-BENZ FASHION WEEK MADRID (Feb. ed.)	7.5	27/02/2023
PROMOGIFT	6.1	01/03/2023
GENERA	7.6	08/03/2023
ARCOmadrid	8	10/03/2023
IBERZOO+PROPET	7.7	23/03/2023
MEAT ATTRACTION	8.1	31/03/2023
EDUCATION WEEK	7.7	11/04/2023
ANTIK PASSION Almoneda	6.9	03/05/2023
EXPOFRANQUICIA	7.5	25/05/2023
100X100 MASCOTA	6.8	05/06/2023
ORGANIC FOOD IBERIA + ECO LIVING	8.7	16/06/2023
SECOND-HAND VEHICLES	7.2	20/06/2023
INTERGIFT (Sept. ed.)	7.7	19/09/2023
BISUTEX (Sept. ed.)	7.6	19/09/2023
MADRIDJOYA (Sept. ed.)	7.7	19/09/2023
MOMAD (Sept. ed.)	7.7	19/09/2023
MERCEDES-BENZ FASHION WEEK (Feb. ed.)	7.3	11/10/2023
LIBER	7.5	11/10/2023
FRUIT ATTRACTION	8.5	17/10/2023
ESTAMPA	7.5	24/10/2023
GLOBAL MOBILITY CALL	8.3	14/11/2023
1001 BODAS	6.4	16/11/2023
C&R	7.9	23/11/2023
SALON LOOK	8.1	23/11/2023
FERIARTE	7.5	04/12/2023
SIMO EDUCATION	7.6	18/12/2023

Average sustainability score at own trade fairs.

	2019	2020	2021	2022	2023
Average mark	7.08	7.3	7.08	7.4	7.63

We can conclude that the level is ADVANCED.

Sustainability actions at self-organized trade fairs.

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

Ratio of sustainability actions at own trade fairs.

	2019	2020	2021	2022	2023
Ratio	5.15	5.84	7.28	11.72	17.74

As for the types of trade fairs, in financial year 2023 and in the trade fairs analysed, the following were carried out:

- 135 actions to promote innovation.
- 53 actions to support entrepreneurship.
- 172 actions with a social goal.
- 166 actions with environmental impact.

ANNEX 2. Sustainable development issues 2023.

Of the 26 sustainable development issues identified in the year 2023 and after the assessment, the following issues stood out as relevant (unchanged from the previous year):

Environmental sustainable development issues.

-Mobility and transport.

Finally, the following actions/objectives are planned during the year 2023, for relevant issues (≥ 2.8 or high prioritisation), and for others approaching the level of relevance (≥ 2.6):

Financial sustainable development issues.

- Transparency and good governance.
- Innovation processes.

Social sustainable development issues.

- Accessibility.

Actions/targets for relevant sustainable development issues.

Sustainable development issues	Prioritisation	Is it an action or a goal?	Description	Done (Yes/No)
Transparency and good governance	HIGH (≥ 2.8)	Action	Publication of IFEMA MADRID's audited 2022 EINF and 2023-2026 CSR Master Plan on the website. Follow-up of Suggestions, Complaints and Claims.	Yes
Transparency and good governance	HIGH (≥ 2.8)	Action	Inclusion in IFEMA MADRID's Integrated Management System of all documents that are currently not controlled. Example: economic-financial documents, IT documents internal control and compliance documents, etc.	Yes
Innovation processes	HIGH (≥ 2.8)	Goal	Goal of CRM and Visual Space.	Yes
Innovation processes	HIGH (≥ 2.8)	Action	Implementing innovation actions in IFEMA MADRID's own fairs/events.	Yes
Accessibility	HIGH (≥ 2.8)	Action	Non-conformity no. 22-01 has been lifted. It is also proposed as a goal within the CSR Master Plan 2023-2026. Providing training to business and operations staff.	Training: yes Rest: ongoing
Mobility and transport	HIGH (≥ 2.8)	Action	IFEMA MADRID's own international event, organised by IFEMA MADRID and held annually at our facilities: GLOBAL MOBILITY CALL. Implementing collective mobility actions during fairs (collective bus, public transport discounts, etc.)(action to be assessed in the trade fair sustainability check-list). Car park for electric cars in the car park and parking for bicycles and scooters. Public transport at the south entrance to IFEMA MADRID. Sustainable mobility group (within the sustainability group) to promote sustainable mobility within the organisation.	Yes
Communication with stakeholders	MEDIUM (≥ 2.6)	Action	Internal communications on the intranet and on the new internal communication tool (internal social network) Yammer. Messages on computer screensavers related to sustainability. Internal communication working group.	Yes
Security at trade fairs	MEDIUM (≥ 2.6)	Action	ISO 22320 monitoring. Promoting collaboration agreements with the police, Samur, transport network, etc.	Yes
Security at trade fairs	MEDIUM (≥ 2.6)	Goal	Operational improvement target set for 2023 and external audit of the first follow-up of ISO 22320.	Yes
Tons of CO ₂ emitted to the atmosphere	MEDIUM (≥ 2.6)	Goal	To be carbon neutral in scopes 1 and 2 by 2026 (see CSR Master Plan 2023-2026).	Ongoing
Tons of CO ₂ emitted to the atmosphere	MEDIUM (≥ 2.6)	Action	Measurement of scopes 1 and 2 of the carbon footprint, trying, if possible, to renew the "Calculation and reduction" certificate.	Yes

Other actions for the remaining sustainable development issues.

Issues	Action	Compliance with the action
Economic performance	All targets related to turnover increase scheduled during the year 2023 (5, 6, 7 and 8). Comply with EBIDTA.	Invoicing data pending
International economic performance	Target 2: increasing IFEMA MADRID's international positioning and revenue from foreign exhibitors and visitors, as well as the implementation of projects abroad by 2021. Target 3: improving the positioning of Madrid as a tourist destination.	Yes
Bribery and corruption	Good professional practices. Monitoring of compliance documents and Ethical Channel. Regulatory Compliance Committee.	Yes
Entrepreneurship processes	Implement entrepreneurship actions in the own fairs/events to be held this year.	Yes
Working standards / Good practices towards consumers	Target 16: Reducing the percentage of complaints answered after the internal deadline by 2022.	This goal has not been met. Training activities in this respect will be held next year
Contribution to local and sectoral economic development	Increase trade fair activity in person compared to the previous year.	Yes
Equality	Monitoring of the scorecard people indicators related to the percentage of women in the workforce, the percentage of women in operational middle management positions and the percentage of women in management positions.	Yes
Food security (food)	Incorporate in the new catering specifications to be implemented for the years 2022-2023, the need for the collaborating company that manages the central kitchens to be certified in ISO 22000 food safety (action to be assessed in the sustainability check-list at the trade fair).	Yes, this is provided for in the specification
Services provided to society at large	Target 19: To promote a culture of volunteering in the company by increasing participation.	Yes
Communication to stakeholders	Integrating sustainability into IFEMA MADRID's internal communication group.	Yes, the quality and sustainability management is part of the group
Human development and on-the-job training	To carry out the IFEMA MADRID training plan. Traineeship staff at fairs/events and in the institution for the different areas. Target 1: to drive cultural change at IFEMA MADRID by improving leadership skills during the years 2023-2024.	Yes and ongoing leadership training (planned 2024)
Support for the sustainable development of the sector	Continue to communicate the guidelines for sustainable participation in fairs/events to society.	Yes
Waste collection, disposal and treatment	Target 12: 2% reduction in waste generation ratio compared to 2022. Target 13: to increase the percentage of waste recovery to 84% by 2023.	Yes, the waste generation and not the waste recovery
Energy use	Target 10: Reduce the electrical power use ratio by 0.5% by 2022.	Yes
Water use	Water use. Monitoring of posters recommending the closure of taps distributed throughout the institution's toilets and making teleworking more flexible.	Yes

(continued)

Other actions for the remaining sustainable development issues: (continued).

Issues	Action	Compliance with the action
Paper use	Digitisation and a more flexible work-from-home schedule.	Yes
Carpet use	Use of recyclable carpet in communal areas and recycling into pellets or paraffin.	Yes
Food and beverage use	Communicate from the trade fair an estimation of visitors or people who are going to attend a catering in order to make an estimation of the food required, avoiding waste (action to be assessed in the sustainability check-list at the trade fair). Include in the specifications the use of food surpluses.	Yes

ANNEX 3. Significant environmental issues of 2023.

Once the assessment was completed, the environmental issues that were found to be significant in January 2023 were:

Direct and indirect environmental issues.

After completing the assessment, no significant environmental issues have been identified (> 12). However, we will consider those issues closest to the value of 12 as significant.

Significant environmental issues.

Direct/indirect issue	¿Target?	Description/justification
Generation of inert mixture with traces of organics (obtained value: 11.25)	Yes	Goal of the CSR Master Plan 2023-2026: 100% of waste for recovery. It is an overall target for all waste, then also includes paper/cardboard, plastics/empty packaging and fairground carpet, both segregated and mixed.
Natural gas use (value obtained: 11.25)	Yes	Objective of the CSR Master Plan 2023-2026: to be carbon neutral in scopes 1 and 2, by reducing the ratio of natural gas use. There will also be a 2023 improvement target in this respect.

Most of the direct and indirect environmental issues are quantified in ratios and have decreased compared to the previous year. Furthermore, hazardousness level is low, as the majority of all waste is destined for recycling and electrical power use comes from renewable sources.

Potential environmental issues.

- Fire/explosion: gas emissions.
- CBRN incident: emissions of particulate air pollutants (ionising radiation, chemical and/or biological contaminants due to sabotage).

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

Fire drills have been carried out throughout the year 2023.

ANNEX 4. 2023-2026 CSR Master Plan Targets and Actions.

In the 2023 financial year, these were the objectives and actions included in the CSR Master Plan: four of them are four-year targets and others are annual targets:

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

Action plans to be developed or actions to be carried out	Expected timeframe	State
Start-up of the photovoltaic power generation project.	2024	Ongoing
Replacement of lighting with LED technology for all missing installations.	2024 and 2025	Not started
Renovation and energy improvement of the humidification system in the South Building.	2023	Delayed. To be carried out in 2024
Integration of the energy use control and measurement system.	2026	Ongoing
Increasing the scope of ISO 50001 to the entire exhibition site.	2023, 2024, 2025 and 2026	Ongoing
Maintaining the 100% certified renewable origin of the electrical power supplied to IFEMA MADRID and the zero-emission vehicle fleet.	Continued	Completed
Measuring the carbon footprint for scopes 1 and 2 organization-wide and make progress in measuring scopes 1, 2 and 3 for self-organized events.	Annually: scopes 1 and 2. 2026: scopes 1, 2 and 3.	Completed
Energy saving awareness-raising actions among the workforce.	Continued	Completed

Target 2: reducing waste sent to the landfill to zero by 2026.

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

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

Action plans to be developed or actions to be carried out	Expected timeframe	State
Maintaining the certified level of accessibility for the IFEMA MADRID website: AA.	Annually	Completed
Review and validate accessible itinerary(s)	2023	Ongoing. An accessibility protocol has been drawn up and training has been provided.
Carry out the necessary minor improvements to the facilities and other infrastructures within the site.	2026	Ongoing
Execute the necessary structural improvements to complete the accessible route(s).	2026	Ongoing
Signposting and communication of accessible routes.	2026	Ongoing
Implement the accessibility project in IPM.	2026	Ongoing

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

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

Annual target.

Corporate volunteering plan 2023 with a focus on supporting education (see Annex 1).	Accomplished and fulfilled. The plan has been enlarged.
Increase in 2023 of the points obtained in the Family Responsible Audit compared to 2022.	Audit carried out with no increase in points.
Sustainable mobility: reducing the number of journeys made by the workforce using combustion vehicles and promoting public and collective transport by 2022.	It has not been carried out. An attempt to implement it was made, but the implementation could not be completed.
In relation to own fairs, increase with respect to 2022: <ul style="list-style-type: none"> The ratio of sustainability actions. The ratio of actions to support entrepreneurship. The ratio of innovation support actions. 	Accomplished and fulfilled. The ratios have increased compared to the previous year.

ANNEX 5. Strategic targets.

Strategic targets for 2023.

No.	Strategic line	Target	Planned completion date	Compliant / Not Compliant / Ongoing	Conclusion (closed / continued)
1	Adequacy of leadership, organisation and its capabilities	To drive cultural change at IFEMA MADRID by improving leadership skills during the years 2023-2024.	2024	Ongoing	This is a two-year target and will continue through 2024
2	Internationalisation	Increasing in IFEMA MADRID's international positioning and revenues from foreign exhibitors and visitors, as well as the implementation of projects abroad with respect to 2021.	2023	Completed	Closed. A new target for this issue will be proposed
3	Internationalisation	Improvement of Madrid's tourist positioning.	2023	Completed	Closed. A new target for this issue will be proposed
4	Optimisation	Optimising the organisation of the trade fair calendar and activity by incorporating new profitability criteria during the year 2023.	2023	Completed	Closed
5	Digitalisation	Driving digital revenues, reducing seasonality, generating new products/ services and boosting existing ones.	2023	In the absence of turnover data	Closed
6	Digitalisation	Increased turnover and customer satisfaction compared to the previous year due to the incorporation of IT tools such as CRM, Visual Space and Visitor Registration.	2023	Completed	Closed
7	Diversification	Strengthening the position in public events by consolidating this line of business and increasing the profitability of the spaces in off-peak periods during the year 2023.	2023	In the absence of turnover data	Closed
8	Diversification	Drive service sales and customer experience levels by 2023.	2023	Completed	Closed. A new target for this issue will be proposed.
9	Sustainability	Promoting diversity and inclusion by developing an Accessibility Plan and start its implementation.	2023	Completed	Closed. A new target for this issue will be proposed.
10	Sustainability	Reducing the electrical power use ratio by 0.5% compared to 2022.	2023	Completed	Closed. A new target for this issue will be proposed.
11	Sustainability	Reducing CO ₂ emissions ratio by 0.5% with respect to 2022.	2023	Not met, reduced by 0.3%	Closed. A new target for this issue will be proposed.

(continued)

No.	Strategic line	Target	Planned completion date	Compliant / Not Compliant / Ongoing	Conclusion (closed / continued)
12	Sustainability	2% reduction in waste generation ratio compared to 2022.	2023	Completed	Closed. A new target for this issue will be proposed
13	Sustainability	Increasing the percentage of waste recovery to 84% by 2023.	2023	Not fulfilled	Closed. A new target for this issue will be proposed
14	Sustainability	Improving the training of IFEMA MADRID security personnel by 2023 to achieve an effective response to situations of sexual harassment, harassment based on gender or sexual orientation and gender identity and expression.	2023	Completed	Closed
15	Sustainability	Increasing the ratio of sustainability actions at trade fairs in 2023 compared to 2022.	2023	Completed	Closed
16	Sustainability	Reducing the percentage of complaints answered after the internal deadline compared to 2022.	2023	Not fulfilled	Will be carried out again in 2024
17	Sustainability	Increased stakeholder satisfaction compared to 2022.	2023	Completed	Closed
18	Sustainability	Improving the capacity to respond to external contingencies outside IFEMA MADRID by developing a Business Continuity Plan.	2023	Completed	Closed. A new target for this issue will be proposed
19	Sustainability	Promoting a culture of volunteering in the company by increasing participation.	2023	Completed	Closed
20	Sustainability	To implement the internal control model in IFEMA MADRID in the period 2023/2024.	2024	Ongoing	Continues for 2024, it is a two-year period
21	Singular projects	Definition and progress in unique projects that will increase IFEMA MADRID's possibilities and, consequently, its capacity to implement new activities.	2023	Ongoing	During 2023 the single priority project was changed

ANNEX 6. Operational risks in 2023.

The risks identified in 2023 and their history over time are:

Identified risks (2019-2024).

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

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

	Total No.	No. of risks to be analysed	Not effective No.	Effective No.	Effective by containment	Effective by mitigation
Total risks identified in 2023	139	125*	8**	117***	76	41

* Business continuity risks (126-139) will be reassessed mid-year in a specific assessment, from which those with high/significant risk levels will be extracted to this assessment and from the moderate ones those requiring additional preventive measures will be updated.

** The level of risk has risen compared to the previous year.

*** The level of risk has been contained (maintained) or mitigated (reduced).

93.6% of the actions put in place to contain or mitigate risks have been effective.

Evolution of overall risk levels at organization-wide level.

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

The risk level has been reduced by 40.75% since 2019, achieving lower risk levels than those that was achieved before the pandemic (2020).

List of risks for the year 2023.

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

No.	2023 risks
1	The previously agreed income and expenditure budget is not adhered to. Expected results are not achieved or new unplanned or planned expenditures of a lower amount are incurred. It impacts financial results.
2	Reduced staff conditions as a result of the impacts of the pandemic on our business model.
3	Lack of professional profiles in the digital environment.
4	Confusing or fraudulent use by clients of the image and logo of IFEMA MADRID, which damages our brand.
5	Failure by IFEMA MADRID staff or a collaborating company to comply with protocol PER-PT-21.01 General rules of behaviour for staff working with customers.
6	The action plans defined for each established strategic goal are not implemented, so that risks are not minimised and opportunities for improvement identified and assessed as relevant are not exploited.
7	Reputational loss due to complaints about detected legal non-compliances (accidents or other emergency situations, illegal practices, lack of accessible routes, other accessibility actions, etc.).
8	Reputational loss due to publication of false news due to misinterpretation of reality.
9	Corrective actions are not implemented to remedy the detected non-conformities.
10	Some procedures are not respected and applied due to lack of knowledge by the staff.
11	The information is not accessible in time and form to be able to complete the indicators within the deadlines set for measurement and monitoring.
12	Operational controls defined in the planning are delayed or not carried out in time.
13	The indicators are interpreted differently in some of the data collections.
14	Actions for the solution of the deviations detected in the indicators are not implemented.
15	Suggestions, complaints and claims are not properly recorded, which makes it difficult to construe them and follow them up.
16	Complaints and grievances are not responded to in a timely manner.
17	Complaint resolution actions are not established or, if established, are not implemented.
18	Exhibitor and visitor satisfaction surveys are not carried out with the level of response necessary to draw valid conclusions.
19	There are not enough alternatives for customers other than exhibitors and visitors to provide their assessment of their experience at IFEMA MADRID.
20	Internal audits are not carried out with the necessary frequency and extent.
21	Lack of auditor qualification/competence.
22	Actions for correcting of detected non-conformities are not established or, if established, they are not implemented.
23	Some institutional agreements do not clearly reflect the rights and obligations of each party.
24	The management review report is incomplete.

(continued)

Identified risks (2019-2024) (continued).

No.	2023 risks
25	The rigour of the sources used is not checked.
26	Sectoral partners do not have sufficient power of representation.
27	The definition of the trade fair does not correctly convey the requirements of potential customers.
28	The space requirements of the trade fair do not fit into the space available on the dates suitable for the trade fair.
29	Errors or inaccuracies in the information contained in the trade fair file (either self-organized or not) or in the commercial offer (for other events).
30	Not all the required information is available, which delays the launch of the trade fair/event.
31	A capacity in excess of what is available has been committed, which means that not all customer requests can be met.
32	As a consequence of the budget shortfall, visitor marketing actions have to be limited, with the risk of not reaching the required level of audience.
33	The information and messages used in marketing are ambiguous and can lead to confusion in customers' expectations.
34	Infrastructures are not adequately prepared to provide the committed services.
35	Errors or inaccuracies in the transmission of information concerning the services contracted by exhibitors.
36	Security risk with regard to goods brought to the trade fair by exhibitors.
37	Physical risk (safety of persons) during the days the trade fair is set up.
38	All stands are not fully assembled on time, preventing the cleaning services from carrying out their work correctly and preventing the hall from being properly prepared.
39	Due to the fact that the budget was not adhered to, it is not possible to carry out the planned adjustments to the halls (common areas, decoration, etc.) committed to the clients.
40	Last-minute no-show by exhibitors, leaving their hired spaces empty.
41	The conference and activity rooms are not fitted with the previously requested needs.
42	External circumstances (strikes, breakdowns, accidents, etc.) prevent the proper access of visitors to the site.
43	Physical risk during the holding, assembly and dismantling of fairs and public shows.
44	Risk of food poisoning during the trade fair.
45	Security risk to exhibitors' goods during the goods-out period.
46	Personal physical risk during the dismantling of the trade fair.
47	Dismantling is not completed on time and on schedule, which has a big impact in the assembly of the next event.
48	The information is not properly processed (number and origin of visitors, etc.).
49	There are mismatches between economic data from different sources.
50	Lack of certifications required to apply for a congress, fair or international event.
51	There is no possibility to fit the external event into the calendar of own events.
52	The information provided by the operator on the needs of the exhibitors is not complete.
53	There is no information to be provided by the external organiser.
54	The Public Procurement Act is not being complied with.
55	The content of the tender documents does not provide for minimum requirements for the supplier in terms of legal compliance, quality, environment, energy, safety, etc.

(continued)

No.	2023 risks
56	There is non-compliance with environmental legislation on waste, chemicals, dangerous goods, discharges and/or emissions into the atmosphere.
57	Recoverable waste is being sent for disposal.
58	Failure to comply with the internal environmental, energy and sustainability standards for events distributed to IFEMA MADRID staff, collaborating companies, exhibitors, external organisers and visitors.
59	The agreement and the socio-labour law applicable to IFEMA MADRID are not being complied with.
60	Any supplier or customer fails to comply with IFEMA MADRID's principles of governance for sustainable development.
61	There is no control over the content of conferences or congresses, which may include messages contrary to our principles of governance for sustainable development.
62	Customer advertising on our premises may include messages contrary to our governance principles for sustainable development.
63	Failure to comply with the law on industrial safety (regulatory maintenance of high voltage, low voltage, pressure equipment, thermal installations, etc.).
64	The preventive maintenance plan is inadequate: missing equipment, failure to comply with the established frequencies, inadequate frequencies as defined in the equipment instruction manuals, etc.
65	Continuous measurements obtained with equipment (meters) not subject to periodic control (internal verification).
66	Internal verifications performed with standards that have not been calibrated or verified externally.
67	No actions are defined, or if they are defined they are not implemented, for the solution of the energy deviations detected.
68	Difficulty in detecting deviations in use due to the lack of a unified control system.
69	Difficulty in extending the scope of ISO 50001 certification in the short term because SMARKIA does not have all the variables that measure the use of the entire installation integrated.
70	Generating sets that operate only in emergencies of mains power failures that could lead to start-up. This type of lamp has a higher pollution potential as it burns diesel fuel as opposed to natural gas.
71	The distribution company's meters are not verified.
72	Failures in the reading of use by the supplier (human error).
73	Faults in the data entered by the supplier on the bill (human error).
74	Failure to comply with legislation on the prevention of occupational hazards or coordination of business activities.
75	There is no compliance with the preventive measures planned to minimise the occupational risks detected and assessed (blows, shocks, cuts, being run over, falls on the same level, falls to a different level, falling objects, etc.).
76	The service provision (security, detectives, catering, cleaning, access, first aid, hostesses, etc.) does not comply with what was requested or contracted.
77	The necessary assessment by the managing centre (regular evaluation of the partner company by the managing centre or internal client) is missing.
78	The command and control structure defined for an event is not complied with as required.
79	Security plans or operational standards for an event are not communicated to stakeholders.
80	An EAE is not constituted in one or more halls or at one or more events.
81	It is not possible to plan the trip far enough in advance to get the best conditions.
82	Legal non-compliance is detected.
83	Non-compliance on data protection is detected.

(continued)

Identified risks (2019-2024) (continued).

No.	2023 risks
84	Lack of knowledge of updates to applicable legislation in the different technical areas of IFEMA MADRID (industrial safety, quality, environment, energy, occupational risk prevention, etc.).
85	Delays in the solution of non-conformities for which the Administration is the responsible party or participant (commissioning of industry, building permits, or any other type of necessary feedback with the public administration) due to the excessive slowness of the public administrations in matters of town planning, industry and the environment.
86	Becoming obsolete when it comes to communicating with our customers in a personalised way.
87	Errors in data control due to human error in the absence of digital tools.
88	Internal communication failures due to human error in the absence of digital tools.
89	Overlapping of sectors and mutual competition at own fairs.
90	Lack of positioning of our fairs as international brands.
91	Lack of efficiency/lack of resources of our trade fairs in promoting international trade relations.
92	Failure to identify market niches and to react quickly enough to identified opportunities.
93	Failure to choose the right ally.
94	Imprecise definition of each party's responsibilities during the establishment of partnerships with other operators.
95	Lack of control of economic and legal aspects of the country where the event or consultancy is organised.
96	Failure in the selection of international visitors.
97	Excessive cost of attracting international exhibitors and visitors.
98	Loss of exhibitors and visitors at our own trade fairs due to economic instability.
99	Loss of external event contracts due to economic instability.
100	Loss of business share due to competition with other operators that are more agile, more digitised or more internationalised.
101	Loss of business share due to unfair competition from other financially supported national operators.
102	Problems of valuation for the purposes of the application of the State Contracts Act.
103	Loss of opportunity (working with suppliers offering better technical conditions) due to strict application of the Public Procurement Act.
104	Slowing down of procurement processes.
105	Dissatisfaction of a stakeholder/stakeholder group of IFEMA MADRID because a need or expectation of theirs is not detected, then not taken into account when designing our product (trade fair) or marketing our service.
106	Loss of external international projects due to unfair competition from other financially supported national operators.
107	Fire risk.
108	CBRN incident.
109	Linking the IFEMA MADRID brand to companies with a negative business reputation.
110	Non-compliance by the partner with the commitments acquired with IFEMA MADRID.
111	Failures of coordination between departments (horizontal and vertical) leading to a higher likelihood of errors and inefficiencies.
112	Disengagement by staff from decisions they do not share/understand/know, with a lack of a sense of belonging.
113	Increased likelihood of error in strategic decision making, due to the lack of involvement of managers/middle management in the responsible area.

(continued)

No.	2023 risks
114	Generating inequalities that will lead to disaffection towards the company, loss of commitment and loss of responsibility, as well as creating a bad atmosphere.
115	Lack of organised reaction to non-preventable external contingencies.
116	Decisions taken by project managers without sufficient economic information, multiplying the likelihood that they will be wrong.
117	Loss of contracts due to the appearance of new spaces, some of them unique, for holding trade fairs and events.
118	Mismatch between our traditional business model and most of our resources, with the new digital model that the market is imposing.
119	The increase in fixed costs will put a burden on overall and individual event budgets, reducing the margin.
120	Passive corruption (in procurement of services, organisation of fairs, acceptance of gifts, etc.).
121	Active corruption (in selling, offering gifts, special conditions, etc.).
122	Non-compliance with safety legislation in terms of space planning, minimum conditions, etc.
123	Non-compliance with the Private Security Law.
124	Non-compliance with the regulations set out in the Technical Building Code with regard to extensions or maintenance work.
125	Absence of accessibility measures, non-compliance with DALCO criteria.
126	System configuration errors.
127	Legal non-compliance - Non-compliance in terms of coordination of business activities (due to stress, trade fair calendar, etc.).
128	Legal non-compliance - Non-compliance with customs regulations in international participations.
129	DPC -2 disaster (Off-grid output/ interconnection with the halls to the grid).
130	Systems - DPC 1 Disaster.
131	Systems - Information integrity failure.
132	Suppliers - Lack of service or interruption in service provision by suppliers (bankruptcy, company bankruptcy, available staff, lack of planning in contracting, lack of planning by the supplier, strikes, etc.).
133	Installations - Failure of emergency generators.
134	People - Leave of the Director General.
135	Legal non-compliance - Safety and/or self-protection non-compliance.
136	Information - Dissemination of false information damaging to the reputation of IFEMA MADRID or its events, staff, etc., or the celebration of any trade fair.
137	Information - Knowledge and dissemination of IFEMA MADRID's private information that may be detrimental to its activity.
138	Information - Publication of erroneous information that is not detected in time and leads to negative reputational and/or business consequences.
139	Information - Fraudulent or improper use of the trade mark.

ANNEX 7. 2023 Scorecard of indicators.

Balanced Scorecard of 2023 indicators.

No.	Indicator	Process	Key results table	Process Scorecard	Culture Scorecard	Sustainability Scorecard	Business Scorecard
1	Degree of compliance with improvement targets per year (%)	Strategic planning	•	•			
2	No. of non-conformities detected during the internal audit	Process design, improvement and control		•			
3	Percentage of closed non-conformities	Process design, improvement and control		•			
4	Percentage of GIS documentation reviewed	Process design, improvement and control		•			
5	Percentage of indicators with deviations per year	Process design, improvement and control		•			
6	No. of suggestions per year	Suggestions, complaints and claims management		•	•	•	
7	No. of claims per year	Suggestions, complaints and claims management		•	•	•	
8	No. of claims per year	Suggestions, complaints and claims management		•	•	•	
9	Average number of days for complaints to be replied to	Suggestions, complaints and claims management		•	•	•	
10	Percentage of complaints answered after internal deadline has elapsed	Suggestions, complaints and claims management	•	•	•	•	
11	Percentage of complaints answered outside the legal deadline	Suggestions, complaints and claims management		•	•	•	
12	Average exhibitor NPS for self/co-organised events	Customer experience		•	•	•	
13	Average visitor NPS for self/co-organised events	Customer experience		•	•	•	
14	Sponsor NPS	Customer experience		•	•	•	
15	NPS of external organisers	Customer experience		•	•	•	
16	Supplier NPS	Customer experience		•	•	•	

(continued)

No.	Indicator	Process	Key results table	Process Scorecard	Culture Scorecard	Sustainability Scorecard	Business Scorecard
17	NPS of workers	People management. Stakeholder needs and expectations		•	•	•	
18	Media NPS	Customer experience		•	•	•	
19	Average customer NPS (exhibitors, visitors, external organisers and sponsors)	Customer experience	•	•	•	•	
20	Average stakeholder NPS per year	Stakeholder needs and expectations	•	•	•	•	
21	Contribution of IFEMA MADRID to the local economic development of the city of Madrid (% of GDP)	Strategic planning	•	•	•	•	
22	No. of maintenance incidents detected per year (breakdowns)	Infrastructure maintenance		•		•	
23	No. of security incidents detected	Security of persons		•		•	
24	No. of incidents detected in security plans	Security of persons		•		•	
25	No. of incidents detected in relation to the processing of personal data	Processing special data		•		•	
26	No. of incidents detected in system deployments	ICT security		•		•	
27	No. of cybersecurity incidents detected	ICT security		•		•	
28	Total waste generation rate	Environmental management. Event sustainability	•	•	•	•	
29	Hazardous waste generation rate	Environmental management. Event sustainability		•	•	•	
30	Non-hazardous waste generation rate	Environmental management. Event sustainability		•	•	•	
31	Percentage of waste generated that is recovered	Environmental management. Event sustainability	•	•	•	•	
32	Drinking water use ratio	Environmental management. Event sustainability		•	•	•	
33	Percentage of reclaimed water as a proportion of total water use (%)	Environmental management. Event sustainability		•	•	•	

(continued)

Balanced Scorecard of 2023 indicators (continued).

No.	Indicator	Process	Key results table	Process Scorecard	Culture Scorecard	Sustainability Scorecard	Business Scorecard
34	Electrical power use ratio	Environmental management. Event sustainability. Energy management	•	•	•	•	
35	Natural gas use ratio	Environmental management. Event sustainability. Energy management	•	•	•	•	
36	Carpet use ratio	Environmental management. Event sustainability		•	•	•	
37	Annual paper use ratio	Environmental management. Event sustainability		•	•	•	
38	Ratio of CO ₂ emitted	Environmental management. Event sustainability. Energy management	•	•	•	•	
39	Average level of sustainability of self-organized events	Sustainability events		•	•	•	
40	Ratio of sustainability actions per own event	Sustainability events	•	•	•	•	
41	No. of hours volunteered by the company in charity projects	Corporate volunteering	•	•	•	•	
42	Percentage of staff dedicated to volunteering	Corporate volunteering	•	•	•	•	
43	No. of beneficiaries of volunteering	Corporate volunteering	•	•	•	•	
44	No. of drills per year	Self-protection Environmental management		•		•	
45	No. of external persons trained in emergency management per year	Self-protection People management		•		•	
46	No. of IFEMA MADRID staff trained in emergency management per year	Self-protection People management		•		•	
47	No. of hours of training of external staff in emergency management per year	Self-protection People management		•		•	
48	No. of hours of training of IFEMA MADRID staff in emergency management per year	Self-protection People management		•		•	
49	Accident frequency rate	Health & Safety		•		•	
50	Employee turnover rate	People management		•		•	
51	Percentage of permanent contracts	People management		•		•	

(continued)

No.	Indicator	Process	Key results table	Process Scorecard	Culture Scorecard	Sustainability Scorecard	Business Scorecard
52	No. of employees trained/ No. of training positions	People management		•	•	•	
53	Hours of training received by IFEMA MADRID personnel	People management		•	•	•	
54	Percentage of women in the workforce	People management		•	•	•	
55	Percentage of women in middle management in operational positions	People management		•	•	•	
56	Percentage of women in managerial positions	People management		•	•	•	
57	Percentage of staff not reaching the minimum score set for the role assigned to the skill	People management		•	•	•	
58	No. of minor purchases made	Procurement management		•			
59	No. of files handled per year	Procurement management		•			
60	Average overall rating of suppliers assessed per year	Procurement management		•		•	
61	Average number of bidding companies per tender	Procurement management		•		•	
62	Increase in the number of visitors per year compared to the previous year (%)	Marketing		•			•
63	Increase in the number of digital visitors compared to the previous year (%)	Marketing	•	•	•	•	•
64	Increase in the number of international visitors compared to the previous year (%)	Marketing	•	•	•		•
65	Percentage of international trade visitors per year	Marketing		•	•		•
66	Increase in the number of exhibitors compared to the previous year (%)	Marketing		•			•
67	Increase in the number of digital exhibitors compared to the previous year (%)	Marketing	•	•	•	•	•
68	Increase in the number of international exhibitors compared to the previous year (%)	Marketing	•	•	•		•
69	Percentage of international exhibitors per year	Marketing		•	•		•
70	Increase in the number of international events/ congresses compared to previous year	Marketing	•	•			•
71	Increase in m ² sold compared to previous year (%)	Marketing	•	•			•

(continued)

Balanced Scorecard of 2023 indicators (continued).

No.	Indicator	Process	Key results table	Process Scorecard	Culture Scorecard	Sustainability Scorecard	Business Scorecard
72	No. of new channels added(LIVE Connect)	Marketing	•	•	•		•
73	Increase in the number of people in the community compared to the previous year (%)	Marketing	•	•	•		•
74	No. of new viable self/co-organised events	R&D. New projects		•	•		•
75	No. of new services added	Marketing		•	•		•
76	No. of new sponsors/partners	Marketing		•			•
77	Percentage of recurring sponsors or partners	Marketing		•			•
78	No. of digital and/or hybrid fairs held	Digital production of fairs/events. On-site production at trade fairs/events		•	•		•
79	No. of projects abroad	Marketing	•	•	•		•
80	No. of own fairs with international character	Marketing	•	•	•		•
81	Total no. of public events held per year	Stakeholder needs and expectations		•	•		•
82	Average occupancy rate of halls per year	On-site production of trade fairs/events: preparation, holding and dismantling of trade fairs/events		•			•
83	Hall turnover rate per year	On-site production of trade fairs/events: preparation, holding and dismantling of trade fairs/events	•	•			•
84	Percentage of fairs meeting or exceeding budget	Strategic definition of trade fair/event, follow-up and launch of trade fair/event		•			•
85	Increase in average selling price compared to previous year (%)	Strategic definition of trade fair/event, follow-up and launch of trade fair/event		•			•
86	Increase in sponsorship turnover compared to previous year (%)	Marketing	•	•			•
87	Increase in service turnover compared to previous year (%)	Marketing	•	•			•
88	Increase in turnover of external events compared to previous year (%)	Marketing	•	•			•

(continued)

No.	Indicator	Process	Key results table	Process Scorecard	Culture Scorecard	Sustainability Scorecard	Business Scorecard
89	Increase in overall turnover compared to previous year (%)	Economic and financial management. Strategic planning	•	•	•		•
90	Increase in revenue from concerts, festivals and shows (%)	Economic and financial management. Strategic planning	•	•			•
91	Digital revenue growth (%)	Economic and financial management. Strategic planning	•	•			•
TEMP.	Budget compliance (EBIDTA). (YES/NO)	Economic and financial management. Strategic planning	•	•			•
TEMP.	No. of people trained in leadership	People management	•	•	•	•	•
TEMP.	No. of hours of training/person in leadership	People management	•	•	•	•	
TEMP.	No. of accessibility training hours	People management	•	•	•	•	
TEMP.	No. of persons trained on sexual harassment	People management. Self-protection	•	•		•	
TEMP.	No. of people trained in business continuity planning	People management	•	•		•	•
TEMP.	Degree of compliance with milestones in implementation of the internal control system	General Secretariat	•	•		•	

08.

**Table of
contents.**

08. Table of contents.

Table of contents.

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

General areas.

Scope(s)	Reporting framework	Reference (paragraph)	Comments/ Reason for omission
Business model	Description of the business model: Business environment. Organisation and structure. Markets in which it operates. Goals and strategies. Main factors and trends that may affect its future development.	GRI 2-1 Organisational Details GRI 2-2 Entities covered by sustainability reporting GRI 2-6 Activities, value chain and other business relationships GRI 2-23 Commitments and policies	Paragraphs 1.1, 1.2, 1.3 and 1.4, 1.5: pages 2-8 Annexes 1,2,3,4 and 5: pages 118-128
Policies and policy outcomes	Description of the policies applied by the group and the outcome of those policies, including relevant non-financial key performance indicators.	GRI 2-23 Commitments and policies GRI 2-24 Incorporation of commitments and policies	Paragraph 1.6: pages 8-15 Annex 7: pages 134-141
Major risks and impacts identified	Major risks related to these issues and related to the group's activities, including, where relevant and proportionate, its business relationships, products or services that may have an adverse effect on these areas.	GRI 3-3 Management of material issues	Paragraph 1.6: pages 8-15 Annex 6: pages 129-135

Environmental issues.

Scope(s)	Reporting framework	Reference	Comments/ Reason for omission
Environmental management	Current and expected impacts of the company's activities.	GRI 3-3 Management of material issues	Paragraph 2.1: pages 16-28 Annex 3: page 123
	Environmental assessment or certification procedures .	GRI 2-23 Commitments and policies Act 26/2007 on Environmental Responsibility (if applicable)	
	Dedicated resources for the prevention of environmental risks.		
	Application of the precautionary principle .		
	Amount of provisions and guarantees for environmental risks.		
Pollution	Measures to prevent, reduce or remediate carbon emissions (also includes noise and light pollution).	GRI 3-3 Management of material issues	Paragraph 2.2: pages 28-32
Circular economy and waste prevention and management	Measures for waste prevention, recycling, reuse, and other forms of waste recovery and disposal.	GRI 3-3 Management of material issues GRI 306-3 (2020) Waste generated	Paragraph 2.3: pages 32-38
	Actions to fight food waste.	GRI 3-3 Management of material issues	Paragraph 2.3: pages 32-38
Sustainable use of resources	Water supply and use according to local constraints.	GRI 3-3 Management of material issues GRI 303-3 Water abstraction	Paragraph 2.4: pages 38-44
	Use of raw materials .	GRI 3-3 Management of material issues GRI 301-1 Materials used, by weight or volume	
	Direct and indirect energy use .	GRI 302-1 Energy use within the organisation	
	Measures taken to improve energy efficiency.	GRI 3-3 Management of material issues	
	Use of renewable energies .	GRI 302-1 Intra-organisational energy use	
Climate change	Main elements generating GHG emissions.	GRI 305-1 Direct GHG Emissions (scope 1) GRI 305-2 Indirect GHG emissions related to energy use (scope 2)	Paragraph 2.5: pages 44-49
	Measures taken to adapt to the consequences of climate change.	GRI 3-3 Management of material issues	Paragraph 2.5: pages 44-49
	Reduction targets set voluntarily.	GRI 3-3 Management of material issues	Paragraph 2.5: pages 44-49
Biodiversity protection	Measures taken to preserve or restore biodiversity.	GRI 3-3 Management of material issues	Paragraph 2.6: pages 49-50
	Impacts caused by activities or operations in protected areas.		

Scope(s)	Reporting framework	Reference	Comments/ Reason for omission
Employment.	Total number of employees and distribution by gender, age, country and professional category.	GRI 2-7 Employees GRI 405-1 Diversity in Personnel and Governing Bodies	Paragraph 3.1: pages 51-59
	Total number and distribution of types of employment contracts.		Paragraph 3.1: pages 51-59
	Annual average of permanent, temporary and part-time contracts, broken down by gender, age and professional category.	GRI 2-7 Employees	Paragraph 3.1: pages 51-59
	Number of dismissals broken down by gender, age and professional category.	Internal framework: quantitative information obtained from personal files	Paragraph 3.1: pages 51-59
	Pay gap.	Internal framework: the calculation has been carried out using the following formula: (average female wage - average male wage) / average female wage	Paragraph 3.1: pages 51-59
	Average pay by gender, age and professional category.	Internal framework: average pay (includes total remuneration for the year, fixed salary and all variable remuneration items (allowances, indemnities, payment to savings schemes, etc.) earned during the year	Paragraph 3.1: pages 51-59
	Average pay of directors by gender.	—	There are no directors
	Average pay of managers by gender.		Paragraph 3.1: pages 51-59
	Implementation of right to disconnect policies .	GRI 3-3 Management of material issues	Paragraph 3.1: pages 51-59
Employees with disabilities.	Internal framework: quantitative information obtained from personal files	Paragraph 3.1: pages 51-59	
Work organisation	Organisation of working hours.	GRI 3-3 Management of material issues	Paragraph 3.2: pages 59 and 61
	Number of hours of absence for work.	Internal framework: quantitative information obtained from the Soft Machine presence manager tool	Paragraph 3.2: pages 59 and 61
	Measures aimed at enabling a work-life balance and encouraging the co-responsibility and co-parenting by both parents.	GRI 3-3 Management of material issues	Paragraph 3.2: pages 59 and 61

(continued)

Scope(s)	Reporting framework	Reference	Comments/ Reason for omission
Health and safety	Health and safety conditions at work.	GRI 403-1 Occupational health and safety management system	Paragraph 3.3: pages 61-62
	Number of accidents at work and occupational diseases broken down by gender, frequency and severity rate by gender.	GRI 403-9.a Work-related injuries Frequency rate = no. of accidents involving sick leave x 1,000,000 / no. of hours worked (excluding accidents on the way to work) Severity rate = no. of days lost x 1,000,000 / no. of hours worked (excluding accidents on the way to work)	Paragraph 3.3: pages 61-62
Social relations	Organisation of social dialogue.	GRI 3-3 Management of material issues	Paragraph 3.4: pages 62-63
	Percentage of employees covered by collective agreements by country.	GRI 2-30 Collective agreements	
	Review of collective agreements, particularly in the field of health and safety at work.	GRI 3-3 Management of material issues	
	Mechanisms and procedures 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	Paragraph 3.4: pages 62-63
Training	Policies implemented in the field of training.	GRI 404-2-a Employee skills enhancement programmes and transition assistance programmes	Paragraph 3.5: pages 63 and 65
	Number total hours of training by professional category.	Internal framework: quantitative information extracted from the Epsilon tool (PR training)	
Universal accessibility for persons with disabilities.		GRI 3-3 Management of material issues	Paragraph 3.6: pages 65-66
Equality	Measures taken to promote equal treatment and equal opportunities for women and men.	GRI 3-3 Management of material issues	Paragraph 3.7: pages 66-70
	Equality plans and measures taken to promote employment, protocols against sexual and gender-based harassment.	GRI 3-3 Management of material issues GRI 2-23 Commitments and policies	
	Integration and universal accessibility of persons with disabilities.	GRI 3-3 Management of material issues	
	Policy against all forms of discrimination and, where appropriate, diversity management.	GRI 3-3 Management of material issues GRI 2-23 Commitments and policies	

Information on respect for human rights.

Scope(s)	Reporting framework	Reference	Comments/ Reason for omission
Implementation of human rights due diligence procedures.	GRI 2-26 Mechanisms for seeking advice and raising concerns GRI 3-3 Management of material issues	Paragraph 4: pages 71-73	
Prevention of risks of human rights abuses and, where appropriate, measures to mitigate, manage and redress any possible abuses.	GRI 3-3 Management of material issues GRI 2-23 Commitments and policies GRI 2-26 Mechanisms for seeking advice and raising concerns	Paragraph 4: pages 71-73	
Complaints for cases of human rights violations.	Internal framework: quantitative information on the number of complaints extracted from the complaints channel tool	Paragraph 4: pages 71-73	
Promotion and enforcement of the provisions of the ILO fundamental instruments related to freedom of association and the right to collective bargaining, elimination of discrimination in employment and occupation, the elimination of forced or compulsory labour and the effective abolition of child labour.	GRI 3-3 Management of material issues GRI 2-23 Commitments and policies	Paragraph 4: pages 71-73	

Information relating to the fight against corruption and bribery.

Scope(s)	Reporting framework	Reference	Comments/ Reason for omission
Measures taken to prevent corruption and bribery.	GRI 2-25 Processes to remediate negative impacts GRI 2-23 Commitments and policies GRI 2-26 Mechanisms for seeking advice and raising concerns	Paragraph 5: pages 73-75	
Measures to fight money laundering.	GRI 2-25 Processes to remediate negative impacts GRI 2-23 Commitments and policies GRI 2-26 Mechanisms for seeking advice and raising concerns	Paragraph 5: pages 73-75	
Contributions to foundations and non-profit organisations.	Internal framework: quantitative information extracted from the SAP tool	Paragraph 5: pages 73-75	

Corporate information.

Scope(s)	Reporting framework	Reference	Comments/ Reason for omission
Corporate commitments to sustainable development	Impact of the company's activity on employment and local development.	GRI 3-3 Management of material issues	Paragraph 6.1: pages 76-93
	Impact of the company's activity on local populations and on the territory.	GRI 3-3 Management of material issues	—
	Relations with local community stakeholders and paths of dialogue.	GRI 3-3 Management of material issues	Paragraph 6.3: pages 94-117
	Partnership or sponsorship actions.	GRI 3-3 Management of material issues GRI 2-28 Membership of associations Internal framework: description of partnership or sponsorship actions	Paragraph 6.3: Partnerships. Pages 113-117
Subcontracting and suppliers	Inclusion of social, gender equality and environmental issues in the procurement policy.	GRI 3-3 Management of material issues GRI 2-6 Activities, value chain and other business relationships GRI 2-24 Incorporation of commitments and policies	Paragraph 6.2: pages 93-94
	Consideration in relations with suppliers and subcontractors of their social and environmental responsibility.		
	Monitoring and auditing systems and audit results.		
Consumers	Measures for the consumer health and safety protection.	GRI 3-3 Management of material issues	Paragraph 6.1: pages 16-19, 90-94
	Complaint systems.	Internal framework: information on the management of suggestions, complaints and claims (audited procedure ISO 9001) GRI 2-25 Processes to remediate negative impacts	Paragraph 6.1: pages 90-93
	Solution of received complaints.	GRI 2-25 Processes to remediate negative impacts Internal framework: quantitative information on the management of suggestions, complaints and claims (audited ISO 9001 procedure)	Paragraph 6.1: pages 90-93

(continued)

Corporate information (continued).

Scope(s)	Reporting framework	Reference	Comments/ Reason for omission	
Tax information	Profits on a country-by-country basis.	Paragraph 6.4: page 117		
	Profit tax .			Internal framework: information on the refundable balance of the corporate income tax settlement
	Subsidies subsidies received.			Internal framework: information on non-receipt of public subsidies

Published by
IFEMA MADRID

Editorial management
IFEMA MADRID, Communication
and Marketing Department

Layout
www.cegeglobal.com

© IFEMA MADRID

**Feel the
Inspiration.**

IFEMA MADRID Recinto Ferial
Avenida del Partenón, 5
Madrid. Spain

ifema.es

