

# Firenze fiera

## Sustainability Report 2023

# Index

<i>Letter to the stakeholders</i>	4
<i>Methodological note</i>	7
<b>1.0 Identity and values</b>	<b>08</b>
1.1 Our history, our venues	11
1.2 Our dedication, our values	16
1.3 Our value chain	18
<b>2.0 Ethical and transparent governance</b>	<b>22</b>
2.1 Our corporate structure	24
2.2 Our corporate governance model	26
2.3 Our organisational structure	28
2.4 The Organisation, Management and Control Model	30
2.5 Data protection and protection of privacy	33
2.6 Information to protect lawfulness, integrity and the prevention of corruption	34
2.7 Our integrated management system	36
<b>3.0 Sustainability strategy and Business model</b>	<b>38</b>
3.1 Our business strategy	40
3.2 Our stakeholders and their engagement	41
3.3 The materiality analysis	46
3.4 Our impacts	52
<b>4.0 Events</b>	<b>58</b>
4.1 Our events	64
4.2 Indirect exhibitions and third-party events	78
4.3 Congresses	79
4.4 Cultural Events	80
<b>5.0 Firenze Fiera and people</b>	<b>82</b>
5.1 Workforce composition	84
5.2 Inclusion and equal opportunities	90
5.3 Recruitment	94
5.4 Training and development programmes	95
5.5 Personnel welfare	98
5.6 The commitment to Occupational Health and Safety	100
5.7 Firenze Fiera for people	103
<b>6.0 The creation of shared value</b>	<b>104</b>
6.1 Developments in the exhibition and congress market	106
6.2 Summary of economic and financial performance	107
6.3 Value generated and distributed by Firenze Fiera	109
6.4 Procurement practices	111
6.5 Investments in infrastructure	112
<b>7.0 The ecological footprint</b>	<b>114</b>
7.1 Energy consumption	117
7.2 Emissions	120
7.3 Water	122
7.4 Waste	124
<b>ANNEX I</b>	<b>128</b>
<b>The GRI Content Index</b>	

# Letter to the stakeholders

Dear Stakeholders,

with an acceleration in its exhibition and congress activities, in this first half of 2024 **Firenze Fiera** has consolidated its position as a key player for the development of companies' business and a strategic driver in the large-scale events industry, despite an international context that is still complex and characterised by ongoing wars, the consequent fluctuation in raw materials prices and uncertainty in the events market.

The acquisition, in December 2023, of **ISO 20121 (Event Sustainability Management System)** certification, made the company one of the first Italian exhibition centres to be awarded this important 'good event management' acknowledgement, by also involving its customers in the responsible management of the social, economic and environmental impacts generated by their event.

Remaining on the topic of sustainability, Firenze Fiera has been certified in accordance with **ISO 45001 (Occupational Health and Safety Management System)** since March 2017 and in January 2019 it obtained **ISO 14001 (Environmental Management System)** certification, which endorses confidence in the ability of the Florentine exhibition centre to fulfil its environmental policy and comply with laws in order to limit pollution and continuously improve performance.

Among the main activities implemented on the circular economy front, we successfully furthered our **#werecycle** environmental and social sustainability programme, which involves all the events held on our premises. This scheme entails the application of 'good practices' concerning aspects such as waste management with as much as 74% of waste being sorted for recycling, the collection and donation of surplus food through the 'Food for Good' project, the green catering service, the reuse of discards and pruning waste from the centuries-old trees in the grounds of Villa Vittoria and the choice of locally-sourced natural products for corporate gifts.

Firenze Fiera has also undertaken not only a process to considerably improve services for accessibility to its physical facilities but also a digital accessibility project to remove digital barriers from the [firenzefiera.it](http://firenzefiera.it) website and the use of tactile maps inside Palazzo degli Affari, which has been completely revamped in accordance with environmentally-sustainable principles. These include using energy from renewable sources and reducing indoor electromagnetic pollution, assets that are also at the basis of the design and ongoing construction of the new Bellavista Pavilion at Fortezza da Basso.

Furthermore, since May 2023, the company has been purchasing energy from renewable sources from ENEL. Lastly, we would like to recall Firenze Fiera's constant commitment to the training of its personnel, as testified by the 304 hours of training delivered to our employees in 2023 on topics such as sustainability culture, safety and first aid, as well as specialist training initiatives. The actions described put in place in the interests of sustainability have the purpose of forging a new business model and values that Firenze Fiera believes in and intends to pursue.

Florence, 6<sup>th</sup> November 2024

The chairman  
**Lorenzo Becattini**



## Methodological note

In 2024, **Firenze Fiera** has renewed its commitment to promote sustainability culture by voluntarily publishing its third Sustainability Report.

In 2024, Firenze Fiera has renewed its commitment to promote sustainability culture by voluntarily publishing its third Sustainability Report. The aim of this Report is to facilitate a transparent dialogue with all our stakeholders, based on mutual trust and cooperation. Within a context characterised by complex challenges, Firenze Fiera SpA acknowledges the importance of integrating sustainability into its commercial strategies and operations, as it is one of the essential keys to the future and success of the company. The Report was prepared as a joint effort involving various corporate functions and was approved on 6<sup>th</sup> november 2024.

### Scope of the Report

The scope of the Report includes the company's head office and its operational premises, which consist in the exhibition and conference venues in Florence, namely Fortezza da Basso, Palazzo dei Congressi and Palazzo degli Affari. The Report covers 2023 and all the data provided refer to the financial year that closed on 31 December 2023.

### Process and indicators

The Report was drawn up in compliance with the GRI Sustainability Reporting Standards issued by the Global Reporting Initiative in accordance with the principles of accuracy, balance,

clarity, comparability, completeness, the sustainability context, timeliness and verifiability.

As far as the selection of the topics to be addressed in the report is concerned, the materiality analysis was updated in line with the provisions of the 2021 GRI Standard 3: Material topics. The process is described in detail in section 4.3 of this report. All the material topics are reported on in this document and supported by quantitative and/or qualitative data. In order to ensure the reliability of the information, directly-measurable parameters were used, and estimates were avoided wherever possible. The main aim is to provide reliable and accurate information, so as to facilitate the comprehension of the company's performance and sustainability.

The information provided in a descriptive manner in the text is accompanied by an analytical counterpart in the relevant tables and is presented, as far as possible, in a time series with reference to the 2021-2023 three-year period, to provide a picture of the development of the information reported over time.

### Appendix

There were no significant restatements of the information reported in previous years. However, following the reprocessing of the calculation of the workforce by professional category (Senior

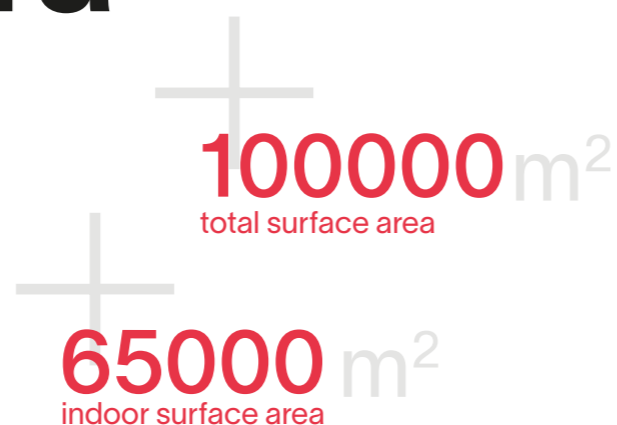
management, Middle Management, White collars, Blue collars, Apprentices), reported in section 2.6 'Information to protect lawfulness and integrity and prevent corruption', more specifically in the table entitled 'Communication and training about anti-corruption policies and procedures', minor changes were made to the partial data for 2022 and 2021 that did not affect the overall results; in section 6.3 'Value generated and distributed by Firenze Fiera', it should be pointed out that the economic value distributed to the Public Administration for 2022 was updated, following a review of the data.

Requests for clarification and/or further information on the contents of this Report may be sent to: [sustainability@firenzefiera.it](mailto:sustainability@firenzefiera.it)

**Identity  
and values**

**1.0**

# Firenze Fiera



**Firenze Fiera - Congress & Exhibition Centre is the main reference point for the management of facilities dedicated to events, congresses, meetings, trade fairs and exhibitions in Florence. With its experience and professional expertise, it offers high-quality venues and services to ensure the success of any event, thereby consolidating its leadership in the industry.**

# Our history, our venues

# 1.2

**Firenze Fiera specialises in the design and management of high-quality exhibition facilities for hosting and organising prestigious events of all kinds and sizes.**

Its customers are provided with a vast range of services and state-of-the-art technological solutions. Our highly-qualified and specialised staff are able to offer assistance at every stage of an event, from its initial design through to its set-up and staging.

Located in the heart of Florence, the Firenze Fiera Congress & Exhibition Centre, is the largest exhibition centre in Tuscany, with a total surface area of 100,000 square metres, of which 65,000 square metres are indoors.

**It includes Fortezza da Basso with 55,000 m<sup>2</sup> of indoor space, Palazzo dei Congressi with a capacity of 1,500 seats and an auditorium seating 1,000 guests and Palazzo degli Affari, a multi-purpose facility covering more than 4,000 m<sup>2</sup> and with a capacity of 1,300 people.**

Its privileged position and the allure of the venues blending historical and

contemporary architecture make it unique in the world exhibition and congress landscape. The strategic location of Firenze Fiera makes it easy to reach and, therefore, ideal for hosting any kind of event. Its central position ensures easy access to the main transport systems, as it is a mere 200 metres from Santa Maria Novella railway station and 4 km from Amerigo Vespucci Airport, as well as being close to the city's main attractions and shopping areas.

Every year, Firenze Fiera hosts major exhibitions, making it a leader in the men's fashion, fine craftsmanship and education sectors. It also hosts prestigious national and international conventions and congresses, particularly in the medical, scientific, IT and technological sectors. With the environmentally-sustainable renovation of Palazzo degli Affari, Firenze Fiera has always shown its ability to innovate by looking to the future while preserving the past and giving added value to its historical venues.

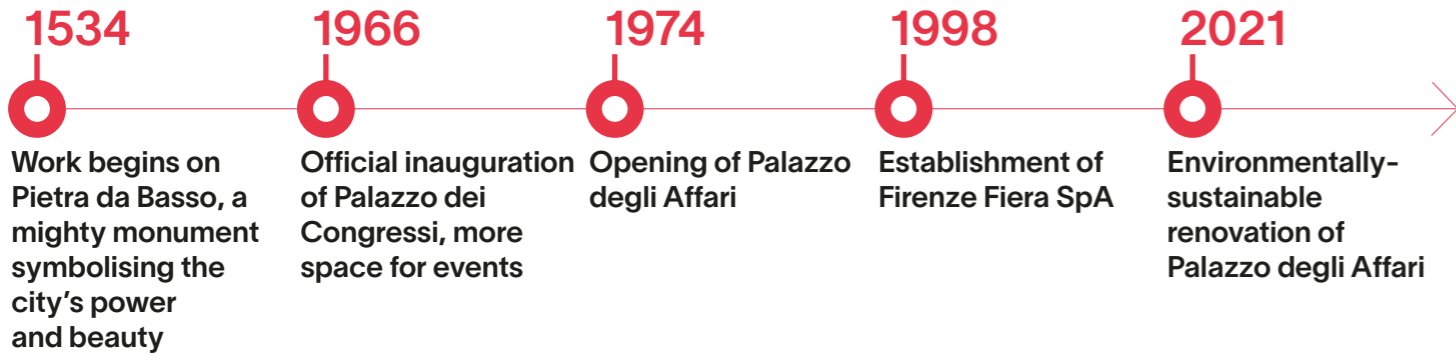
The buildings have been redeveloped to reflect the original visions of their architects, from Antonio da Sangallo the Younger to Pierluigi Spadolini, in the construction of new, modern facilities that blend with the historical elements. In 2021, Palazzo degli Affari, which reopened in July 2022, was renovated with HBIM technology, thereby improving its energy efficiency and environmental sustainability.

In 1997, Tuscany Regional Authority, Florence City Council and Florence Chamber of Commerce decided to merge their exhibition and congress businesses to form a single company, resulting, on 21 December 1998, in the creation of Firenze Fiera, a major new player whose objective was to manage exhibition and congress events, promote economic and social activities and carry out many other related activities of value to its local community. In 2003, the company adopted its current name, Firenze Fiera.

In December 2021, following Tuscany Regional Authority's Budget Law, Firenze Fiera became a publicly owned company without effective public control.

Firenze Fiera is a one-of-a-kind company: its versatile facilities, which masterfully blend historical and modern architecture, are the true heart of the entire complex. The imposing 16th century Fortezza

da Basso, the elegant Palazzo dei Congressi located at Villa Vittoria and the modern Palazzo degli Affari offer versatile venues that enhance tradition, giving it an always new and fascinating face. Every event becomes a unique and unforgettable experience, in a setting in which past and present interact harmoniously, to create an evocative and unrepeatably atmosphere.



# Fortezza da Basso

Where history and innovation meet



Fortezza da Basso is one of the largest fortified complexes built during the Renaissance period. It is an historical symbol and an important example of the era's military architecture. Alessandro de' Medici, the first Duke of Florence, ordered its construction in 1534, entrusting the project to Antonio da Sangallo the Younger and Pierfrancesco da Viterbo.

Throughout its history, the fortress not only served defensive functions, it was also the temporary residence of the Medici family. Over the centuries, Fortezza da Basso was occupied several times: during the Second World War, it was commandeered by German troops for military purposes, and following the Unification of Italy in 1861, the 'Medicean Fortress' maintained its military function, until 1865, when it was acquired by the Kingdom of Italy. This long period of military use reflects the strategic importance of the structure in Florence's historical context and in Italy.

The transformation of Fortezza da Basso into a modern exhibition and congress centre preserved its historical importance by merging its Renaissance architectural heritage with the contemporary needs of an event venue.

## Villa Vittoria

Historical elegance and modern innovation



Villa Vittoria was built between 1886 and 1891 to designs by Gerolamo Passeri, a pupil of the architect Giuseppe Poggi, and commissioned by Marquis Massimiliano degli Strozzi of Mantua.

The villa features a monumental staircase leading from the ground floor to the piano nobile, a gallery with reception rooms, lunette vaults on the ground floor, decorated coffered ceilings on the first floor, marble and terracotta mosaic floors, stone doorways with marble inlays, elegant coats of arms, wrought-iron gates and polychrome painted glass windows.

Over the years, Villa Vittoria has undergone several transformations and changes of ownership. In 1931, it was bought by an art dealer, Count Alessandro Contini Bonacossi. Later, in 1964, it was passed over to the Florence Tourism Agency, which converted it into the International Congress Centre. Villa Vittoria, home to Palazzo dei Congressi, is set in grounds with centuries-old trees and offers elegant and technologically-advanced facilities for hosting

events and congresses of various types, including a 1000-seater Auditorium and a futuristic amphitheatre with a vast opening onto the grounds, all elements that make it one of the most attractive and prestigious venues in Florence.

## The new Palazzo degli Affari

An icon of sustainability and innovation in the heart of Florence



Designed by the architect Pierluigi Spadolini, Palazzo degli Affari was inaugurated in 1974 and is a remarkable example of the modern Italian architecture of the 1970s.

With its essential and functional lines, the building stands out from the traditional Florentine architectural landscape, characterised by historical and Renaissance buildings.

Between 2021 and 2022, Palazzo degli Affari was revamped with a renovation that was carried out in collaboration with Politecnica and architect Elio Di Franco, Consilium for the utilities part and architect Riccardo Chiti for energy-related aspects.

The project favoured the use of renewable resources that ensured high standards with regards to the maintenance, durability and replaceability of the elements, as well as their compatibility. The major assets of this renovation can be summarised as follows: 46% of the energy produced is from renewable sources, there has been a reduction in indoor electromagnetic pollution,

CO<sub>2</sub> level detectors were installed to monitor air quality and the rooms are 100% soundproof. The furnishings of the building were also designed in accordance with minimal environmental criteria to promote sustainability.

The renovation work enhanced the value of the complex and transformed it into a sought-after venue for prestigious events. This has helped to improve the company's image and offer a high-quality experience to visitors and event organisers alike.



# Our dedication, our values

## 1.2

### A strong commitment to safety and environmental sustainability

Safety and environmental protection are at the heart of the operations of Firenze Fiera, which focuses the greatest attention on preserving the environment and ecosystem in which it operates, by adopting sustainable policies and practices in all its activities. Through the #WeRecycle programme, every event hosted in the exhibition and congress centre is designed to minimise its environmental impact, through a strong commitment in the management and recycling of raw materials, in the collection and donation of surplus food and in the promotion of 'green' catering services.

### Sustainable mobility for an environmentally-friendly experience

Firenze Fiera is committed to raising awareness concerning the importance of sustainable mobility, and offers tangible solutions for reducing the use of private vehicles and the resulting emissions. The company encourages the use of public transport, cycling and walking, thereby helping to protect the environment and improve the environmentally-friendly experience of trade fair participants. The exhibition and congress centre is easy to reach on foot, allowing guests to reach events conveniently while enjoying the wonders of the city on the way. The complex is well served by the tram system, which not only has the advantage of zero emissions, it is also one of the most convenient ways to get around the city. Other sustainable travel options include hiring bicycles or using the city's bike sharing services.

### A driver of economic development and cultural inclusion

Firenze Fiera is committed to being a driver of local economic development, by making a positive contribution to the supply chain and promoting commercial, cultural and tourism-related activities. Its integration into the urban fabric facilitates a dynamic interaction between trade fair events and the city as a whole, offering advantages to both sector professionals and the general public as a result. This close connection with the cities give visitors the opportunity to live an immersive experience in the rich history, art and culture of Florence.

In addition to supporting the economy, Firenze Fiera focuses on promoting the interaction between the different cultures in the area, by fostering the exchange of ideas, cooperation and mutual growth. The company is committed to creating shared value by focusing on the socio-economic and environmental aspects of its operations and maintaining an ongoing dialogue with the resident community. The impact of the events it hosts on the local area is also expressed through the organisation of cultural initiatives in cooperation with local and international institutions. To this end, the company has established a "Department of Economics and Culture" in its organizational structure, aiming to provide a new strategic vision by creating cultural events in partnership with local and national institutions. This new operational model seeks to create value and foster a stronger integration with the city's community and surrounding area. With the aim of promoting the principles of multiculturalism and inclusivity, Firenze Fiera has supply agreements in place with companies that favour the occupational inclusion of people with disabilities or belonging to other vulnerable categories, thereby demonstrating a strong commitment to a fairer and more equal economy.

### Sustainable innovation for a positive future

Firenze Fiera makes sustainability a value of paramount importance in its business strategy and integrates it into major corporate processes by innovating its services, digitising processes and conducting research into strategic markets. The company invests in the creation of state-of-the-art events and services, by adopting cutting-edge digital technologies to enhance user experiences, strengthening alliances, financing and aid funds to expand its presence, while guaranteeing a positive impact on the local area and community.

### Inclusivity and accessibility for all visitors

Firenze Fiera is committed to ensuring an inclusive and accessible experience for everyone, by promoting equal access to its trade fairs and congresses. Dedicated aids and services are provided to facilitate the participation of people with disabilities, with separate entrances and parking facilities to ensure convenient and easy access. The venues are continuously assessed and improved to increase their accessibility and they are provided with Braille signage to facilitate the orientation of people with sight disabilities. The connecting ramps have been optimised to ensure easy wheelchair access.

In addition to the architectural measures, Firenze Fiera offers supplementary services to improve the comfort of users with disabilities, including assistance and accompaniment, reserved seats in the front rows to allow users to see and hear better, wheelchair hire and specific information on the parking facilities reserved for EU Disability Card holders. A contact person dedicated to the complex's accessibility is on hand to provide further information and assistance, to ensure a positive and inclusive experience for all our visitors.

### A harmony of tradition and innovation in the heart of history

Since its establishment, Firenze Fiera has placed the conservation of its artistic heritage at the centre of its commitments. The company has always given priority to the preservation and enhancement of its venues, by adopting a sensitive approach that merges historical architecture with state-of-the-art modern facilities. This approach not only emphasises the solidity and timeless allure of the pre-existing buildings, it also helps to keep the historical and artistic heritage of the place alive. Firenze Fiera has embraced a philosophy that combines the modernity of the new constructions with a deep respect for the past, to create a harmonious dialogue between tradition and innovation. This blending of historical and modern pays homage to Florence's cultural and artistic riches, offering visitors a unique experience that combines the charm of the past with the comforts and technologies of the present. The resulting synergy is a tribute to the historical heritage of the city, by allowing everyone to enjoy an environment that celebrates history as much as it does innovation.

# Our value chain

# 1.3

**Firenze Fiera is committed to stimulating the economic and cultural development of the Region by organising exhibitions, congresses and other events.**

**The company offers a vast range of innovative services and venues, necessary for the staging and success of the event, thereby helping to give value to the local area and promote its unique features. With its strong commitment to sustainability, Firenze Fiera is adopting strategies and actions that involve the entire value chain, by expanding its range of action outside the confines of the company, to include both suppliers and customers.**

The acknowledged activities of Firenze Fiera include:

- **Curating events, promotional and publicity exhibitions, congresses and social and cultural initiatives**, for which Firenze Fiera can rent its venues and areas to third-parties, in order to encourage and improve the touristic, economic and cultural development of the area.
- **Staging and organising events and exhibitions both on its own behalf and on behalf of third-party and partners**, in accordance with contracts and agreements and by guaranteeing that all activities and operations will be carried out in a cost-effective manner.
- **Preserving and enhancing the real estate and moveable assets** used in order to optimise and increase their effectiveness for exhibition and congress activities.
- **Organising and offering the services that are essential for organising the above-mentioned events and initiatives, including catering services.**
- **Curating exhibitions and offering related services when appointed to do so by other entities and associations** that have venues suited to the purpose.

The role of Firenze Fiera for Tuscany goes beyond the simple management and organisation of events:

**Management of historic and cultural assets**

Fortezza da Basso is an historical building dating from the era of the Medici family, and located in the heart of Florence, in which Renaissance architecture blends harmoniously with modern technologies. This imposing complex is one of the exhibition venues managed by Firenze Fiera and offers a unique setting for high-profile events and gatherings.

**Strategic importance for the local high-end fashion industry**

Firenze Fiera is crucially important for the high-end fashion industry, particularly thanks to events such as Pitti Uomo, the most important Pitti Immagine event. This twice-yearly event is of worldwide importance for men's fashion and makes a considerable contribution to the visibility and prestige of Florence's local industry.

**Investments in renovations and improvements**

In 2023, Firenze Fiera planned a series of investments to improve and modernise its facilities as a continuation of the work commenced in 2019. The work includes restoration and redevelopment, the expansion of the exhibition spaces, the implementation of innovative and sustainable technologies and the optimisation of the event and congress areas.

**200M euros of economic impact in the city**

Not only do Firenze Fiera and its events enhance the city's economic and cultural panorama, they are also a fundamental driver for the tourism industry. It is estimated that the events organised generate approximately 330.000 participants/visitors at Fairs and Congresses and contribute to a 140% increase in hotel bookings and a 126% increase in the demand for non-hotel facilities. 2024 is expected to follow a similar or even more positive trend thanks to the high-profile events scheduled for the year.

**The trade fair market**

According to the UFI's 32nd Global Exhibition Barometer, Italy's trade fair market has rallied well. Revenue for 2023 reached 110% of the 2019 levels, showing a full recovery following the slump generated by the COVID-19 pandemic. Furthermore, the forecasts for 2024 are extremely positive, with a further 15% growth in revenue compared to 2019.

The Firenze Fiera Value Chain

**Analysis and development**

- Survey of the specific necessities and requirements of the exhibition and congress market.
- Creation of innovative services to meet new needs effectively.
- Review of emerging sector trends to act ahead of and adapt to changes.

**Identification and hire of areas and spaces suitable for events**

- Optimisation of venues in order to manage spaces in an effective manner and ensure their functional and appropriate management.

**Event organisation**

- Organisation of exhibitions, events and congress initiatives.
- Cooperation with partners and third-party entities for the joint staging of third-party events.
- Conclusion of event organisation contracts and agreements.

**Provision of essential services**

- Auxiliary services that are indispensable for staging events, including catering and logistical and technical support.
- Assurance of high quality and professional expertise in the provision of all services.
- Customisation and adaptation of services to meet the specific requirements of each event.

**Valorisation of real estate and moveable assets**

- Preservation and improvement of the real estate used for exhibition and congress activities.
- Improvement and upgrading of equipment and infrastructure to increase the productivity and efficiency of operations.

**Commercial Activities**

- Marketing and promotion of commercial activities, including the sale of exhibition space and the promotion of complementary services.
- Financial management of financial transactions associated with exhibition and congress activities.

**Stakeholder relations**

- Establishing connections by building ties with partners, third-party entities, associations and other players.
- Working with public and private entities to encourage the touristic, economic and cultural growth of the local area.



# Ethical and transparent governance

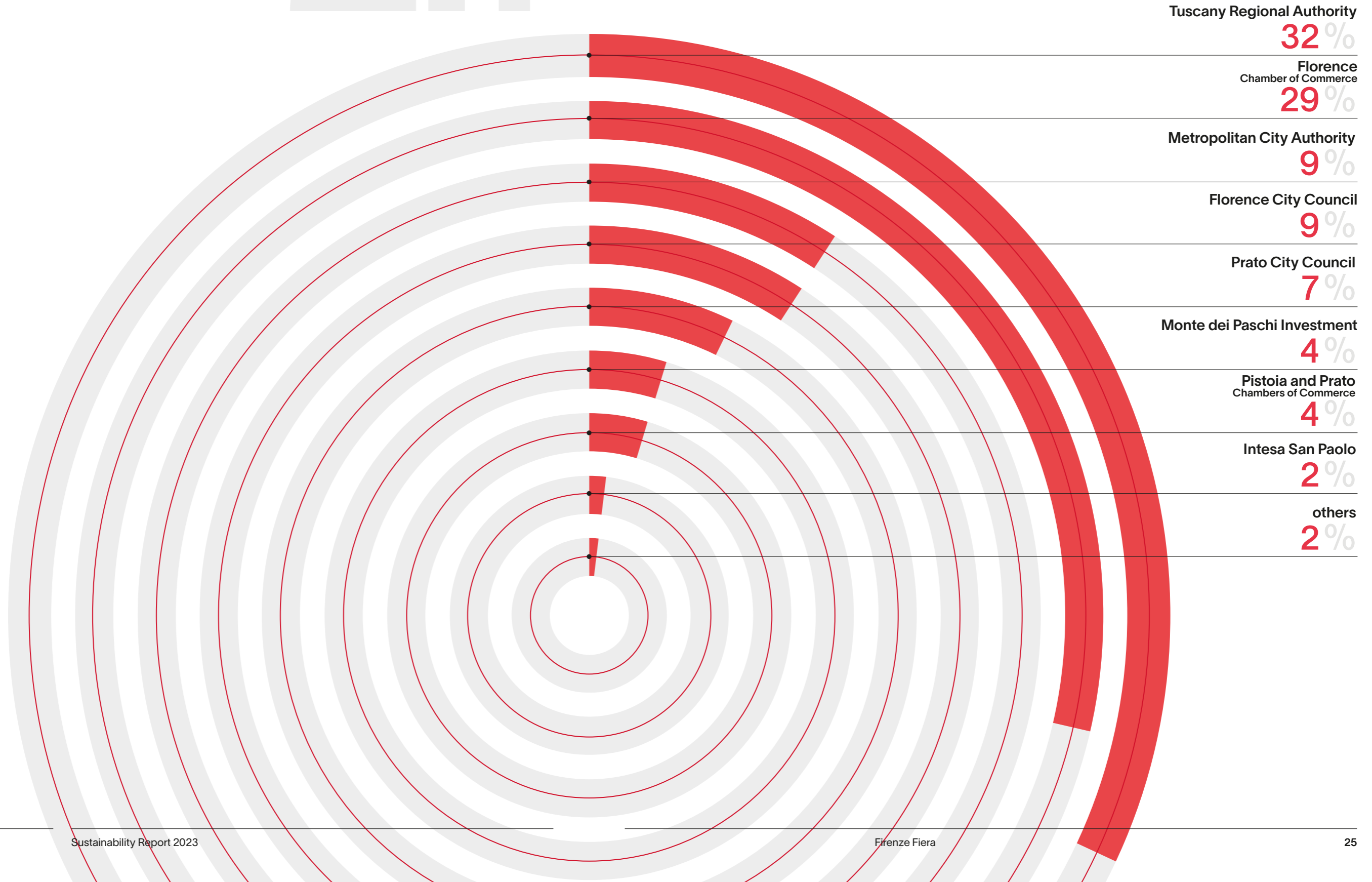
# 2.0

**For Firenze Fiera, transparent governance, ethical integrity and risk prevention are the guiding principles for the creation of sustainable events and responsible management and values it implements through the adoption of an Organisation, Management and Control Model and a Code of Ethics.**

# Our corporate structure

# 2.1

Firenze Fiera is a publicly-owned joint-stock company without effective public control, with a share capital of EUR 21,779,035.84, divided into ordinary shares.



# Our corporate governance model

## 2.2

Firenze Fiera has a traditional governance system, consisting in a Board of Directors, a Board of Statutory Auditors and an Auditing Firm.

More specifically, the governance of Firenze Fiera is divided as follows:

### The Board of Directors

The Board of Directors, the highest governance body, consisting of 3 members (the Chairperson, Deputy Chairperson and one Board Member).

The directors are elected by the Shareholders' Annual General Meeting, hold office for three years and can be re-elected. The current Board of Directors consists of two men and one woman. Firenze Fiera's Board of Directors plays a crucial role in the management of the company, being vested with full powers for both its ordinary and extraordinary management, and has the authority to manage all transactions within the scope of the company's corporate purpose, except those that are peremptorily reserved to the Shareholders' Annual General Meeting. It may also set up advisory or proposal committees in those cases provided for by the law and establish their composition and operation.

**The Chairperson of the Board of Directors, who is appointed by the Board, represents the company vis-à-vis third parties and may appoint attorneys with specific duties.** The Chairperson may not hold any other managerial position within the company.

The remuneration paid to the Board of Directors is set by the Annual General Meeting.

### The Board of Statutory Auditors

The Board of Statutory Auditors plays an important role in the proper management of the company, as it is responsible for supervising compliance with the law and the Articles of Association and ensuring proper organisational and accounting management of the company, as well as its smooth running.

The Board of Statutory Auditors consists of five members: the Chairperson, two regular auditors and two alternate auditors. Its members, who are appointed by the Annual General Meeting, must comply with the criterion of independence and must be registered with the Register of Auditors. The Board of Statutory Auditors consists of 3 women and 2 men. Auditors hold office for three financial periods and can be re-elected; their remuneration is set by the Annual General Meeting. The statutory auditing of accounts, on the other hand, is entrusted, by the Annual General Meeting, to an auditing firm with a three-year appointment, which may be renewed no more than twice.

### The Attorneys

The Attorneys (two), who are appointed by the Chairperson of the Board of Directors, are entrusted, by notarial deed, with specific powers and duties regarding environmental and occupational health and safety matters.

### The Supervisory Body

The Supervisory Body, which is appointed by the Board of Directors, must comply with the criteria of professional expertise, autonomy and independence, in order to ensure that its supervision is effective and objective.

The Body is monocratic and has the specific duty to:

- **monitor** the effectiveness of and compliance with the Organisation Management and Control Model pursuant to Italian Legislative Decree no. 231/2001.
- **ensure** that the Model is continuously updated in line with regulatory developments and organisational changes within the company.
- **report** regularly to the Board of Directors on the activities carried out and any amendments made to the Model.
- **ensure** that the Model is suitable for preventing the risk of offences being committed.

# Our organisational structure

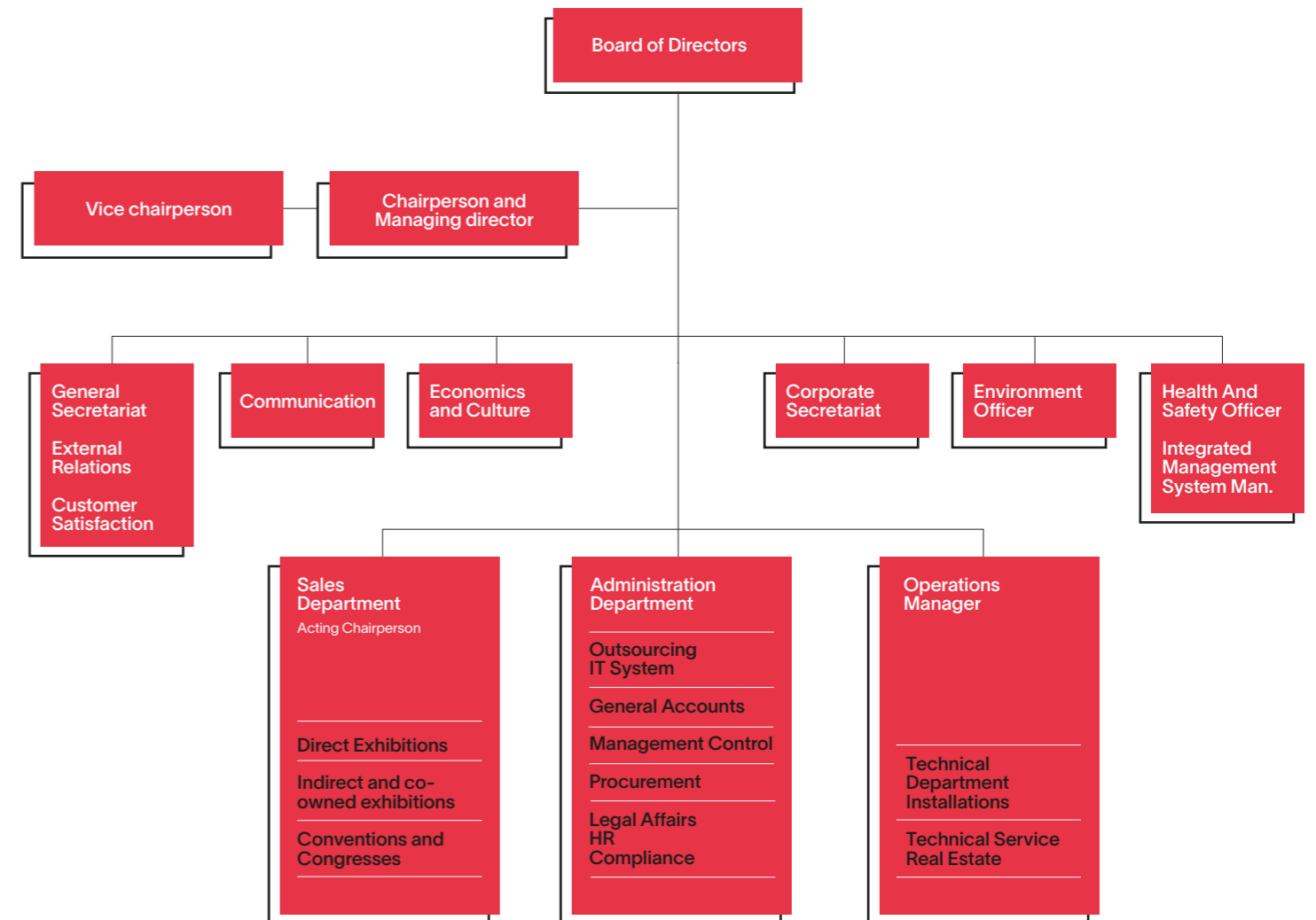
The organisational structure of Firenze Fiera operates with four reporting lines and includes six staff bodies that report directly to the Chairperson of the Board of Directors.

The six staff bodies are:

- Corporate Secretariat
- Health and Safety Officer
- Communication
- General Secretariat
- Economics and Culture
- Environment Officer

The organisation is split into three main functions:

- Operations Area
- Administrative Area
- Commercial Area



NOTE The Vice Chairperson performs coordination activities for MIDA, in concert with the relevant Project Manager, and reports to the Sales Department, which is headed by the Chairperson/Managing Director. The IT system is managed on an outsourcing basis by Quarkomp S.r.l. and reports to the Administration Department. Firenze Fiera S.p.A. holds a 39.83% stake in DFC&VB.

# The Organisation, Management and Control Model

**With a view to preventing the commission of offences, Firenze Fiera has adopted an Organisation Management and Control Model pursuant to Italian Legislative Decree 231/2001.**

**The Model identifies all those company activities and processes that may be exposed to the risk of offences being committed and defines the management and control practices required to prevent unlawful behaviour.**

The purpose of the Model is to set up a structured prevention, dissuasion and control system that applies to employees, corporate bodies, staff, consultants and suppliers, to define specific procedures, policy and guidelines for continuously monitoring and verifying compliance with rules and regulations and to ensure transparency and integrity in administrative activities, in line with the principles of sustainability.

Firenze Fiera has also adopted a penalties system, which is considered essential for ensuring the effectiveness of the Model, aimed at guaranteeing compliance with the measures set forth in it, including the protocols and internal procedures. The Supervisory Body monitors compliance with the Model as well as its appropriateness and effectiveness, and is responsible for updating it in line with company or regulatory changes.

## The Code of Ethics

### The key principles

Firenze Fiera considers the Code of Ethics an important means for disseminating the culture and ethics of the company. The purpose of the Code is to define a system of principles with which anyone acting in the name and on behalf of the company is expected to comply. The Code of Ethics applies to the representatives of the corporate bodies,

employees and external staff and it establishes the principles of conduct to be adopted in dealings with public and private companies, in the management of staff and in relations with the various stakeholders, such as trade union organisations, association, the general public and the media.

### dealings with supervisory bodies

ensuring transparency, completeness and truthfulness of information

### lawfulness

complying with laws and regulations

### service quality

satisfying and safeguarding customers and the community in which one works

### impartiality

refusing any form of discrimination

### market freedom

safeguarding the principles of competition and market freedom

### honesty in the performance of any activity

diligently complying with the applicable laws, the Code of Ethics and internal regulations

### fairness

avoiding all conflict of interest

### value of staff

considering staff an indispensable factor for the success of the company

### confidentiality

ensuring the confidentiality of the information in one's possession and refraining from consulting confidential data





### Relations with public institutions and companies, private companies and other stakeholders

Firenze Fiera maintains its relations with the Public Administration according to the principles of transparency and fairness, by prohibiting offers of money or advantages to civil servants. All acts of courtesy must be of modest value and reported to the Supervisory Body. In its business dealings with private companies, Firenze Fiera encourages conduct characterised by professional fairness, efficiency and

effectiveness and supplier assessments must take into consideration the quality and price of the goods and services offered. The company also avoids all undue pressure on political or trade union exponents. Firenze Fiera is conscious of the economic, social and territorial impact of its activities and collaborates actively with public institutions.

### Management of corruption prevention

The company has developed a specific system for preventing corruption, in accordance with the National Anti-corruption Plan approved by the Italian National Anti-corruption Authority. To ensure transparency, the company has published its three-year anti-corruption plan on its website, making it readily available for consultation by any interested parties. Firenze Fiera has identified and mapped the different organisational areas with a risk of corruption and has conducted a relevant risk analysis for each process identified, by means of a system that provides for the adoption of operational protocols in order to prevent the commission of offences and monitor at-risk operations.

Firenze Fiera is conscious of the importance of culture as a means of prevention. With this in mind, it has set up a training programme for employees, corporate bodies and staff with the aim of developing awareness concerning corruption risks and providing information on the principles and rules of the Organisation, Management and Control Model and the Code of Ethics. In 2023, Firenze Fiera did not detect any episodes of corruption and no corruption-related public lawsuits against the company or its employees starting in previous years were concluded.

# Data protection and protection of privacy



### Firenze Fiera considers proper processing of data and the protection of privacy to be matters of paramount importance, as its business is based on a constant exchange of information.

For this reason, the company has adopted a systematic approach to cybersecurity, by implementing technical measures to detect and prevent potential threats. Personal data are managed in compliance with applicable legislation, including the Privacy Act (Italian Legislative Decree no. 196 of 30 June 2003) and the European Union's General Data Protection Regulation (GDPR). Firenze Fiera also expects its suppliers to ensure personal data are processed properly, in compliance

with applicable regulations, and to promptly notify the company of any data protection breaches. This allows the company to take timely action to restrict the damage and inform the competent authorities and data subjects. In 2023, Firenze Fiera did not receive any reports of confirmed data protection breaches regarding its customers or internal personnel.

Total number of confirmed reports received regarding breaches of customers' privacy	Anno		
	2023	2022	2021
Total number of confirmed reports received	Ø	Ø	Ø
Total number of detected leaks, thefts or losses of customers' data	Ø	Ø	Ø

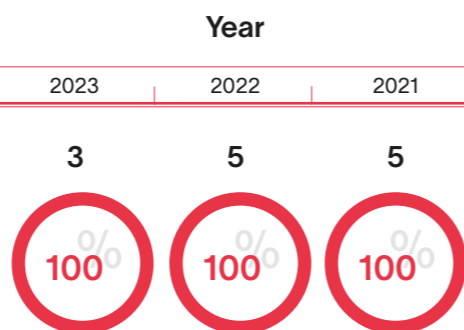
# Information to protect lawfulness, integrity and the prevention of corruption

As in the previous three years, once again in 2023 Firenze Fiera did not detect any legal actions for anti-competitive behaviour, anti-trust, and monopoly practices. This result is proof that the internal control and prevention system is solid.

The company considers this a positive factor because it demonstrates that it operated properly and in compliance with laws and regulations on competition.

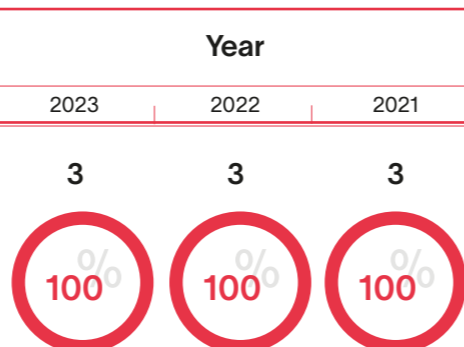
## BoD Communication and training about anti-corruption policies and procedures

Number of BoD members to whom anti-corruption policies and procedures were communicated



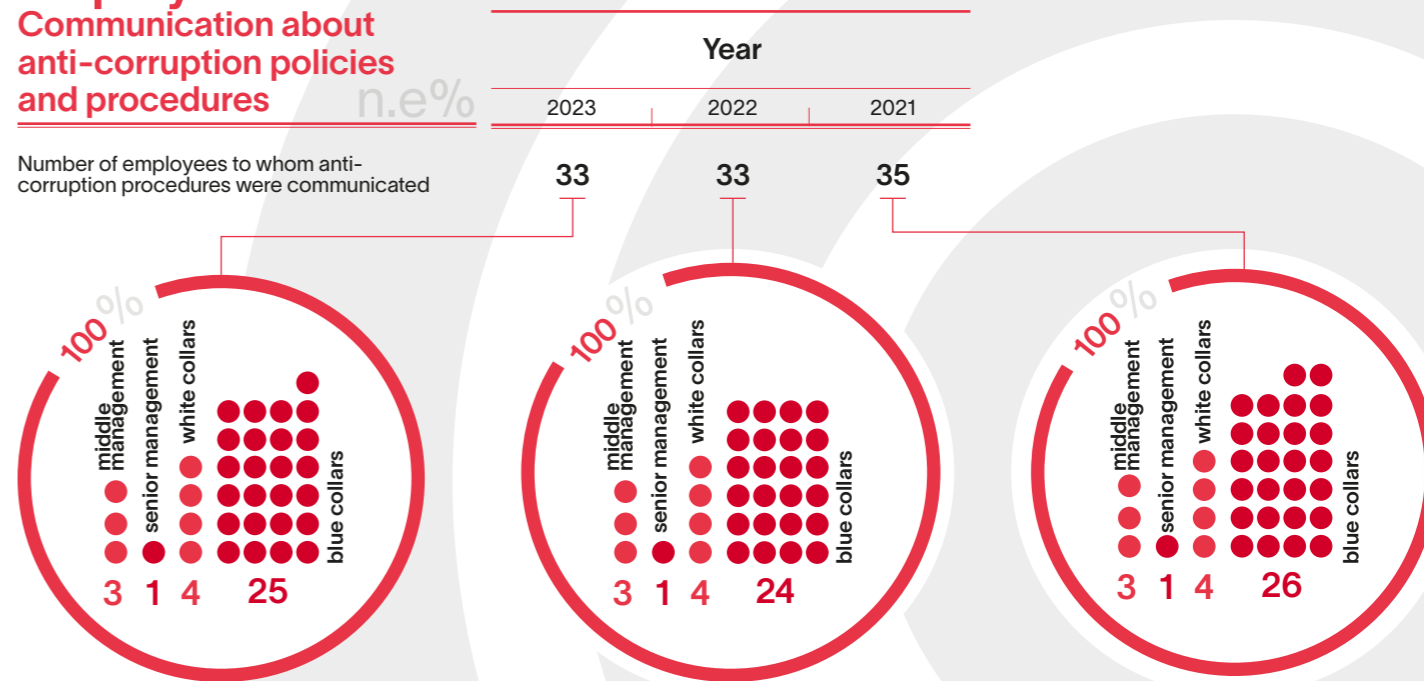
## Partners Communication about anti-corruption policies and procedures

Total number of business partners to whom anti-corruption policies and procedures were communicated



## Employees Communication about anti-corruption policies and procedures

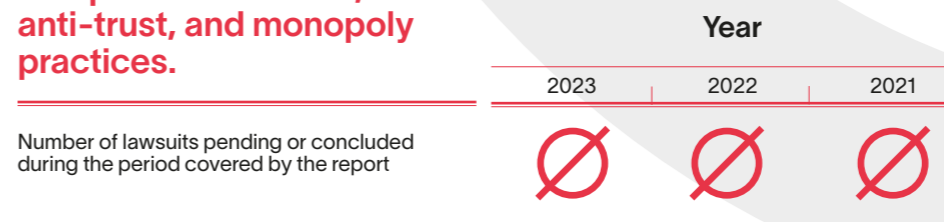
Number of employees to whom anti-corruption procedures were communicated



## Total number of confirmed incidents of corruption and actions taken



## Legal actions for anti-competitive behavior, anti-trust, and monopoly practices.



# Our integrated management system

# 2.7

**Firenze Fiera adopts an integrated management system that allows it to address the various regulatory and operational requirements in a coordinated and synergistic manner, so as to achieve efficiency, greater transparency, risk mitigation and ongoing improvements in its activities.**



**Firenze Fiera is certified in accordance with ISO 14001** it has implemented its own effective environmental management system, which aspires to reduce the environmental impact of its activities.



**Firenze Fiera is certified in accordance with ISO 45001** it has adopted an occupational health and safety management system, which is fundamental because it ensures that the company provides its people with a safe and wholesome working environment and a process that is able to prevent work-related injuries and work-related ill health.



## Sustainable events

**Thanks to its 100,000 m<sup>2</sup> of venue space, events are the core business of Firenze Fiera.**

For this reason, in 2023, the company embarked on the process to obtain sustainable event management certification in accordance with UNI ISO 20121, as confirmation of its commitment to minimising the environmental, social and economic impact of its events. This certification affirms that the events and services offered are managed sustainably with regard to their social, environmental and economic aspects, and also covers the exhibition venues hired out to third parties.

In addition, it allows customers, partners and all stakeholders to acknowledge Firenze Fiera as a responsible industry leader that organises events that meet international sustainability standards.

# Sustainability strategy and Business model

3.0

# Our business strategy

# 3.1

**In a context increasingly aware of environmental and social impact of business activities, Firenze Fiera is also called to carefully consider the needs and expectations of its stakeholders on sustainability issues.**

The company integrates sustainability practices in all its dimensions to target, reduce environmental impact, promote social responsibility and generate a positive effect in the communities in which it operates.

Consistent with the provisions of the 2023-2027 Recovery Plan, Firenze Fiera aims to consolidate a sustainable business model that fosters collaboration, responsibility and mutual trust between the company and its stakeholders. Through an integrated and conscious approach, the company can achieve lasting results, generating shared value

both for the organization itself and for the company as a whole. Firenze Fiera confirms its commitment to sustainability through the enhancement of its real estate assets. A tangible example of this dedication is the recent renovation of the Palazzo degli Affari, one of its main spaces, which stands out for the adoption of cutting-edge technologies aimed at energy optimization and the use of materials with low environmental impact.

# Our stakeholders and their engagement

# 3.2

**Collaboration with stakeholders is crucial to the success of any organisation, including those in the trade fair sector that Firenze Fiera represents. The company is conscious that its ability to create lasting value depends to a great extent on the quality of the relationships it is capable of establishing with its stakeholders, such as customers, suppliers, business partners, institutions and local communities.**

More specifically, Firenze Fiera is committed to playing an active role in its relational network, by promoting the values that characterise its operations. This means that the company attempts to make its stakeholders aware of the ethical principles that inspire its activities, such as sustainability, innovation, quality and a customer-oriented approach. Firenze Fiera thus strives to create a network of consolidated and durable relationships based on shared values. Stakeholder engagement is fundamental for the sustainable development of the company, as it makes it possible to acquire a comprehensive picture of the expectations and requirements of the community and to adjust its company policy and practices accordingly.

### **Strategic approach to the management of stakeholder relations**

Firenze Fiera acknowledges the importance of establishing collaboration relationships with all the parties that play a significant role in business management. The company strives constantly to establish solid relationships with each of its stakeholders by adopting a

long-term vision based on sustainability and respect for the interests of everyone in order to build lasting relationships that are advantageous for all the parties involved.

The company considers compliance with rules and principles an absolute value. For this reason, it has developed an internal control system that is suitable for preventing unlawful activities and ensuring ethical and transparent behaviour by all its members, including employees, corporate bodies, staff, consultants, suppliers and customers. This control system focuses on promoting a culture of company integrity, on employee training and awareness-raising and on cooperating with stakeholders, in order to ensure responsible and sustainable company management.

A description of our stakeholders, drawn up during the last materiality analysis update, is provided below.

Category	Stakeholders	Description
<b>Shareholders</b>	Public and private shareholders	Public Administrations and private individuals holding shares in the company (Tuscany Regional Authority, Florence Chamber of Commerce, Metropolitan City Authority, Florence City Council, Prato City Council, etc.)
<b>Governance bodies</b>	Board of Directors	Members of the company's Board of Directors who are responsible for governing and making decisions for the company (Chairperson and Board Members)
	Collegio sindacale	The Board is responsible for reviewing and verifying the proper management of the company and its compliance with laws and regulations (Chairperson and Regular Auditor)
<b>Workers</b>	Senior management	Company management, definition of the strategic objectives and planning
	Middle management	Personnel management, organisation of work, monitoring of company processes
	White collars	Support in the company's administrative activities, document management, data processing, event organisation
	Blue collars	Maintenance and operational activities
	Trade union representatives	Members or representatives of the trade union organisations to which the company's employees belong
	External staff	People or companies that provide services or support to the company on a temporary or occasional basis
<b>Associations</b>	National associations	Organisations that represent interests and values at national level (Italian Convention Bureau)
	Local associations	Organisations that represent interests and values at local level (Firenze Convention Bureau, Confindustria Firenze, CNA Firenze, Confartigianato Firenze, Confesercenti, Fondazione Ente Cassa di Risparmio di Firenze)
<b>Competitors and peers</b>	Altri poli fieristici nazionali ed internazionali	Other companies operating in the same market or the events industry
<b>Institutions</b>	Local administrations	Organisations and institutions at local level, such as city councils and provincial or regional authorities
	Social security and insurance institutions	Organisations that provide social security and insurance services (INAIL, INPS, etc.)

Category	Stakeholders	Description
<b>General public</b>	Local communities	Groups of individuals who live and work in the area where the company operates
	Hotel owners	Local hospitality businesses
	Sports, cultural and social promotion organisations	Associations and groups that promote art, culture and education (MUSE, Firenze Città Nascosta, etc.)
<b>Media</b>	National and local media operators	Newspapers and media with national and local coverage
	Internet/social media users	People who use the internet and social media to access news and information
<b>Representatives of future generations</b>	Giovani cittadini, studenti e tirocinanti	Individuals e gruppi che rappresentano gli interessi delle generazioni future, inclusi i bambini e i giovani
<b>Banking and insurance institutions</b>	Banking institutions	Organisations that provide banking and financial services
	Insurance companies	Organisations that provide insurance cover
<b>Assessment supervisory bodies</b>	Auditors	Board of Statutory Auditors of the Florence Metropolitan City Authority, who review and check the accounting records and financial statements of a company
	Supervisory Body	Body responsible for monitoring the company's responsibility regarding offences committed to obtain an advantage for the company
	Certification bodies	Organisations that issue certifications to affirm compliance with standards and regulations (DNV GL)
<b>Suppliers</b>	Service providers	Companies or individuals that provide the necessary services (Gerist, TMVisio, Exposervice, L'Orologio, SV Impianti, Merkur, Baldanzi, etc.)
	Providers of indirect goods and services	Companies or individuals that provide goods and services not directly related to the production of the company's services
<b>Customers</b>	Visitors (direct trade fairs)	End users of the company's services
	Exhibitor (direct trade fairs)	Guests of the company who use its facilities to offer certain categories of services
	Event organisers, agencies, scientific societies	Players outside the organisation that participate in activities to offer certain categories of services
<b>Partners</b>	Company partners	Companies with which the organisation has stable and structural business relationships (Convention Bureau Firenze)

When addressing the complexity of its relations with stakeholders, in order to identify the main subjects to involve in the management of its business activities, Firenze Fiera uses the relevance criterion, which considers the level of the organisation's dependence on the stakeholder and its ability to influence the company's strategic and operational processes. This allows the company to focus on those subjects that can have a significant impact on its activities and require more structured engagement.

Stakeholder engagement opportunities can originate from multiple sources, such as company objectives and initiatives or invitations from the stakeholders themselves. The company considers it important to have an open and constructive dialogue with its stakeholders, in order to understand their needs and concerns and forge solid and lasting relationships. Stakeholder relations are managed in a horizontal manner by all company functions, so as to actively involve all those people who can contribute to the relationship

with external parties. Engagement is therefore not relegated to a single company function but integrated into the routine management of business operations. In this manner, the company can obtain the maximum benefit from its relations with stakeholders, thereby generating value for all the parties involved.

## Our association membership

Conscious of the importance of cooperation and collaboration with the economic and institutional players of the exhibition industry, Firenze Fiera has decided to join several national and international associations, in order to enhance its know-how and improve its competitive position.

The major national associations that Firenze Fiera belongs to include **Federcongressi, Associazione Industriali di Firenze (the organisation that represents the manufacturing and services industries in the city and province of Florence)**. The company also participates actively in the activities of **Federazione del Sistema Turistico della Toscana and the Regional Tourism Committee in addition to the UNI (Italian Standards Authority)**, whose associates play an active part in defining the rules of their industry. At international level, Firenze Fiera collaborates with several exhibition industry associations, including the **UFI (the Global Association of the Exhibition Industry), the AEFI (the Italian Exhibitions and Trade Fairs Association) and the International Congress**

**and Convention Association**, as well as global communities and networks within the congress industry, and the **International Association of Convention Centres**.

The company is also actively involved in promoting the Florence area, by sponsoring various cultural and artistic initiatives. To this end, it takes part in the activities of **Fondazione Sistema Toscana**, which promotes culture, art and tourism in Tuscany. Membership in these associations is a concrete commitment on the part of Firenze Fiera to promote cooperation between the major exhibition industry players, to improve its knowledge of market dynamics and to actively participate in the debate on the sector's hot topics, thus contributing to the development of the entire exhibition system.

## Together with Firenze Convention Bureau for the development of the local area

Firenze Fiera considers its partnership with the Firenze Convention Bureau, a no-profit company and division of the Destination Florence Convention & Visitors Bureau, a strategic opportunity for promoting the city as a location for congresses and events at international level. As main partner, Firenze Fiera has undertaken to collaborate actively with the Firenze Convention Bureau to elevate the importance of the partnership and spearhead the development of the local area and its community as a pillar of its business model.

The objective of Firenze Fiera is to create a targeted exhibition and cultural offering that is capable of generating long-term socioeconomic value for the city area and its community. Its partnership with Firenze Convention Bureau gives the company access to a network of international contacts in the congress and events industry, with which to share experiences and knowledge, in order to constantly improve the range and quality of the services offered.



FIRENZE  
CONVENTION BUREAU

In this way, the company makes an active contribution to promoting Florence as a premium destination for the **MICE (Meetings, Incentives, Conventions and Exhibitions)** sector, and support the touristic and economic development of the city and local community. The partnership with Firenze Convention Bureau therefore represents an important undertaking for Firenze Fiera SpA, which confirms its role as an active and responsible player in the area in which it operates.

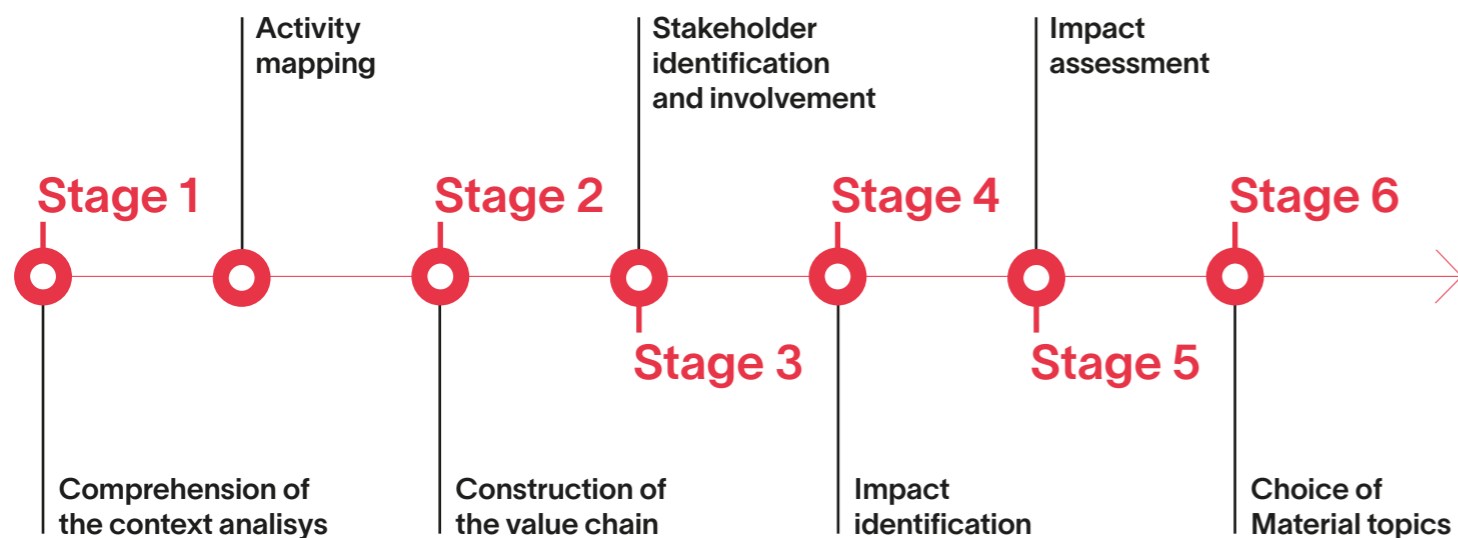
# The materiality analysis

## 3.3

The materiality analysis carried out in the previous reporting period was confirmed for 2023. For 2024, Firenze Fiera intends to update the analysis by extending it to include double materiality.

In order to direct reporting activities towards topics of actual interest connected with the impacts generated by Firenze Fiera S.p.A., we followed a process aimed at determining Material Topics, in line with GRI Standard 3: Material Topics 2021.

More specifically, the steps taken by the organisation to determine the topics most relevant to the impacts generated were:



### Stage 1

**Comprehension of the Context**  
Analysis and activities carried out

- Analysis of the main activities carried out, services offered, business relations, and sectors in which the company operates in relation to its mission and objectives;
- Analysis of scenario documents relevant to the sector; Identification and analysis of the main reference frameworks to be used to identify the dimensions and areas against which to map the impacts generated; Analysis of the reports issued by national and international peers and competitors;
- Review of the context analysis documents already drawn up by the company for the implementation of the ISO 9001, ISO 14001 and ISO 45001 management systems.

### Stage 2

**Construction of the Value Chain**

- Representation of the activities carried out by both the company and subjects operating up- or downstream of the organisation, in order to trace the process from the service conception stage to their final use and provide a high-level initial overview.

### Stage 3

**Identification and involvement of the main stakeholders**

- Identification and involvement of the main stakeholders as better specified in the preceding chapter. The involvement of the interested parties is integrated into the routine management of all the company's activities.

### Stage 4

**Identification of the impacts generated**

- Valorisation of the data and information gathered through the activities described above, in order to fully comprehend the areas in relation to which Firenze Fiera SpA produces an impact (actual/potential, positive/negative) with reference to the environmental, socio-cultural and economic dimensions.

### Stage 5

**Impact assessment**

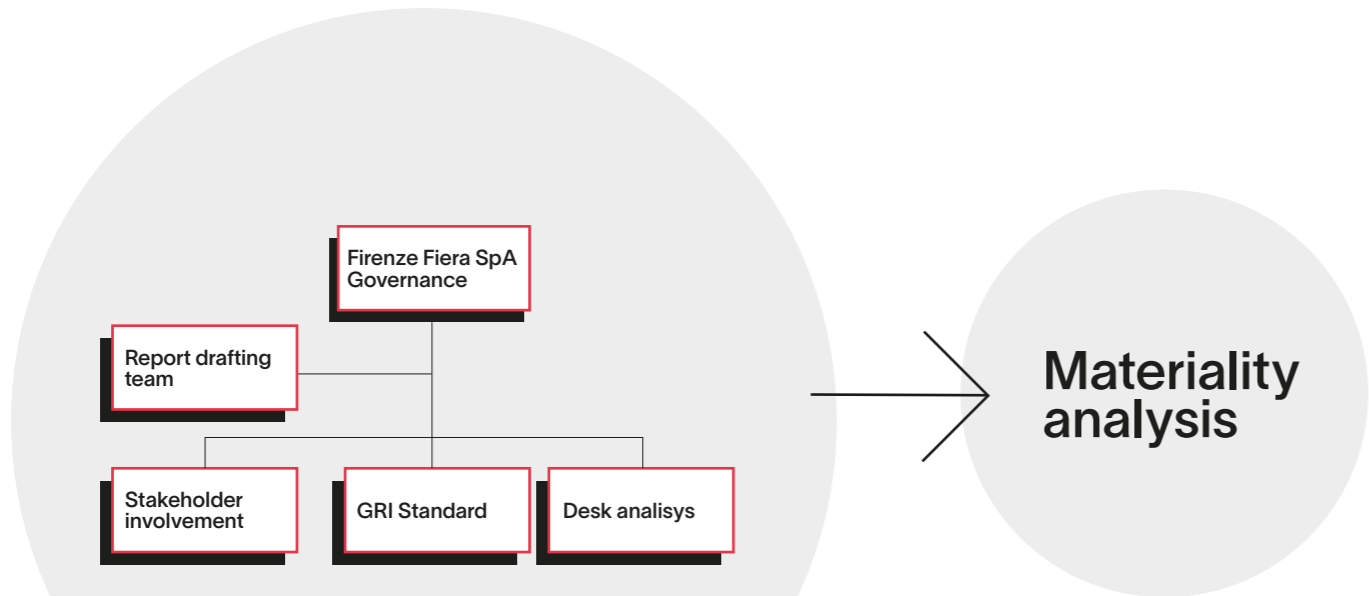
- Assessment of the extent of the actual negative impacts by measuring the severity of the impact; potential negative impacts were assessed using a matrix relating the level of probability of the negative impact occurring (unlikely, possible, certain) to its level of severity (acceptable, tolerable, undesirable, intolerable). In all cases, the assessment of the extent of the positive impacts (actual and potential) was considered of a sufficient level to be considered a priority.

### Stage 6

**Choice of material topics**

- All the stages described were approved by the Managing Director, the responsible function, and by the highest governance body, to support the management of the reporting activity.
- The collection of the data and information required the cross-sectional involvement of all company functions.





This update to the materiality analysis process follows the same outline as the previous reporting activities and identifies the activities and the corresponding negative and positive impacts generated. The material topics identified in the 4 relevant macroareas (Governance and Economic, Social and Environmental Responsibility) are:

- ① Ethics and integrity in business operations
- ② Transparency and effectiveness of communication
- ③ Contribution to the sociocultural and economic development of the local area and community
- ④ Sustainable supply chain management
- ⑤ Health, safety and welfare of workers and visitors
- ⑥ Accessibility of exhibition venues and events
- ⑦ Promotion of initiatives with a positive impact on sustainable development
- ⑧ Polluting and climate-altering emissions
- ⑨ Waste management
- ⑩ Water consumption

The topics identified are listed and described below:

## Governance

Topic	Description
Ethics and integrity in business operations ①	Proper and efficient management of the company inspired by the highest ethical and integrity standards and compliance with laws and regulations, including voluntary ones. Performance of activities in compliance with responsible business practices of inclusivity, integrity and transparency, aimed at excluding participation in anti-competitive behaviour and extortion or corruption incidents.
Transparency and effectiveness of communication ②	Commitment to promoting effective and transparent communication processes with internal and external stakeholders thanks to dedicated communication strategies and the use of clear and direct language.

## Economic

Topic	Description
Contribution to the sociocultural and economic development of the local area and community ③	Contribution to the development of the local area by creating direct and indirect economic impacts, such as the generation of indirect economic impacts, the development of employment, etc. Contribution to improving the attractiveness and competitiveness of the local area.  Promotion and development of the attractiveness of the local area. Creation of opportunities to make the most of locations, knowledge and, in a broader sense, local and national cultural heritage. Cultural animation of local areas.
Sustainable supply chain management ④	Promotion of fair relations and sustainable behaviour along the supply chain. Inclusion of social and environmental parameters in the selection criteria for both suppliers and goods and services. Mobilisation of supply chain investments and supplier engagement activities.

## Social

Topic	Description
<p>Health, safety and welfare of workers and visitors</p> <p>5</p>	<p>Development of measures and practices, in addition to those prescribed by applicable regulations, aimed at minimising the risks for the health and safety of workers, the operators of directly-organised events and visitors to the company and exhibition venues.</p> <p>Development of appropriate work practices and conditions, aimed at favouring worker welfare, ensuring equal opportunities and removing all forms of discrimination and promoting a healthy life-work balance.</p> <p>Fair and transparent access to development and training programmes aimed at furthering workers' managerial, technical and organisational skills and at consolidating the professional skills required by the role held.</p>
<p>Accessibility of exhibition venues and events</p> <p>6</p>	<p>Development of measures aimed at ensuring and facilitating accessibility (including economic accessibility) to the exhibition venues and events for people with disabilities and/or in conditions of socio-economic vulnerability, with the aim of enabling full use of the services offered without any kind of discrimination. Favour the possibility for small companies and/or companies with a strong social and/or environmental vocation to participate in trade fair events.</p>
<p>Promotion of initiatives with a positive impact on sustainable development</p> <p>7</p>	<p>Promotion of events 'designed, organised and implemented in a way that minimises potential negative impacts and leaves a beneficial legacy for the host community' (UNEP 2009).</p> <p>Integrations into the exhibition offering of events related to sustainability (e.g. renewable energies, innovation, sustainable mobility and transport, quality education, wellness and health, safety, etc.). Contribution to the creation of a 'sustainability culture' within the company and its relational network.</p> <p>Creation of partnerships with local organisations to promote and undertake social and/or environmental initiatives, such as those relating to culture and sport, the collection and donation of food surpluses generated during the events and the admission of people in situations of vulnerability.</p>

## Environmental

Topic	Description
<p>Polluting and climate-altering emissions</p> <p>8</p>	<p>Monitoring, reduction and compensation of the direct and indirect emissions deriving from the consumption of electricity from fossil fuels, heating, mobility, travel and business trips, logistics, etc.</p>
<p>Waste management</p> <p>9</p>	<p>Proper collection, sorting and management of the waste generated during events and company activities. Adoption of measures to encourage virtuous practices, such as separate waste collection bins and awareness-raising activities addressing visitors and contractors.</p> <p>Application of the circular economy principle, more specifically through the use of recycled materials, recovery of equipment, installations and raw materials made of materials destined for disposal, collection and use of rain water, etc.</p>
<p>Consumo dell'acqua</p> <p>10</p>	<p>Proper water resource management in order to optimise productive processes to reduce waste and use low-water consumption technologies.</p>

**The identification of topics through an approach that focuses on risks and their impact, together with the ability to take a long-term view, have enabled Firenze Fiera to implement all those measures required to manage, in an agile manner, the changes required to address certain difficulties with a view to continuous improvement and sustainable business development.**

# Our impacts

# 3.4

**The material topic definition stage is a fundamental step in the definition of the sustainability strategies of an organisation.**

**For Firenze Fiera in particular, identifying its stakeholders and assessing their needs was key to understanding the expectations of subjects outside the company and to satisfying their requests in an effective manner.**

This made it possible to obtain valuable information for defining the material topics, by focusing on their importance based on their relevance for stakeholders and the company itself. The early stages of the material topic determination process include the identification and continuous assessment of the impacts generated by the organisation.

The company therefore decided to define and test a method for measuring the impacts generated over four areas: governance, economic, social and environmental. This choice enabled the acquisition of a comprehensive view of the impact the organisation has on the local area and on society, thereby making it possible to identify the strengths and weaknesses of the company and to focus on the most significant material topics. The process of determining the material topics is not a static stage, rather it evolves over time and adapts to the needs of the organisation and its stakeholders. More specifically, the magnitude of the actual negative impacts was

assessed by measuring the severity of the impact itself, whereas for the potential negative impacts, the level of probability of the negative impact occurring was related to its level of severity. The assessment of the extent of the positive impacts, both actual and potential - was considered significant in all cases. Priority was given to the analysis of the negative impacts generated by applying assessment criteria through a risk-oriented approach (severity x probability). The nature of the impact was analysed also in relation to the way it affects the parties involved and through which causal mechanism.

The negative impacts were therefore classified as significant for reporting and, in this way, the material topics and the relevant SDGs involved were determined, together with the positive impacts.

The output of the analysis carried out is illustrated in the following pages.

Material topics	Analysis of impacts generated			Stakeholders	SDGs
	Activity	Negative impacts considered	Positive impacts considered		
<b>Ethics and integrity in business operations</b> 1	Governance and business management  Integration of sustainability variables into the medium-long-term strategy	Organisational weakness and management deficiencies  Loss of authoritativeness due to failure to comply with ethical and regulatory standards  Misalignment between the company's and stakeholders' interests  Employee resistance or reluctance to comply with anti-corruption policies  Emergence of conflicts of interest  Economic and financial weakness of the organisation  Underestimation of company risks	Solidity of the organisation and integrity of its relationships  Creation of confidence and reputation among stakeholders  Alignment with stakeholders' interests  Mitigation of risks  Transparency and responsibility resulting in confidence amongst stakeholders  Prevention of commission of offences by the organisation  Ongoing improvement of organisational and managerial standards and performance	Partners  Governance Bodies  Local, National, European Institutions Suppliers  General Public	  
<b>Transparency and effectiveness of communication</b> 2	IT practices and systems for data management and protection  Communication with visitors  Data protection and privacy, cybersecurity	Inappropriate disclosure of confidential information  Burdening of the IT infrastructure	Guarantee of personal data protection  Improved customer experience  Enhancement of the quality of the offering and of the management of the services delivered  Development and dissemination of new technologies and digitisation in strategies and in operational business management methods	Visitors	
<b>Contribution to the sociocultural and economic development of the local area and community</b> 3	Economic and organisational management of the Institution  Management of external training and sharing of know-how  Organisation of exhibition and congress events  Management of investments in infrastructure	Budget restrictions that could affect the quality and efficiency of services  Staff resistance or reluctance to comply with new organisational policy  Service disruption or delays  Need to continuously monitor and assess suppliers to ensure compliance with the company's sustainability requirements	Direct economic value generated and distributed  Efficiency and improvement of service accessibility, greater visitor satisfaction  Promotion  Creation of business opportunities for participating companies including on an international scale  Visibility of the local area and economic development	Suppliers  Workers  General public  Partners	 



Material topics	Analysis of impacts generated			Stakeholders	SDGs
	Activity	Negative impacts considered	Positive impacts considered		
<b>Sustainable supply chain management</b> 4	Supplier monitoring and evaluation in terms of sustainability  Choosing local and sustainable suppliers  Reducing waste in supply chain management  Cooperating with suppliers to promote sustainable practices	Supplier resistance in changing their business practices  Possible increase in initial costs due to the adoption of sustainable practices	Environmental and social consciousness and responsibility of suppliers  Transparency and accountability in the supply chain, greater innovation  Improvement in relations with suppliers and in fiduciary relationships  Support to the local community and environmental sustainability by supporting the local economy	Suppliers  Workers	
<b>Health, safety and welfare of workers and visitors</b> 5	Management of occupational health and safety and prevention of discrimination  Management of human resources  Management of personal and family welfare (insurance policies, supplementary healthcare, social security and healthcare contributions)  Professional development and refresher training (including on-the-job learning)	Injuries and near misses  Increase in personnel turnover and recruitment difficulties  Excessive workload and stress for personnel with a consequent reduction in the quality of the services offered  Lack of flexibility and adaptation to changes for workers  Decrease in employees' motivation to cooperate and share their knowledge and skills	Lower incidence of work-related injuries and work-related ill health, greater productivity and employee satisfaction  Creation of a safer and healthier work environment, with a positive impact on employees' physical and mental health  Psychological well-being of employees, reduced stress and anxiety, improved motivation and job satisfaction, greater confidence and sense of belonging on the employees' part	Workers  General Public	 



Material topics	Analysis of impacts generated			Stakeholders	SDGs
	Activity	Negative impacts considered	Positive impacts considered		
		<p>Failure to adapt salaries to skills and responsibilities, with a consequent reduction in the quality of work and of recruitment</p> <p>Decrease in employees' interest, attention, and participation in professional development and refresher training activities and the time dedicated to them</p> <p>Creation of nonconformities that are potentially harmful for the health and safety of workers</p>	<p>Improvement in the workplace climate and cooperation between co-workers</p> <p>Personal satisfaction and motivation</p> <p>Incentivisation and motivation of employees to improve their skills and performance</p> <p>Personal development and growth for all employees</p> <p>Improvement in company culture</p>		
<b>Accessibility of exhibition venues and events</b> <span>6</span>	<p>Research into and implementation of accessibility solutions for people with disabilities</p> <p>Development of measures for people in conditions of socio-economic vulnerability</p>	<p>Exclusion of people with disabilities who cannot participate in events or use the services offered</p> <p>Lack of participation by people with disabilities in the events organised and hosted</p> <p>Exclusion of small businesses</p>	<p>Offering of services for people with disabilities that improve their event experience</p> <p>Full enjoyment of the services offered without discrimination</p> <p>Participation in trade fairs by small businesses with a strong social and/or environmental vocation</p>	<p>Visitors</p> <p>Exhibitors</p> <p>General public</p> <p>Local, national, european institutions</p>	
<b>Promotion of initiatives with a positive impact on sustainable development</b> <span>7</span>	<p>Organisation of events, training and awareness-raising initiatives</p>	<p>Dissemination of incorrect or incomplete information and ethical and moral issues</p>	<p>Awareness and knowledge of sustainability-related topics on the part of the general public</p>	<p>Visitors</p> <p>General public</p>	
<b>Polluting and climate-altering emissions</b> <span>8</span>	<p>Use and production of electricity such as ventilation and lighting</p> <p>Use of water for cleaning and washing</p> <p>Transportation of visitors, personnel and supplies</p>	<p>Creation of nonconformities that are potentially harmful for the environment</p> <p>Emission of greenhouse gases</p> <p>Atmospheric pollution</p> <p>Consumption of fossil fuels</p>	<p>Implementation of sustainable measures for employee commutes</p> <p>Energy efficiency actions through good energy-saving practices</p> <p>Improvement in environmental performance</p>	<p>General public</p> <p>Workers</p>	

















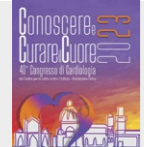







Material topics	Analysis of impacts generated			Stakeholders	SDGs
	Activity	Negative impacts considered	Positive impacts considered		
	<p>Management of real estate</p> <p>Monitoring and control</p>				
<b>Waste management</b> <span>9</span>	<p>Choice of installations</p> <p>Event delivery</p> <p>Office activities</p>	<p>Pollution of soil and water</p> <p>Production of waste by visitors during events</p> <p>Production of waste due to obsolete installations</p> <p>Consumption of non-renewable resources</p> <p>Use of non-environmentally-sustainable materials</p>	<p>Reduction in the environmental impact and consumption of natural resources</p>	<p>General Public</p>	
<b>Water management</b> <span>10</span>	<p>Watering of the grounds</p> <p>Drinking water supply</p> <p>Waste water discharge</p>	<p>Water consumption</p> <p>High consumption of water during event organisation</p> <p>Failure to recover and reuse water</p>	<p>Reduction in the environmental impact and raising of participants' awareness</p>	<p>General Public</p>	

# Events

















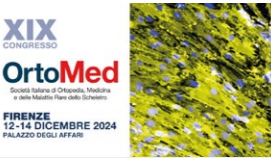



# 4.0

**Firenze Fiera distinguishes itself in the exhibition and congress industry for its innovative approach to environmental and social sustainability. These activities are part of a corporate social responsibility framework and show a strategic commitment towards sustainable choices and a responsible management of company assets.**

Table 2  
2023 events

			
10.01. 2023 > 13.01.2023 PITTI IMMAGINE UOMO Fortezza da Basso	12.01.2023 ISI FLORENCE Fortezza da Basso	18.01. 2023 > 20.01.2023 PITTI IMMAGINE BIMBO Fortezza da Basso	25.01. 2023 > 27.01.2023 PITTI IMMAGINE FILATI INVERNO 2023 Fortezza da Basso
			
25.01. 2023 REGIONS 4 PERMED. KA5 WORKSHOP Fortezza da Basso	30.01. 2023 > 31.01.2023 14° CONGRESSO LEGACOOP TOSCANA Palazzo degli Affari	04.02. 2023 > 06.02.2023 TASTE 2023 Fortezza da Basso	08.02.2023 > 10.02.2023 12 <sup>TH</sup> CONFERENCE OF THE EHSF Palazzo dei Congressi
			
11.02. 202 > 13.02.2023 FIRENZE HOME TEXTSTYLE 2023 Fortezza da Basso	11.02.2023 > 13.02.2023 IMMAGINE ITALIA & CO. 2023 Fortezza da Basso	16.02.2022 > 17.02.2022 BIGMARKET 2023 Fortezza da Basso	22.02.2022 ECONOMIA CIRCOLARE Palazzo degli Affari
			
03.03. 2023 > 04.03.2023 XIV CONVENTION ANNUALE DI FEDER-CONGRESSI&EVENTI Palazzo degli Affari	08.03. 2023 > 10.03.2023 FIERA DIDACTA ITALIA 2023 Fortezza da Basso	09.03.2023 > 11.03.2023 CONGRESSO AICCER Palazzo dei Congressi	15.03.2023 > 17.03.2023 EACR - AACR CONFERENCE Palazzo dei Congressi
			
16.03. 2023 > 19.03.2023 CONOSCERE E CURARE IL CUORE Fortezza da Basso	24.03.2023 > 26.03.2023 TOURISMA 2023 Palazzo dei Congressi	25.03.2023 FESTA I MIGLIORI OLI EVO DI BIBENDA 2023 REGIONE TOSCANA Fortezza da Basso	27.03.2023 > 31.03.2023 EUCAP 2023 Fortezza da Basso
			
14.04.2023 > 16.04.2023 CONGRESSO AICPE 2023 Fortezza da Basso	21.04.2023 > 22.04.2023 CONGRESSO SEZIONE SPINALE SINCH Palazzo degli Affari	25.04. 2023 > 01.05.2023 MIDA - MOSTRA INTERNAZIONALE DELL'ARTIGIANATO 2023 Fortezza da Basso	27.04. 2023 ISI MEETING FAREWELL STUDENTI USA Palazzo dei Congressi

				
04.05. 2023 TOWARD A MORE SUSTAINABLE TOURISM IN THE MEDITERRANEAN Palazzo degli Affari	10.05.2023 > 13.05.2023 CONVEGNO NAZIONALE AIIC 2023 Fortezza da Basso	12.05.2023 > 13.05.2023 CONGRESSO NAZIONALE AIDP Palazzo dei Congressi	12.05.2023 > 13.05.2023 CONGRESSO NAZIONALE AIDP Palazzo dei Congressi	19.05.2023 ISI MEETING ORIENTATION Palazzo degli Affari
				
22.05. 2023 > 24.05.2023 IX INCONTRO NAZIONALE GRUPPO ITALIANO DI PATOLOGIA MOLECOLARE E PREDITTIVA Palazzo degli Affari	26.05.2023 > 27.05.2023 4 <sup>TH</sup> INT'L SYMPOSIUM SOFT TISSUE MANAGEMENT AROUND TEETH AND IMPLANTS Palazzo dei Congressi	30.05.2023 > 30.09.2023 ESTATE IN VILLA Palazzo dei Congressi	13.06. 2023 > 16.06.2023 PITTI IMMAGINE UOMO Fortezza da Basso	14.06.2023 > 15.06.2023 PREMIO PRIMAVERA D'IMPRESA Palazzo dei Congressi
				
17.06. 2023 KATANA DAY 2023 Palazzo degli Affari	20.06.2023 > 23.06.2023 VTC SPRING 2023 97 <sup>TH</sup> IEEE VEHICULAR TECHNOLOGY CONFERENCE Palazzo dei Congressi	21.06. 2023 > 23.06.2023 PITTI IMMAGINE BIMBO Fortezza da Basso	28.06. 2023 > 30.06.2023 PITTI IMMAGINE FILATI Fortezza da Basso	06.09.2023 > 09.09.2023 EUROCRIM 2023 ANNUAL CONFERENCE OF THE ESC Palazzo dei Congressi
				
13.07.2023 L'IMPRESA È DONNA Palazzo dei Congressi	21.07. 2023 > 22.07.2023 SUMMER ARCHITECTURE WORKSHOP - REUSE THE RUIN Palazzo degli Affari	22.07. 2023 > 24.07.2023 MARE DAMARE Fortezza da Basso	27.08. 2023 > 31.08.2023 ICWE 2023 16 <sup>TH</sup> INTERNATIONAL CONFERENCE ON WIND ENGINEERING Palazzo dei Congressi	09.07.2023 > 11.07.2023 ASSOCIATIONS WORLD CONGRESS 2023 Palazzo degli Affari
				
13.09.2023 > 15.09.2023 ERUS 2023 ROBOTIC UROLOGY Palazzo dei Congressi	20.09. 2023 > 21.09.2023 UN'IMPRESA PIÙ UNICA CHE RARA Fortezza da Basso	22.09. 2023 > 23.09.2023 IFPSM WORLD SUMMIT Palazzo dei Congressi	23.09. 2023 RARE 2023 - ROMANCE AUTHOR & READER EVENTS Fortezza da Basso	27.09. 2023 > 29.09.2023 CONGRESSO AIS Palazzo dei Congressi
				
27.09.2023 > 30.09.2023 SNO 62° CONGRESSO NAZIONALE DELLE SCIENZE NEUROLOGICHE OSPEDALIERE 2023 Palazzo dei Congressi	29.09.2023 > 01.10.2023 TUTTO SPOSI 2023 Fortezza da Basso	29.09.2023 > 01.10.2023 ISPID 2023 INTERNATIONAL CONFERENCE ON STILLBIRTH, SIDS AND SUDI Fortezza da Basso	11.10.2023 > 12.10.2023 SUPPLIERS' DAY Fortezza da Basso	12.10.2023 > 13.10.2023 EPPA ITALIA MEETING 2023 Palazzo dei Congressi

 <p><b>MAIOR USER MEETING</b></p> <p>12.10. 2023 Palazzo degli Affari</p>	 <p><b>I AM YOU</b></p> <p>14.10. 2023 &gt; 22.10.2023 Fortezza da Basso</p>	 <p><b>Creativa</b> LA FIERA DELLE ARTI MANUALI</p> <p>19.10.2023 &gt; 22.10.2023 Fortezza da Basso</p>	 <p><b>SLP</b> Società Italiana di Parodontologia e Implantologia</p> <p>20.10. 2023 &gt; 21.10.2023 Palazzo dei Congressi</p>	 <p><b>esso 42</b> esso</p> <p>25.10. 2023 &gt; 27.10.2023 Fortezza da Basso</p>
 <p><b>BUY FOOD TOSCANA</b></p> <p>26.10. 2023 &gt; 27.10.2023 Palazzo degli Affari</p>	 <p><b>ART BLEND 2023</b> in Firenze</p> <p>03.11. 2023 &gt; 07.11.2023 Fortezza da Basso</p>	 <p><b>XXIV CONGRESSO NAZIONALE AMD</b></p> <p>05.11. 2023 &gt; 08.11.2023 Fortezza da Basso</p>	 <p><b>I PINGUINI</b> Il Convegno Pediatrico</p> <p>10.11.2023 &gt; 11.11.2023 Palazzo dei Congressi</p>	 <p><b>6TH WORLD LANDSLIDE FORUM</b> 2023 FLORENCE ITALY</p> <p>14.11.2023 &gt; 17.11.2023 Palazzo dei Congressi</p>
 <p><b>EARTH TECHNOLOGY EXPO</b></p> <p>15.11. 2023 &gt; 18.11.2023 Fortezza da Basso</p>	 <p><b>LAILAC</b></p> <p>18.11. 2023 &gt; 18.11.2023 Fortezza da Basso</p>	 <p><b>SINDEM</b> Associazione Autonoma Aderente alla ISIN-I per le Demenze</p> <p>23.11. 2023 &gt; 25.11.2023 Fortezza da Basso</p>	 <p><b>40° CONGRESSO NAZIONALE SIMG</b></p> <p>23.11.2023 &gt; 25.11.2023 Fortezza da Basso</p>	 <p><b>WISC-V</b> Arriva in Italia</p> <p>14.11.2023 &gt; 17.11.2023 Palazzo dei Congressi</p>
 <p><b>studioziveri</b></p> <p>27.11. 2023 Palazzo degli Affari</p>	 <p><b>XIX CONGRESSO OrtoMed</b></p> <p>30.11. 2023 &gt; 02.12.2023 Palazzo degli Affari</p>	 <p><b>FLORENCE TATTOO CONVENTION</b></p> <p>01.12. 2023 &gt; 13.12.2023 Fortezza da Basso</p>	 <p><b>Italy at hand</b></p> <p>13.12.2023 &gt; 16.12.2023 Palazzo degli Affari</p>	 <p><b>SOCIETÀ ITALIANA DI GERONTOLOGIA E GERIATRIA</b></p> <p>13.12.2023 &gt; 16.12.2023 Palazzo dei Congressi</p>

## Our business lines

### Direct exhibitions

Direct exhibitions are fairs organised and managed directly by Firenze Fiera, for which the company designs, builds and sets up customised installations for each event, from internal spaces to signage. Event guests can access exclusive services and suggestions for guided tours or excursions during their stay.

### Indirect exhibitions

Indirect exhibitions are fairs organised and managed by other companies. For example, Pitti Immagine, an Italian company that promotes fashion design, organises trade fairs, communication events and cultural initiatives at the central pavilion of Fortezza da Basso.

### Congresses

Congresses mainly consist in national and international meetings that bring together participants with the same professional and cultural interests.





# Our events

## 4.1

The core business of Firenze Fiera is the organisation of direct exhibitions, where the company plays an active role in event planning, promotion and management. These events provide exhibitors and visitors with an exclusive platform, thereby facilitating direct interaction, the presentation of products and services and the development of new business opportunities.

Firenze Fiera organises various major events, the three most important being:



### La Mostra Internazionale dell'Artigianato (MIDA)

Mostra Internazionale dell'Artigianato (MIDA) is an event of great prestige attracting artisans from all over the world and offering them the opportunity to present their art and craft creations and works of the finest quality. The exhibition celebrates traditional and contemporary craftsmanship, by promoting cultural diversity and excellence in this field. In 2023, the exhibition totalled 438 exhibitors and 65,528 visitors.

**2023**  
25<sup>th</sup> apr - 1<sup>st</sup> may

**438**  
exhibitors

**65.528**  
visitors



### La Fiera Didacta Italia

Fiera Didacta Italia is acknowledged as Italy's leading event on education, professional development and work experience schemes. It is the essential meeting place for schools, educational institutions and sector companies and professionals, and provides them with an exclusive platform for showcasing new educational methods, teaching materials and innovative solutions in the field of learning. In 2023, the event attracted 255 exhibitors and 19,422 visitors.

**2023**  
08<sup>th</sup> - 10<sup>th</sup> mar

**227**  
exhibitors

**12.559**  
visitors



### In 2023, for the first time, Firenze Fiera was partner to the organiser of Firenze Home TexStyle

In 2023, for the first time, Firenze Fiera was partner to the organiser of Firenze Home TexStyle, a major international textiles industry exhibition. The event constitutes an essential platform for sector businesses, offering them the opportunity to showcase their new innovations and latest collections. In 2023, the event saw the participation of 44 exhibitors and attracted 1,082 visitors.

**2023**  
11<sup>st</sup> - 13<sup>th</sup> feb

**44**  
exhibitors

**1.082**  
visitors

# MIDA

## Mostra Internazionale dell'Artigianato



The Trade Fair is an important showcase for Italian and international crafts. It is held annually and has a long history, as its first edition took place in 1931. The event showcases a vast range of artisanal products, from fashion to furniture, culinary art to jewellery, with the aim of promoting tradition and innovation in arts and crafts. During the trade fair, artisans have the opportunity to showcase their work and interact with the public, by creating a direct connection between producers and consumers. A total of more than 65,000 visitors attended the 2023 edition of

Florence's International Handicraft Exhibition - the 87th - with an increase on the previous year, reconfirming MIDA's reputation as a successful event.

This edition also featured the participation of Creative Twin Cities, the result of a partnership of more than 10 innovative brands pertaining to China's cultural heritage. This show focuses on traditional Chinese craftsmanship with the aim of presenting the level of innovation and the cultural significance of these artisanal traditions to the Italian public.

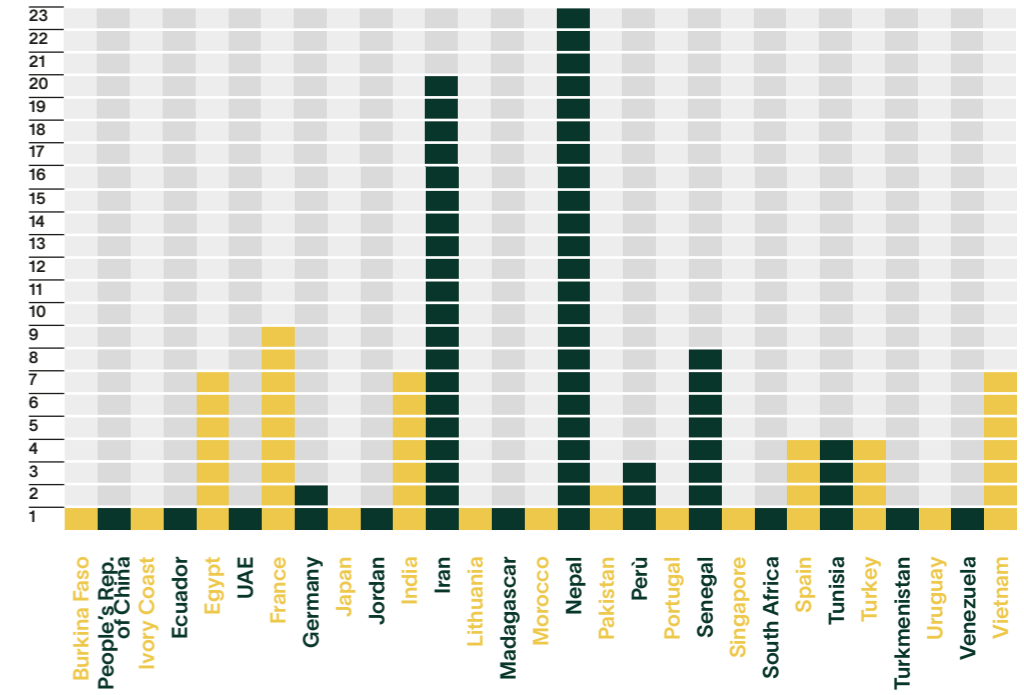
Last show data  
[three-year period 2021–23]

**2021**  
24<sup>th</sup> apr - 2<sup>nd</sup> may  
[Digital exhibition]  
**110** exhibitors  
**1.374** visitors

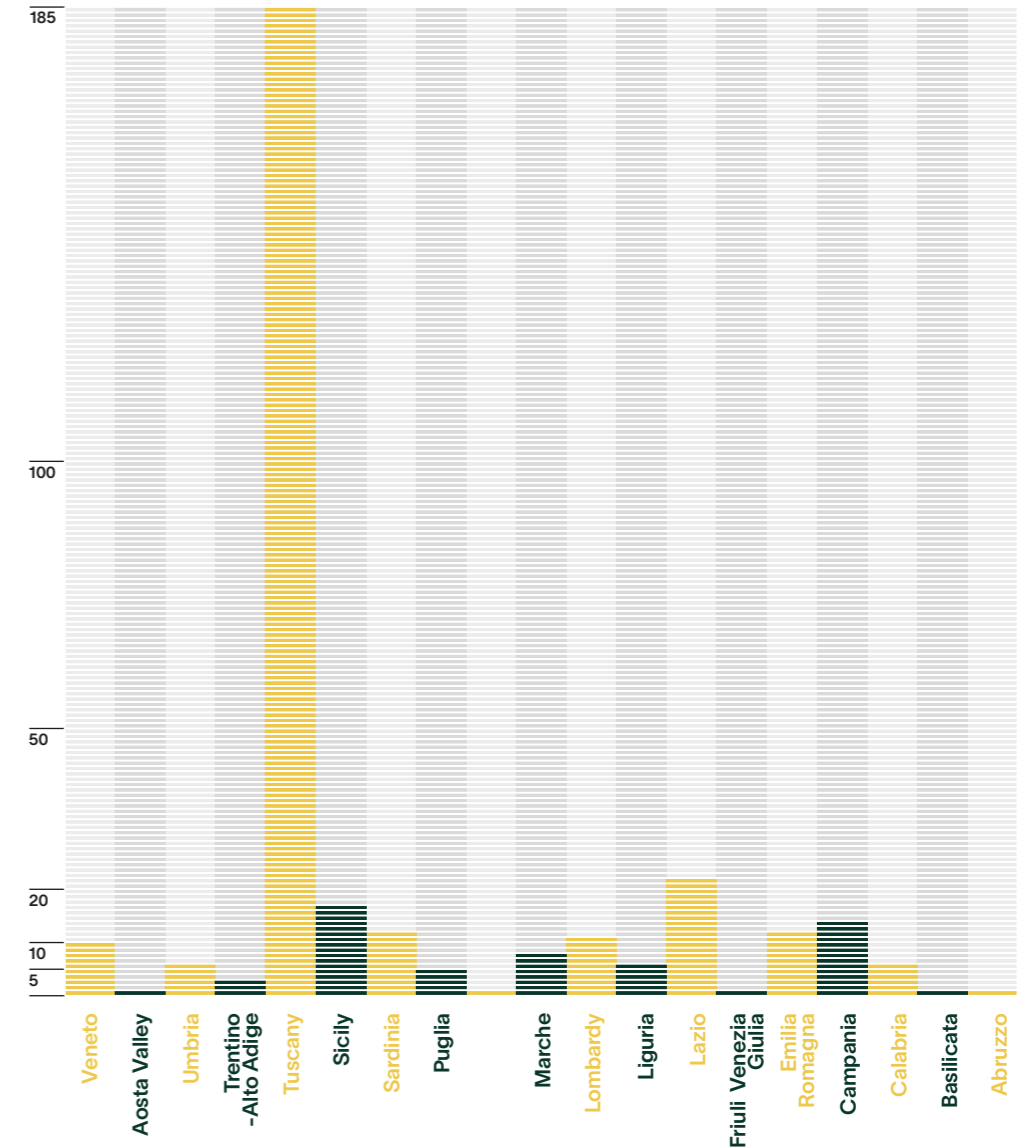
**2022**  
23<sup>th</sup> apr - 1<sup>st</sup> may  
**334** exhibitors  
of which **91** foreigners  
**56.851** visitors

**2023**  
25<sup>th</sup> apr - 1<sup>st</sup> may  
**438** exhibitors  
of which **116** foreigners  
**65.528** visitors  
see Countries map

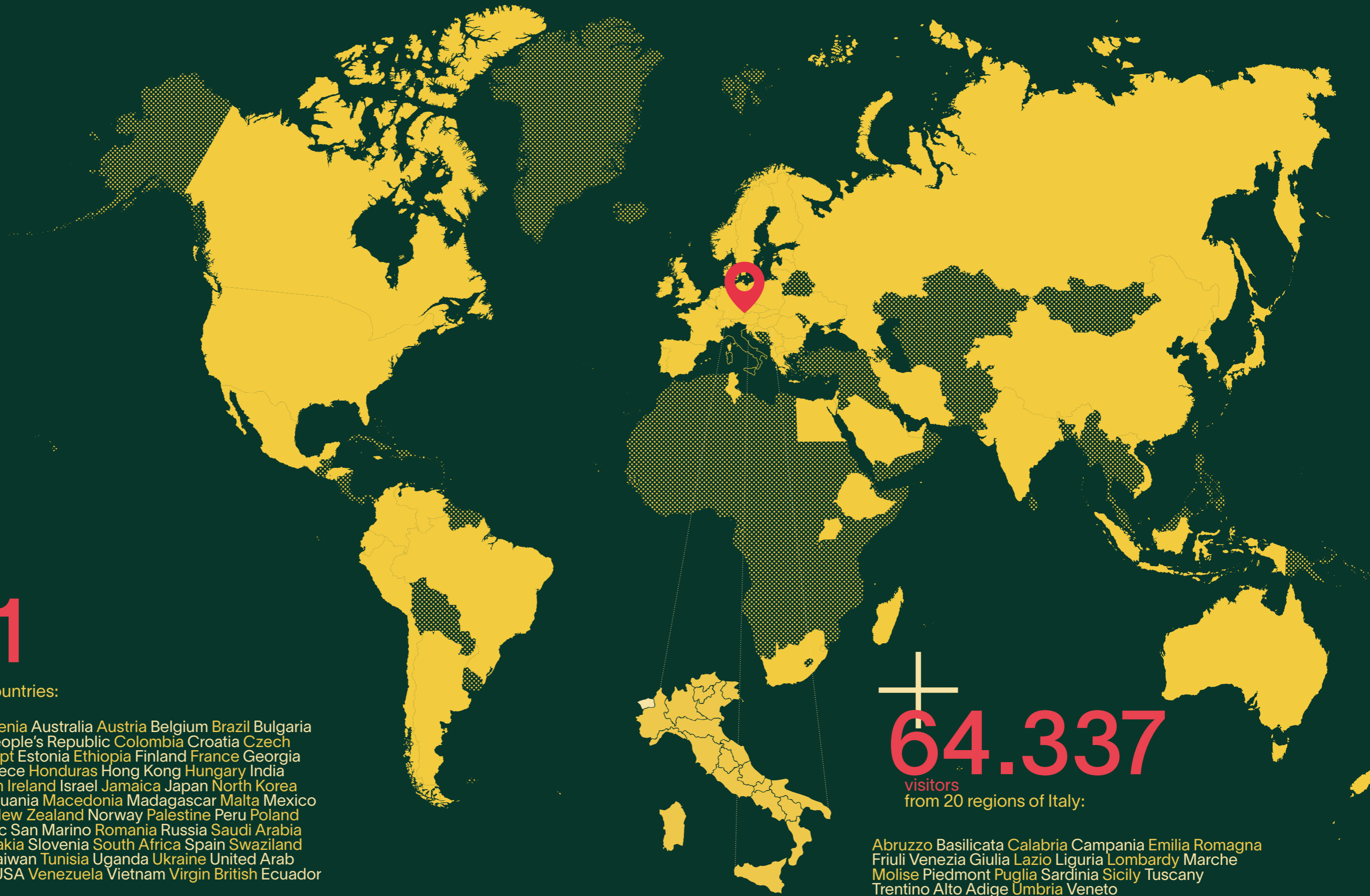
**116** International exhibitors  
**29** Countries of the world  
**MIDA 2023**  
International exhibitors



**332** Italian exhibitors  
**19** Regions of the country  
**MIDA 2023**  
National exhibitors



# Visitor's map 2022



+

**1.191**

visitors  
from 75 foreign countries:

- Albania Argentina Armenia Australia Austria Belgium Brazil Bulgaria
- Canada Chile China People's Republic Colombia Croatia Czech
- Republic Denmark Egypt Estonia Ethiopia Finland France Georgia
- Germany Gibraltar Greece Honduras Hong Kong Hungary India
- Indonesia Iran Northern Ireland Israel Jamaica Japan North Korea
- South Korea Latvia Lithuania Macedonia Madagascar Malta Mexico
- Monaco Netherlands New Zealand Norway Palestine Peru Poland
- Portugal Qatar Republic San Marino Romania Russia Saudi Arabia
- Serbia Singapore Slovakia Slovenia South Africa Spain Swaziland
- Sweden Switzerland Taiwan Tunisia Uganda Ukraine United Arab
- Emirates Great Britain USA Venezuela Vietnam Virgin British Ecuador

+

**64.337**

visitors  
from 20 regions of Italy:

- Abruzzo Basilicata Calabria Campania Emilia Romagna
- Friuli Venezia Giulia Lazio Liguria Lombardy Marche
- Molise Piedmont Puglia Sardinia Sicily Tuscany
- Trentino Alto Adige Umbria Veneto



# Didacta Italia

**9.000**  
follower  
on the second day  
of the fair

Didacta Italia is the major trade fair on innovation in education. The event, which has been held in Germany for over 50 years, aims to facilitate discussions on the world of education between institutions, associations and businesses and to create a meeting place between schools and sector companies. The trade fair attracts a vast public of exhibitors and visitors, including teachers, trainers, headteachers, representatives of public institutions, publishing houses and producers of educational soft- and hardware, as well as representatives of organisations

and associations that play an active role in the education and training industry.

The sixth edition, which was dedicated to the Italian writer and intellectual Italo Calvino to celebrate the centenary of his birth, attracted a record number of visitors (triple that of the 2022 edition), accompanied by a significant growth in the digital community that, by the second day of the exhibition, had reached 9,000 followers.

Last show data  
[three-year period 2021–23]

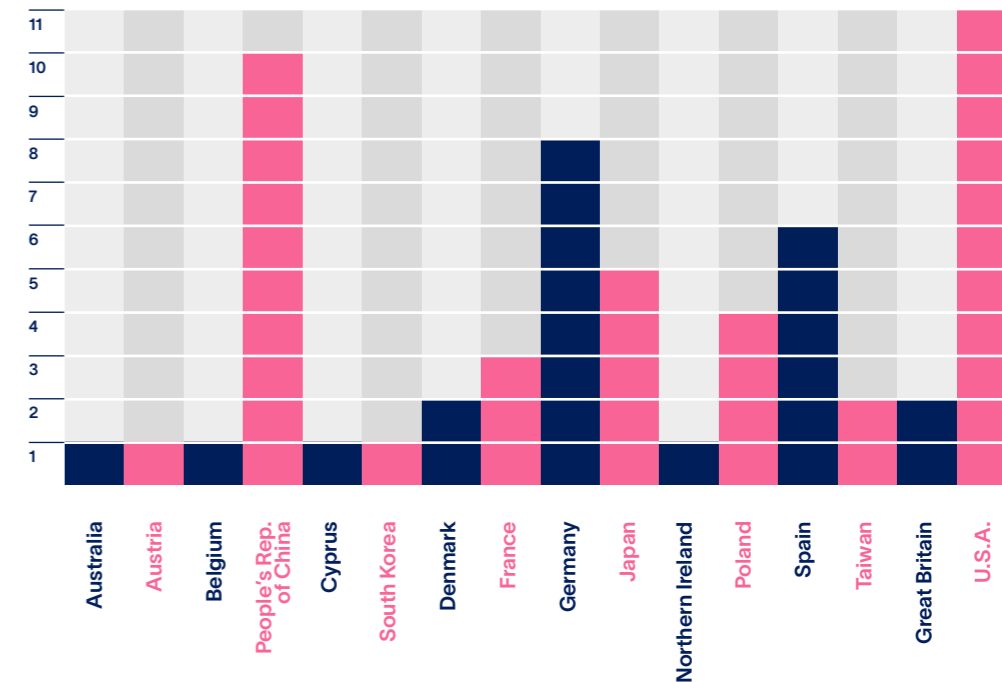
**2021**  
16<sup>th</sup> - 19<sup>th</sup> mar  
[Digital exhibition]  
**87** exhibitors  
**15.668** visitors

**2022**  
20<sup>th</sup> - 22<sup>nd</sup> may  
**227** exhibitors  
**12.559** visitors  
of which **59** foreigners

**2023**  
08<sup>th</sup> - 10<sup>th</sup> may  
**255** exhibitors  
**19.466** visitors  
of which **59** foreigners  
see Countries map

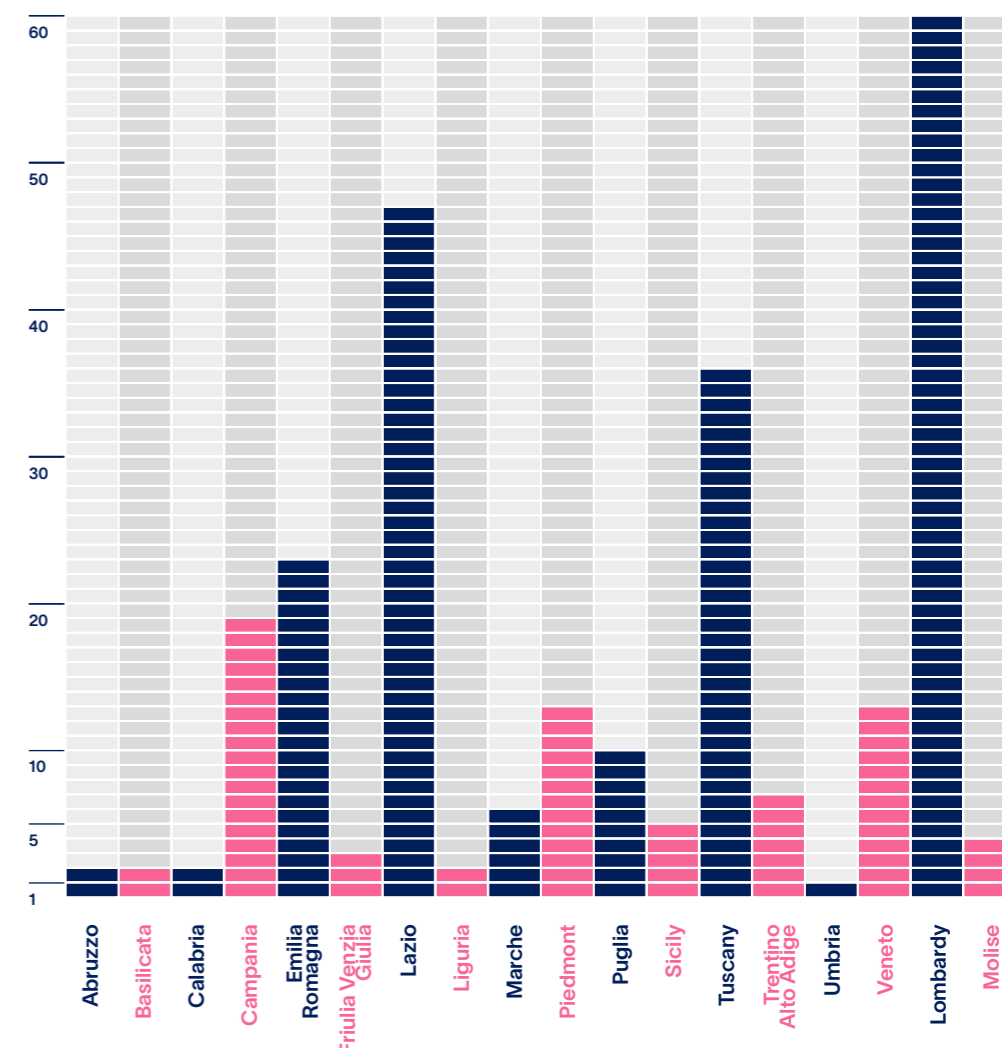
**59** International exhibitors  
**16** Countries of the world

**Didacta 2023**  
International exhibitors  
— direct and indirect

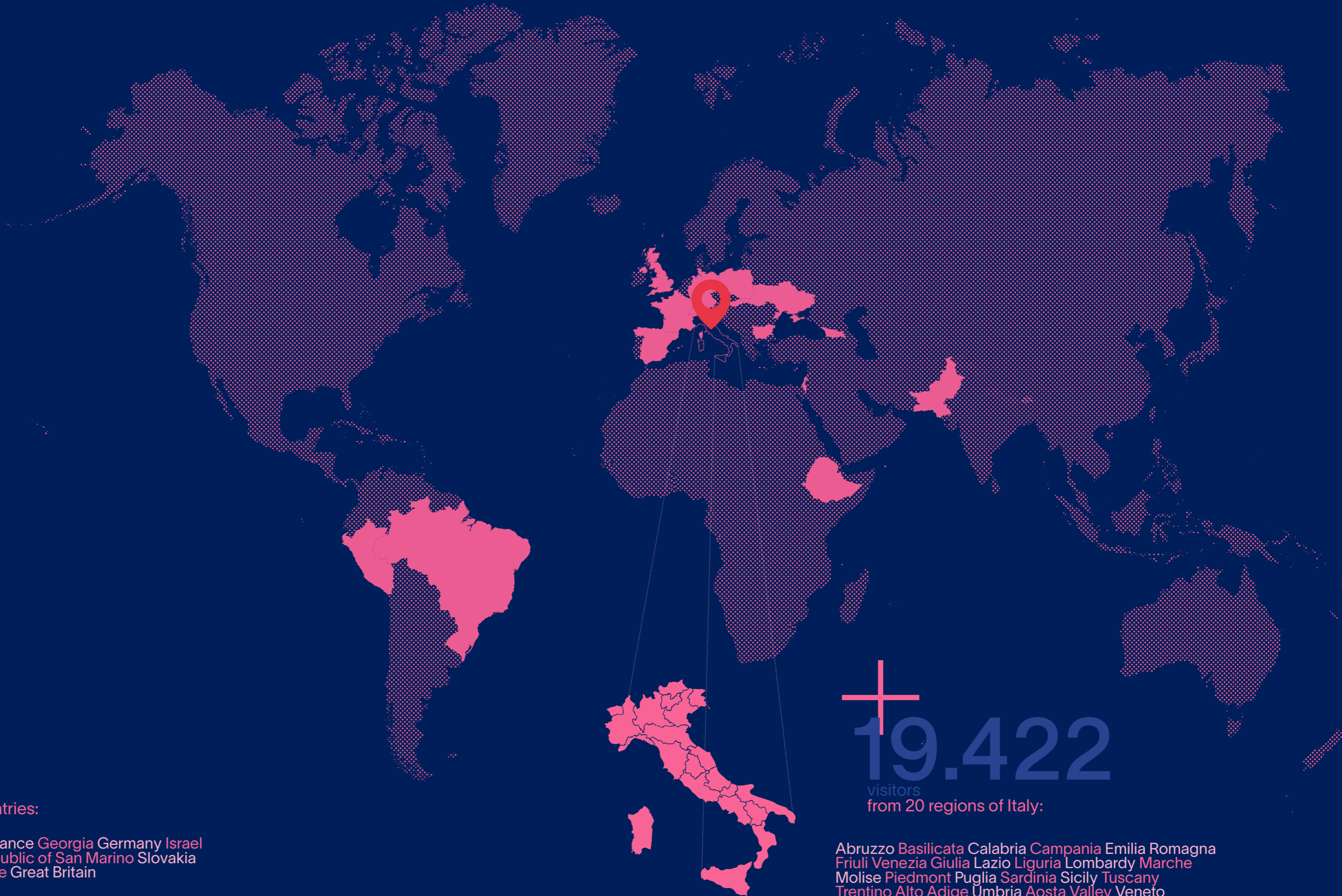


**255** Italian exhibitors  
**18** Regions of the country

**Didacta 2023**  
National exhibitors



# Visitor's map 2023



**44**  
visitors  
from 17 foreign countries:

- Brazil Bulgaria Ethiopia France Georgia Germany Israel
- Pakistan Peru Poland Republic of San Marino Slovakia
- Spain Switzerland Ukraine Great Britain

**19.422**  
visitors  
from 20 regions of Italy:

- Abruzzo Basilicata Calabria Campania Emilia Romagna
- Friuli Venezia Giulia Lazio Liguria Lombardy Marche
- Molise Piedmont Puglia Sardinia Sicily Tuscany
- Trentino Alto Adige Umbria Aosta Valley Veneto

# Firenze Home TexStyle



Firenze Home TexStyle distinguishes itself as the only international trade fair held in the historical venue of Fortezza da Basso and is dedicated to furnishing textiles for the home, nautical, spa, contract and hospitality sectors. This prestigious event attracts important national and international brands and addresses leading players in the home furnishings and textile sectors.

- concept stores
- furniture stores
- sector journalists, influencers and bloggers
- all other industry professionals

Not only is Firenze Home TexStyle a prestigious showcase, it also serves as a marketplace and essential meeting point for the sector's biggest names. Event participants have the opportunity to establish high-level connections and develop business partnerships.

- department store buyers
- interior designers
- retailers

Last show data  
[three-year period 2021–23]

**2021**  
5<sup>th</sup> - 8<sup>th</sup> feb  
[Digital exhibition]  
**45** exhibitors  
**712** visitors

**2022**  
1<sup>st</sup> - 4<sup>th</sup> apr  
[Digital exhibition]  
**80** exhibitors  
of which **9** foreigners  
**1.684** visitors

**2023**  
11<sup>th</sup> - 13<sup>rd</sup> feb  
**44** exhibitors  
of which **11** foreigners  
**1.082** visitors  
see Countries map

The company implements a Buyer Incoming programme to support exhibitors in facilitating contacts between manufacturers and high-level buyers. In collaboration with ICE-Agenzia, which promotes Italian manufacture around the world, Firenze Home TexStyle succeeds in attracting international visitors.

This international exchange favours the creation of a lively and stimulating business platform that facilitates expansion towards new markets. The trade fair is a golden opportunity for exhibitors, as it allows them to showcase their latest collections and innovations to a qualified public. Firenze Home TexStyle is the ideal occasion for giving visibility to the quality and excellence of the products exhibited, with a deep

commitment to preserving the values and traditions that make Made in Italy goods unique worldwide.

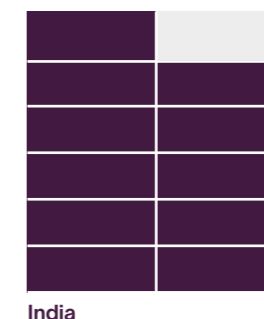
Over the years, Firenze Home TexStyle has seen the participation of exhibitors from all over Italy and, given its international importance, also from various foreign countries. This presence from abroad has elevated the importance of the event not only for the economy of the companies involved, but also for the whole of Tuscany. The exhibitors from different regions of Italy have enhanced the offering to visitors with a vast range of products and services, thereby emphasising the local expertise of each area. Each region has the opportunity to show its unique characteristics and attractions, thus helping to promote

Italy's cultural and tourism-related heritage.

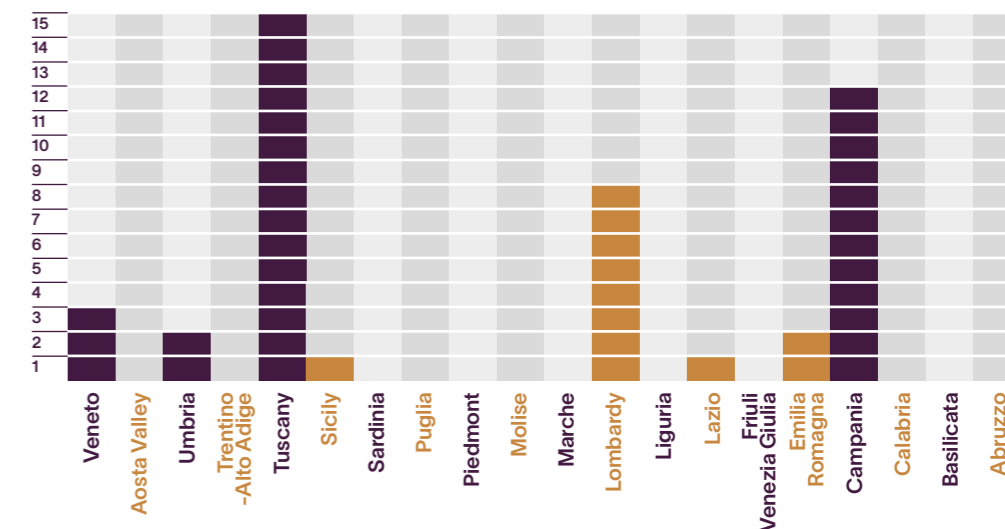
Although in 2023, the Italian exhibitors outnumbered those from abroad, Firenze Home TexStyle has maintained its international standing and represents a valuable occasion for trading, networking and promotion for both national and international companies. The alternating presence of exhibitors from all over the world in previous years has made the exhibition a dynamic and stimulating place that emphasises the diversity and high-level of the global economic landscape.

In 2023, the event hosted 11 foreign exhibitors (direct and indirect) from India.

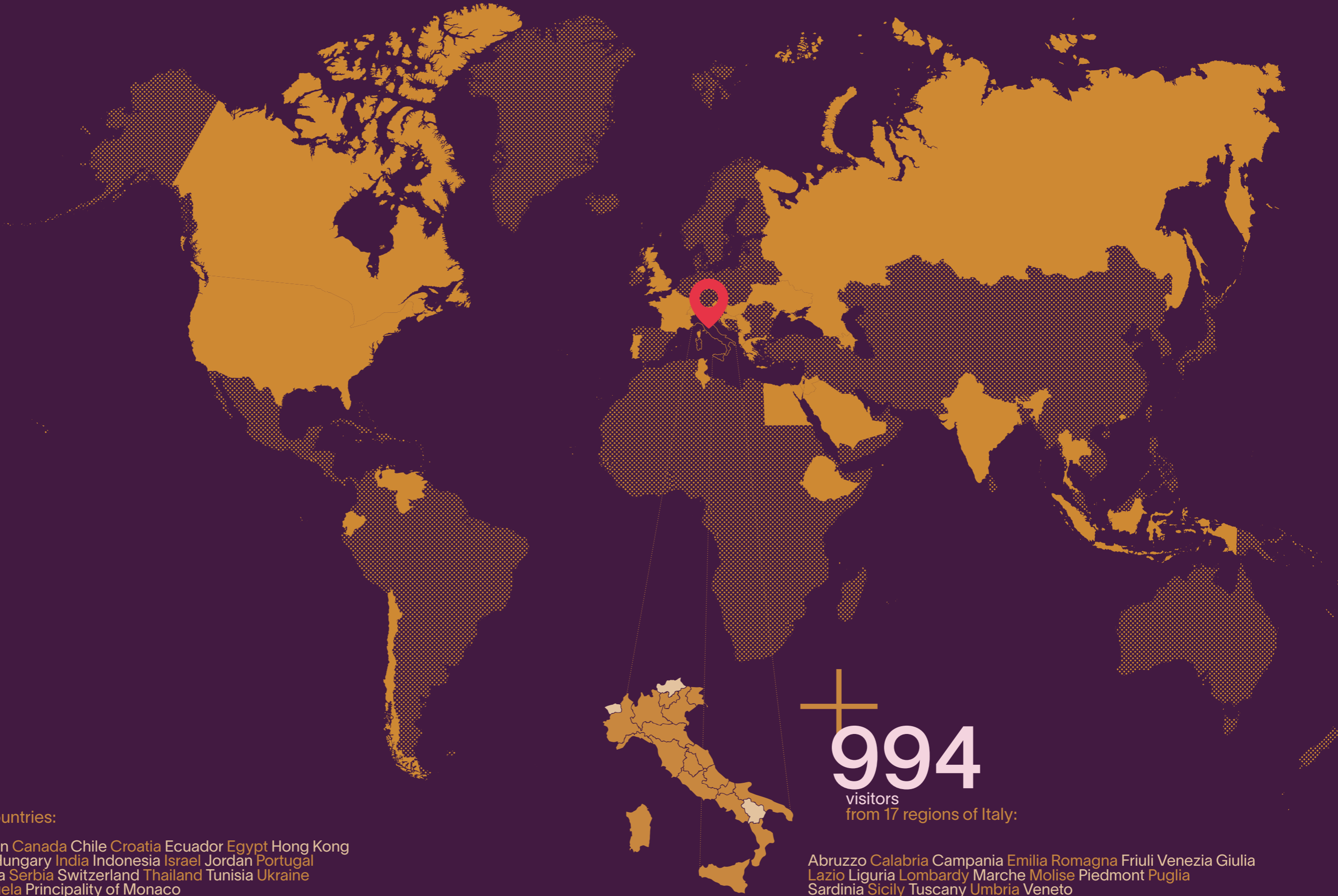
→  
**11** International exhibitors  
**1** Countries of the world  
**FHT 2023**  
International exhibitors – direct and indirect



→  
**44** Italian exhibitors  
**8** Regions of the country  
**FHT 2023**  
National exhibitors



# Visitor's map 2023



88  
visitors  
from 30 foreign countries:

- Albania Austria Azerbaijan Canada Chile Croatia Ecuador Egypt Hong Kong
- Ethiopia France Greece Hungary India Indonesia Israel Jordan Portugal
- Qatar Russia Saudi Arabia Serbia Switzerland Thailand Tunisia Ukraine
- Great Britain USA Venezuela Principality of Monaco

994  
visitors  
from 17 regions of Italy:

- Abruzzo Calabria Campania Emilia Romagna Friuli Venezia Giulia
- Lazio Liguria Lombardy Marche Molise Piedmont Puglia
- Sardinia Sicily Tuscany Umbria Veneto

# Indirect exhibitions and third-party events

Firenze Fiera offers comprehensive support also in the organisation of external events, such as trade fairs and conventions, organised by third parties. The company contributes its expertise, experience and infrastructure to ensure the success of each and every event. This support includes consultancies on planning, logistics management, and assistance in the promotion and provision of services during the staging of events. Firenze Fiera is committed to working closely with organisers to create memorable and successful events, by offering an environment that inspires and facilitates connections between participants.

The events organised in 2023 included:

- **Pitti Immagine (Pitti Uomo, Pitti Bimbo e Pitti Filati)** which plays an important role in the promotion of fashion design and the fashion industry as a whole.
- **ETE - Earth Technology Expo** dedicated to digital and ecological transition, for which Firenze Fiera partnered with the organisers of the event for the first time.

Firenze Fiera assists and supports its customers in the creation of customised installations for each type of event, and guarantees exceptional performance and next-generation services. The facilities provide a benchmark for the organisers of all event types. A network of selected hotels close to the exhibition and congress venues offers an accommodation capacity exceeding 31,500 bedrooms.

Firenze Fiera has established a series of requirements, criteria and standards that organisers are required to comply with in order to use its exhibition and congress facilities. These criteria are based on standards and

regulations regarding safety, risk management and accessibility to the events and trade fairs, as well as specific environmental protection measures.

Organisers are selected on the basis of criteria such as size, characteristics and the economic and social relevance of the sector they belong to. With these guidelines and regulations, the company aspires to create a safe, sustainable and efficient environment for the trade fairs and events it hosts in its venues. Firenze Fiera is conscious of the importance of promoting social and environmental responsibility in the exhibition industry and undertakes to ensure that organisers comply with high quality standards, while offering high-level experiences and minimising their environmental impact.

# Congresses

Congresses are a key component of Firenze Fiera's operations, as they constitute special occasions that bring together participants with the same cultural and professional interests from all over the world. The company enthusiastically focuses on providing comprehensive services for the management and organisation of these events, while creating a stimulating and functional setting that favours encounters, presentations and exchanges of knowledge. Firenze Fiera is committed to ensuring that each congress is an enhancing and memorable experience in which participants can connect and grow together.

Through meticulous planning and a close partnership with organisers, Firenze Fiera offers customised solutions to meet the specific needs of each convention. The services proposed are innovative and designed to capture the attention of the public, arouse interest and ensure success and the satisfaction of all participants. Firenze Fiera strives to create a welcoming and engaging environment, by ensuring that every last detail contributes to creating a memorable and rewarding experience for all guests. More specifically:

## Audiovisual services

Events benefit from high-quality products and services for their audiovisual installations, accompanied by comprehensive design consultancies offering innovative and spectacular technical solutions.

## Installations

Firenze Fiera provides customised installations for all event types, from

large-scale meetings to small conventions, covering all aspects from signage to indoor venues, and from shuttle services to security.

## Catering

Firenze Fiera offers a high-quality catering service that lives up to the reputation of Tuscan cuisine. The exhibition facilities include a self-service restaurant as well as several refreshment points and bars. Quality is further guaranteed by the fact that the kitchens are located within our venues, to ensure the freshness of the dishes served.

## Hospitality

Event participants enjoy exclusive services and can obtain advice on guided tours and day trips, thanks to the company's partnership with Destination Florence CVB. It also offers an online hotel booking platform customised to suit the characteristics of the congress and that offers delegates special rates.

## Ecological approach

Through its #wecycle programme, Firenze Fiera provides organisers and visitors with the tools required to promote a virtuous waste management cycle and minimise the environmental impact of the events. The disposable tableware and cutlery used by our catering service are manufactured using Mater-Bi, a compostable material, and kits are provided for the separate collection of paper, plastic and biodegradable materials.

The aim is to ensure that the congresses organised in Firenze Fiera venues are not just professionally-stimulating, but also offer the opportunity to discover and appreciate the extraordinary cultural and artistic riches of Florence and that, as well as growing professionally, each and every participant lives a unique and immersive experience, and draws inspiration from the beauty and history of the city.



# Cultural Events

# 4.4

The Department of Economics and Culture, after producing the 2021 and 2022 publication *Dante Discovers Europe – The Geography of Europe in the Divine Comedy*, presented in Rome at the Chamber of Deputies, as well as the Villa Vittoria Cultura cultural series, the conference and exhibition *Vittoria Contini Bonacossi, Gio Ponti, and a Masterpiece of 20<sup>th</sup>-Century Italian Design*, and the inaugural event at the new Palazzo degli Affari dedicated to the 100th anniversary of Pierluigi Spadolini's birth, continued its activities in 2023 with the following initiatives:



Wine and Tuscany, A Love Story —Opening event for the BUY WINE fair



## Villa Vittoria Cultura 2023

- Words at the Window curated by Ugo De Vita — 3 events
- All in Six Years – Genius and Creativity in Masaccio and Jimi Hendrix
- Presentation of the book *Dante in the Lands of the Duchy – The Discovery of New Fragments of the Comedy* edited by Rodney Lokaj and Luigi Rambotti
- Presentation of *Galileo Chini, an Artist of Ceramics between Tuscany and Europe* curated by Daniele Galleni



- Publication of the book *Villa Vittoria: A Story Yet to Be Told* in collaboration with the Uffizi Galleries and the Florence State Archives



- Event *From Villa Vittoria to the Florence State Archives: A Journey through Florentine Decorative Arts in Celebration of the 150th Anniversary of Galileo Chini*
- Conference at the Florence State Archives
- Guided Tours of Villa Vittoria and Augusto Burchi's Stained Glass Works

Through exploring its own history and origins, delving into cultural aspects in all their dimensions — political, economic, architectural, musical, literary, and artistic — the initiatives represent a rethinking of the role of the Fiera entity, seeking to reclaim its identity by strengthening ties with the region and the city's productive community.

# Firenze Fiera and people

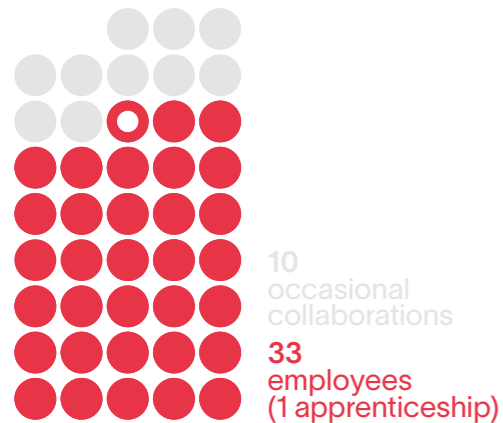
# 5.0

**Firenze Fiera is convinced that an approach that focuses on people, whether internal to or outside the organisation, is fundamental for building a future characterised by positive emotions, innovation and sustainability. The company therefore strives constantly to create an inclusive environment in which the potential of every individual can thrive, by promoting personal and professional development and complying with the principles of inclusivity for everybody.**

Corporate policy is directed at ensuring the acknowledgement of merits, respect for diversities and equal opportunities and the principles of multiculturalism and accessibility. This organisational philosophy identifies the solidity and duration of relationships as the main principles of Firenze Fiera, in order to valorise its personnel thanks to a healthy environment that is productive in the long-term and stimulates their potential. The company recognises the importance of building a sturdy relationship with people both inside and outside the organisation, to build a sustainable future that brings benefits to all the stakeholders involved.

# Workforce composition

# 5.1



TOT  
**43**  
workers

In 2023, Firenze Fiera employees totalled 43 resources. Of these, 33 are employees with open-term full-time contracts, including one resource with an apprenticeship contract, to give them greater occupational stability and increased protection of their rights.

Firenze Fiera places special importance on the welfare of its employees and is determined to establish a stable and durable fiduciary relationship with them.

**Table 1**  
Total personnel (n.)

	Year			Variation%		
	2023	2022	2021	last two-year period	first two-year period	three-year period
Employees	33	33	35	0%	-6,06%	-6,06%
Other staff	10	6	4	40%	33,33%	60%
<b>Total</b>	<b>43</b>	<b>39</b>	<b>39</b>	<b>9,30%</b>	<b>0%</b>	<b>9,30%</b>

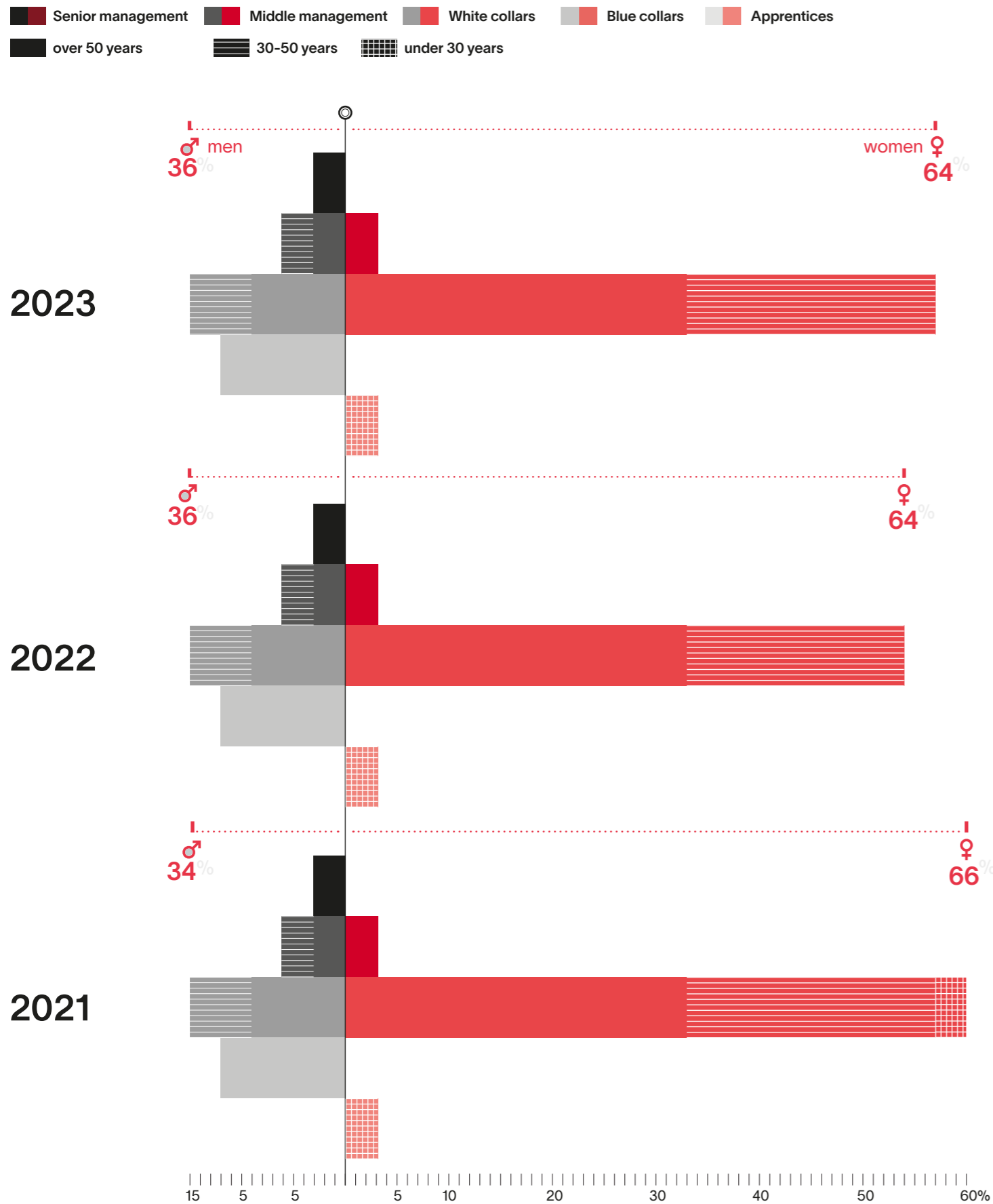
**Table 2**  
Employees by type of contract and gender (n.)

	2023			2022			2021			Change in last year %		
	women	men	total	women	men	total	women	men	total	women	men	total
Open-term	21	12	33	21	12	33	23	12	35	0%	0%	0%
of which Apprenticeship contracts	1	0	1	1	0	1	1	0	1	0%	0%	0%
Fixed-term	0	0	0	0	0	0	0	0	0	0%	0%	0%
<b>Total</b>	<b>21</b>	<b>12</b>	<b>33</b>	<b>21</b>	<b>12</b>	<b>33</b>	<b>23</b>	<b>12</b>	<b>35</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

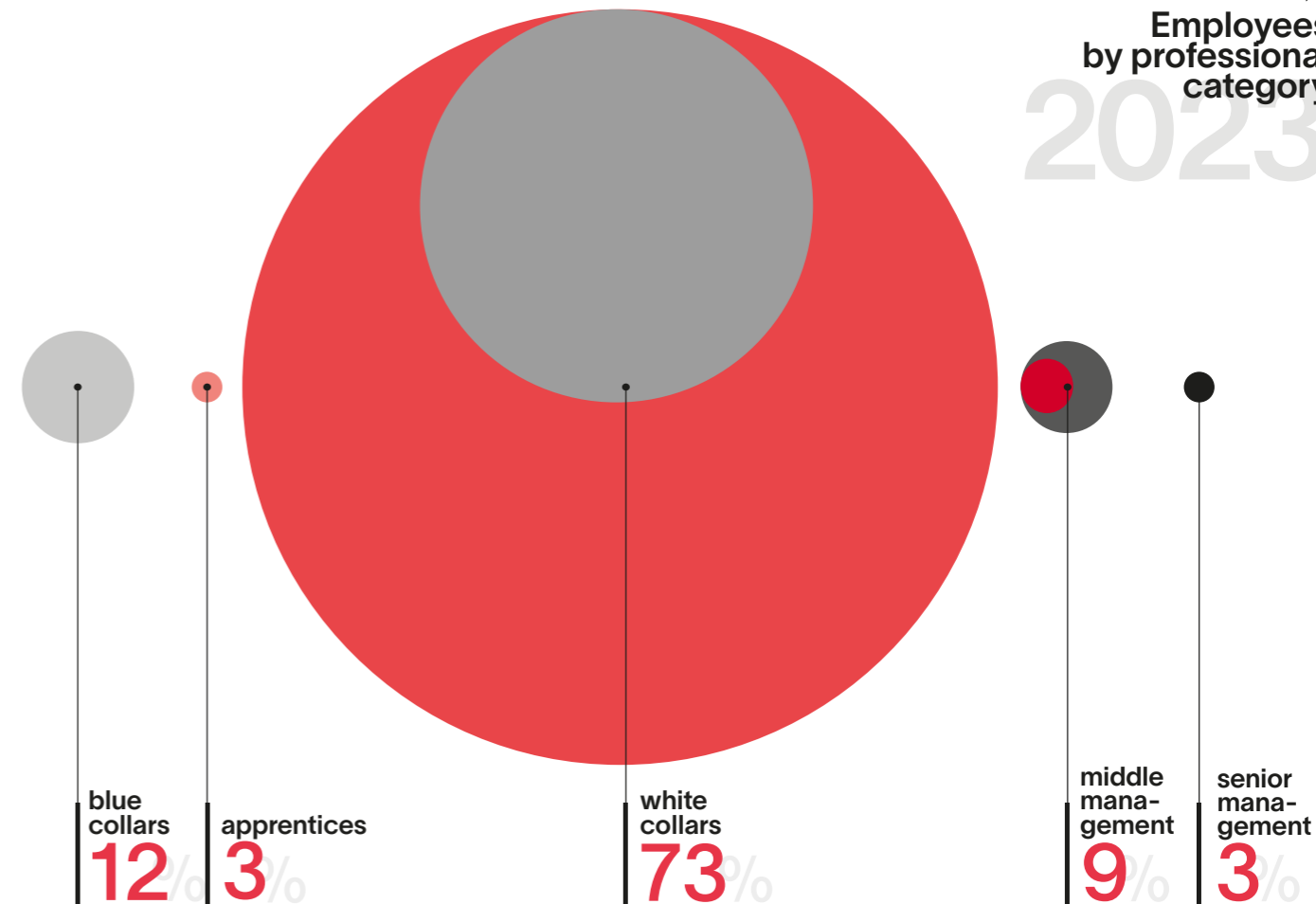
**Table 3**  
Employees by contract type and gender (n.)

	2023			2022			2021			Change in last year %		
	women	men	total	women	men	total	women	men	total	women	men	total
Full-time	21	12	33	21	12	33	21	12	35	0%	0%	0%
Part-time	0	0	0	0	0	0	2	0	2	0%	0%	0%
Hours not guaranteed	0	0	0	0	0	0	0	0	0	0%	0%	0%
<b>Total</b>	<b>21</b>	<b>12</b>	<b>33</b>	<b>21</b>	<b>12</b>	<b>23</b>	<b>23</b>	<b>12</b>	<b>35</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**Table 4**  
Employees by professional category, gender and age range (%)



Employees by professional category  
**2023**



All Firenze Fiera employees are covered by national collective bargaining agreements, assuring them rights and protection in terms of work, pay and welfare. In addition to these guarantees, the company has introduced a Supplementary Company Agreement that offers additional protection and benefits. These include measures dedicated to occupational health and safety, professional training opportunities, healthcare, working time regulations and company welfare initiatives. These measures testify to Firenze Fiera's ongoing commitment to its people and its focus on promoting a healthy, safe and stimulating work environment, by ensuring its personnel benefits that go beyond the contractual obligations established by the applicable legislation.

**Table 5**  
Employees covered by collective bargaining agreements (%)

	Year		
	2023	2022	2021
Total number of employees covered by collective bargaining agreements	33	33	35
Total percentage of employees covered by agreements	100%	100%	100%

**Table 6**  
**Other staff by contract type and gender (n.)**

	2023			2022			2021			Change % in last year		
	women	men	total	women	men	total	women	men	total	women	men	total
Temporary staff	1	1	2	0	0	0	0	0	0	100%	100%	100%
Term-contract staff	6	0	6	4	0	4	2	0	2	33,33%	0%	33,33%
Posted staff	0	0	0	0	0	0	0	0	0	0%	0%	0%
Freelancers	1	1	2	1	1	2	1	1	2	0%	0%	0%
Other (specify)	0	0	0	0	0	0	0	0	0	0%	0%	0%
<b>Total</b>	<b>8</b>	<b>2</b>	<b>10</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>37,50%</b>	<b>50%</b>	<b>40%</b>

**Table 7**  
**Positive personnel turnover rate (%)**

	Year		
	2023	2022	2021
Women	0%	0%	0%
Men	0%	0%	0%
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**Table 8**  
**Negative personnel turnover rate (%)**

	2023			2022			2021		
	women	men	total	women	men	total	women	men	total
Under 30 years	0%	0%	0%	0%	0%	0%	03%	0%	3%
30-50 years	0%	0%	0%	6%	0%	6%	0%	0%	0%
Over 50 years	0%	0%	0%	6%	0%	6%	3%	3%	6%
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>12%</b>	<b>0%</b>	<b>12%</b>	<b>6%</b>	<b>3%</b>	<b>9%</b>

**Table 9**  
**Overall personnel turnover (%)**

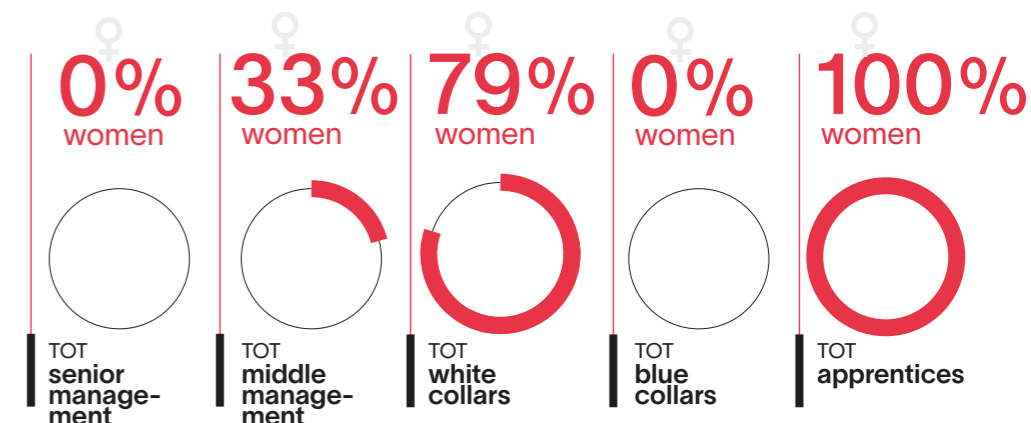
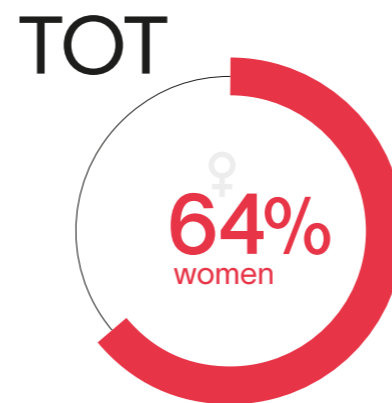
	2023			2022			2021		
	women	men	total	women	men	total	women	men	total
Under 30 years	0%	0%	0%	0%	0%	0%	03%	0%	3%
30-50 years	0%	0%	0%	6%	0%	6%	0%	0%	0%
Over 50 years	0%	0%	0%	6%	0%	6%	3%	3%	6%
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>12%</b>	<b>0%</b>	<b>12%</b>	<b>6%</b>	<b>3%</b>	<b>9%</b>

The fact that there was no turnover in 2023 demonstrates Firenze Fiera's intention to maintain a balanced workforce dimension, while adopting the best company practices to ensure the stability and satisfaction of all its personnel.

# Inclusion and equal opportunities

# 5.2

The majority of people working at Firenze Fiera are women (64%) of between 30 and 50 years of age. This percentage emphasises the company's focus on inclusion and equal opportunities.



**Most female resources are white-collar workers, a category in which they constitute 79% of the total.**

It is important to point out that during the period covered by this Report, no episodes of unfair treatment or gender discrimination were reported.

Firenze Fiera shows that it is conscious of the importance of a respectful and inclusive professional environment for all its employees, not only as an ethical value, but also as a strategic element of its success and innovation in the industry.

**Table 10**  
**Women out of total employees by professional category (%)**

	Year		
	2023	2022	2021
Senior management	0%	0%	0%
Middle management	33%	33%	33%
White collars	79%	79%	81%
Blue collars	0%	0%	0%
Apprentices	100%	100%	100%

**Table 11**  
Employees by professional category and gender (n.)

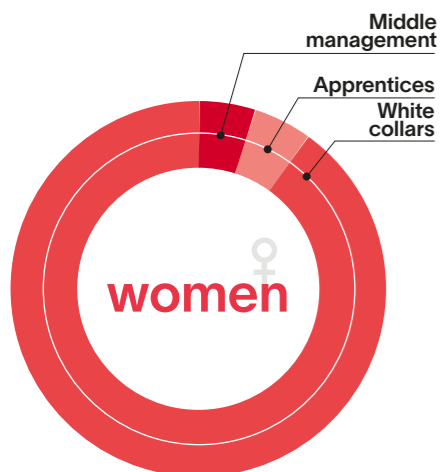
	2023			2022			2021			Change % in last year		
	women	men	total	women	men	total	women	men	total	women	men	total
Senior management	0	1	1	0	1	1	0	1	1	0%	0%	0%
Middle management	1	2	3	1	2	3	1	2	3	0%	0%	0%
White collars	19	5	24	19	5	24	21	5	26	0%	0%	0%
Blue collars	0	4	4	0	4	4	0	4	4	0%	0%	0%
Apprentices	1	0	1	1	0	1	1	0	1	0%	0%	0%
<b>Total</b>	<b>21</b>	<b>12</b>	<b>33</b>	<b>21</b>	<b>12</b>	<b>33</b>	<b>23</b>	<b>12</b>	<b>35</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**Table 12**  
Proportion of female employees (%)

	Year		
	2023	2022	2021
Women	64%	64%	66%
Men	36%	36%	34%

**Table 13**  
Professional categories of female employees (%)

	Year		
	2023	2022	2021
Senior management	0%	0%	0%
Middle management	5%	5%	4%
White collars	90%	90%	91%
Blue collars	0%	0%	0%
Apprentices	5%	5%	4%



**Table 14**  
Employees with disabilities or belonging to protected categories (%)

	2023			2022			2021		
	women	men	total	women	men	total	women	men	total
Senior management	0%	0%	0%	0%	0%	0%	0%	0%	0%
Middle management	0%	0%	0%	0%	0%	0%	0%	0%	0%
White collars	0%	3%	3%	0%	3%	3%	0%	3%	3%
Blue collars	0%	6%	6%	0%	6%	6%	0%	6%	6%
Apprentices	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Total</b>	<b>0%</b>	<b>9%</b>	<b>9%</b>	<b>0%</b>	<b>9%</b>	<b>9%</b>	<b>0%</b>	<b>9%</b>	<b>9%</b>

The company's workforce has increased since the previous reporting period. Firenze Fiera employees three people belonging to protected categories, i.e. 9% of total employees.

# Recruitment 5.3

**Firenze Fiera is committed to promoting a fair and transparent work environment, based on principles such as professional attitude, expertise and meritocracy. It pursues this objective by implementing internal recruitment rules.**

These rules govern the procedures for selecting and recruiting personnel with employment contracts and they were drawn up in compliance with the principles of the Consolidation Act on publicly-owned companies. This shows the importance Firenze Fiera attaches to complying with industry regulations and to maintaining a high level of integrity and transparency in the recruitment process.

There must be no form of discrimination and no external pressure over the allocation of vacancies or appointments that may influence the decision-making process.

The senior management, employees and other staff behave respectfully and impartially to help create a climate in which the dignity and individuality of each and every person are safeguarded. In compliance with legal and contractual provisions, Firenze Fiera has therefore promoted

internal regulations governing the selection process, advertising of vacancies and all the other steps that choosing applicants involves.

# Training and development programmes 5.4

**More than 80% of the personnel employed by Firenze Fiera have a medium or high level of education.**

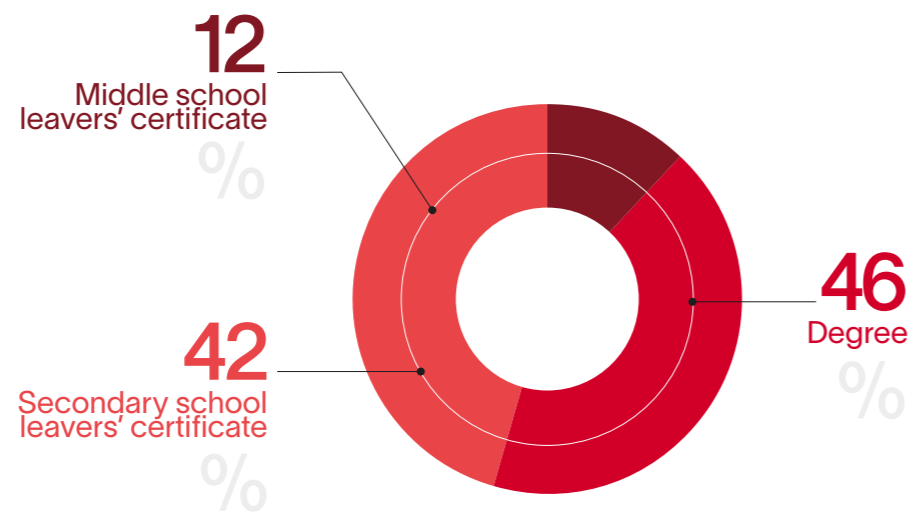
Approximately 45% have a university degree. This demonstrates the value the company places in high-level skills and its commitment to promoting a qualified and competent work environment.

**Table 15**  
**Level of education of employees by gender (n.)**

	2023			2022			2021			Change <sup>%</sup> in last year		
	women	men	total	women	men	total	women	men	total	women	men	total
Degree	13	2	15	13	2	15	13	2	15	0%	0%	0%
Secondary school leavers' certificate	8	6	14	8	6	14	10	6	16	0%	0%	0%
Middle school leavers' certificate	0	4	4	0	4	4	0	4	4	0%	0%	0%
Primary education	0	0	0	0	0	0	0	0	0	0%	0%	0%
Others	0	0	0	0	0	0	0	0	0	0%	0%	0%



**Table 16**  
Level of education of employees (%)

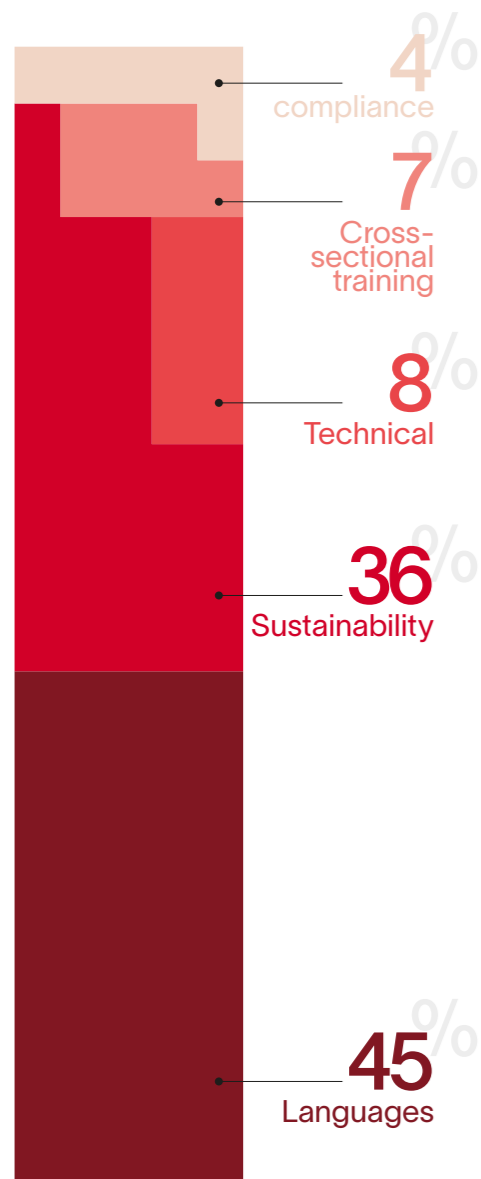


**Firenze Fiera makes significant investments in personnel training. The main objective of this commitment is to ensure the development of the skills and knowledge of its people to consolidate their personal and professional growth and organisational efficiency.**

In 2023, the company delivered 840 hours of training, with a 360% increase on the previous reporting period. Special attention was focused on language learning and sustainability, which is considered an essential training subject for preparing personnel to work in a company context that is increasingly responsible practices-oriented.

The company demonstrates a concrete intention to invest in its personnel and recognises the importance of the professional growth of its employees. 90% of training is delivered through physical presence courses and 10% using e-learning methods.

**Table 17**  
Training delivered to employees by content type (%)



**Table 18**  
Hours of employee training by gender and category (n.)

	2023			2022			2021			Change in last year %		
	women	men	total	women	men	total	women	men	total	women	men	total
Senior management	0	27	27	0	3	3	0	21	21	0%	88,89%	88,89%
Middle management	9	52	61	0	6	6	1	2	3	100%	88,46%	90,16%
White collars	467	123	590	120	22	142	55	26	81	74,30%	82,11%	75,93%
Blue collars	0	65	65	0	24	24	0	0	0	0%	63,08%	63,08%
Apprentices	97	0	97	6	0	6	0	0	0	93,81%	0%	93,81%
<b>Total</b>	<b>573</b>	<b>267</b>	<b>840</b>	<b>181</b>	<b>55</b>	<b>181</b>	<b>56</b>	<b>49</b>	<b>105</b>	<b>78,01%</b>	<b>79,40%</b>	<b>78,45%</b>

**Table 19**  
Average hours of employee training by gender and category (average hours)

	2023			2022			2021			Change in last year %		
	women	men	total	women	men	total	women	men	total	women	men	total
Senior management	0	27	27	0	3	3	0	21	21	0%	88,89%	88,89%
Middle management	9	26	20,33	0	3	2	1	1	1	100%	88,46%	90,16%
White collars	24,58	24,6	24,58	6,31	4,4	5,92	2,62	5,2	3,11	74,30%	82,11%	75,93%
Blue collars	0	16,25	16,25	0	6	6	6	0	0	0%	63,08%	63,08%
Apprentices	97	0	97	6	0	6	6	0	0	93,81%	0%	93,81%

**Firenze Fiera aims to offer its employees training opportunities gauged to meet the specific requirements of each professional category. The data collected during the period the Report refers to indicate an extensive and transversal distribution of the hours of training across all company resources.**

# Personnel welfare

# 5.5

Corporate welfare is a matter of paramount importance for Firenze Fiera. The analysis of the reporting data regarding the benefits granted to employees brings to light a situation that is essentially stable in terms of the benefits offered. More specifically, personnel are ensured constant healthcare cover, which confirms the continuity of benefits in relation to the previous reporting periods.

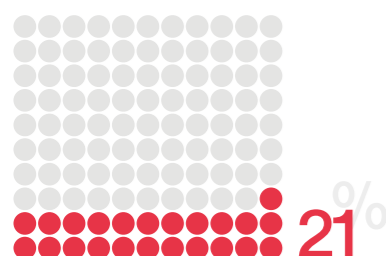
Through this platform, Firenze Fiera allows its employees to use untaxed funds for previously-selected expense categories, while ensuring great freedom in the management of these resources. Employees can ask to receive the value of the bonus directly in their payslip or to manage it themselves using the dedicated platform, according to their needs and preferences.

The timely communication of operational changes is an important sign of Firenze Fiera's commitment to its employees' welfare. The company complies with national collective bargaining agreements, according to which employees must be informed of significant changes with at least four weeks' notice. These changes can cover a range of issues, from outsourcing to company expansion, redundancies, sales and mergers. This practice allows employees to adapt to new work conditions and

plan their professional future, while minimising the negative effects on their professional and personal life. In this way, Firenze Fiera confirms its commitment to maintaining the stability and welfare of its team.

In 2023, although four employees were entitled to take parental leave, none of them actually did. The decision not to take parental leave therefore means that there were no cases of return to work to evaluate; therefore, the retention rate is not applicable to the period covered by the Report.

## Well-JOB



21% of personnel have opted to join the WELL JOB platform, which demonstrates significant interest in the company's occupational welfare initiatives.

To meet workers' requirements, the system offers a wide range of possibilities, such as paying expenses for kindergartens, schools, masters and universities, as well as language courses or reimbursement for the purchase of text books. di lingua e il rimborso per l'acquisto di libri scolastici.

**Table 20**  
Benefits provided to full-time employees (%) that are not provided to temporary or part-time employees

	2023	2022	2021
Life insurance	No	No	No
Healthcare cover	Si	Si	Si
Insurance cover in the event of disability or invalidity	No	No	No
Parental leave	No	No	No
Pension contributions	No	No	No
Shares	No	No	No
Others	No	No	No

**Table 21**  
Parental leave by gender (n,)

	2023			2022			2021			Change % in last year		
	women	men	total	women	men	total	women	men	total	women	men	total
Number of employees who took parental leave	0	0	0	3	1	4	0	0	0	0%	0%	0%
Number of employees entitled to parental leave	3	1	4	3	1	4	0	0	0	0%	0%	0%
Number of employees who returned to work, after taking parental leave, before the end of the year	3	1	4	3	1	4	0	0	0	0%	0%	0%
Number of employees who returned to work, after taking parental leave, and are still employees in the 12 months following their return	3	1	4	3	1	4	0	0	0	0%	0%	0%

**Table 22**  
Return and retention rate (%)

	2023			2022			2021		
	women	men	total	women	men	total	women	men	total
Return rate after parental leave	0%	0%	0%	100%	100%	100%	0%	0%	0%
Position retention rate after parental leave	100%	100%	100%	0%	0%	0%	NA	NA	NA

# The commitment to Occupational Health and Safety

**In order to protect its own personnel as well as the workers of external contractors involved in the organisation of events, Firenze Fiera constantly focuses on improving the levels of Occupational Health and Safety achieved. This commitment is periodically renewed in the company policy by means of which the Management establishes and discloses its goals of which people and the environment remain the main beneficiaries.**

### The Management System and risk assessment

Firenze Fiera has gradually improved the tools it uses to identify hazards and assess the risks to which its personnel are exposed, in order to adopt a certified Management System that complies with the main reference standard on **Occupational Health and Safety (ISO 45001:2018)**

This System, combined with the Environmental Management System, covers all workers and all operations carried out by the company, including the venues used to organise events.

Responsibility for the System is entrusted to a qualified person within the company, who also holds the position of Health and Safety Officer. This role ensures the implementation and updating of the Management System and monitors its efficacy through internal audits and other monitoring tools that involve all company areas. The procedures comprising the System include tools with which the appointed technical roles identify hazards and assess the corresponding risks; this process is implemented systematically and regularly, to allow the timely adaptation of the prevention, protection



and emergency measures to safeguard all affected personnel. Firenze Fiera also confirms its commitment by maintaining an active Organisation, Management and Control Model pursuant to Italian Legislative Decree 231/01, which includes a chapter dedicated to the prevention of the predicate offences relating to occupational health and safety.

### Worker participation

The engagement and participation of personnel are considered indispensable for achieving the ongoing improvement goals described; to this end, the Management System includes a specific procedure to ensure that this participation is systematic and effective, without limiting itself to merely carrying out the consultation activities required by the applicable regulations.

In addition to guaranteeing the possibility to report any anomalies or suggestions for improvement, the company shares the outcomes of monitoring activities and of the periodically-recorded performance indicators with all its personnel. This approach allows the dissemination of a safety culture and increases the level of individual awareness, which are indispensable for ensuring that everyone adopts safe behaviour.

### Health surveillance as a prevention measure

Firenze Fiera duly carries out all the activities required by the applicable regulations on health surveillance; to this end, the Occupational Health Physician appointed ensures the conduct of medical examinations that, in the interests of personnel convenience, are carried out directly on company premises.

In compliance with the obligations assigned, the doctor also takes part in the risk assessment and ensures the confidentiality of the personal information acquired in the course of their duties. This confidentiality is also guaranteed in the management of health records, whose storage is the responsibility of the Human Resources Office.

### Training on Health and Safety

Once a year, Firenze Fiera draws up and approves a training plan based on the needs identified for the entire company population, in compliance with the provisions of health and safety regulations.

The courses, which take place during working hours only, are organised in collaboration with a training provider that guarantees compliance with the requirements of the applicable legislation and selects qualified

teachers for the specific topics to be addressed. The training provided is not limited only to that which the company is under obligation to provide, but also addresses additional contents, when deemed appropriate with a view to ongoing improvement.

All the training courses required by law conclude with a test to assess learning on the specific subject.

In 2023, 26 hours of training were provided; for 2024, this number is expected to rise to 30. The changes from one year to another are due to the hours of refresher training (which change from year to year) and other variables that are typical of company organisation (e.g. personnel turnover).

### Work-related injuries and ill health

In the course of the last three years, there have not been any injuries involving the company population while carrying out their professional activities and there has not been any work-related ill health.

When an injury incident occurs, the company applies an investigation process by means of which it analyses the causes and identifies any corrective or improvement measures.



**Table 23**  
**Total hours of training on occupational health and safety**

	Year		
	2023	2022	2021
hours of training over the last three years	26	172	28

**Event safety and the supply chain**

When organising events and making its venues available to third parties, Firenze Fiera is constantly committed to ensuring compliance with the requirements provided for in applicable regulations on health and safety and on event management in general. Event management itself presents various complexities due, in particular, to the presence of multiple contractors carrying out different activities in the same locations; depending on the role covered and the type of event, the company implements the processes provided for by the Management System, first and foremost by ensuring the qualification of its suppliers and operational coordination aimed at managing interference risks properly.

All event venues are provided with safety equipment and intervention plans, making it possible to protect those present in the event of an emergency.

Firenze Fiera also provides an infirmary room and dedicated doctor when this is requested by the organisers of an event or when it is deemed appropriate. This allows swifter first aid in the event of a medical emergency during an event.

**Table 24 Injury indices (n.)**

	Year		
	2023	2022	2021
Number of hours worked	49.150	47.884	51.677
Number of injuries reported	0	1 <sup>1</sup>	0
Injury frequency index <sup>2</sup>	0.00	4,17	0.00

<sup>1</sup> Injuries that occurred when commuting, not when working  
<sup>2</sup> FORMULA: (number of injuries reported / hours worked) x 200,000 (reference annual hours)

# Firenze Fiera for people

# 5.7

**100% of the products purchased during the Report period as gifts for customers were sustainable.**

**Firenze Fiera Ethical Gift**

In 2023, Firenze Fiera continued its support of the Firenze Fiera Ethical Gift project, by purchasing products produced by **Made in Sipario**, a Florentine social cooperative whose worker-members are young adults with intellectual disabilities or in situations of fragility. The company also cooperated with **PicEo**, **l'Associazione Trisomia21**, a Florentine art company run directly by young people with Down syndrome. Firenze Fiera also purchased sustainable cosmetics products, like solid shampoo and conditioner and soaps, from a small Tuscan company called **Kiliko**, as well as die-cut pads with a pen and sticky notes made using recycled paper by Florentine company **Stylgrafix**.

**Website accessibility**

**Firenze Fiera is committed to delivering services and providing information in an accessible manner and without discrimination, including for people who need assistive technology or special configurations due to disabilities.**

Firenze Fiera has embarked on an accessibility process for its website in compliance with Italian Law no. 4 of 9 January 2004. The website is currently partially compliant with the

requirements established by Annex A of standard UNI EN 301549:2018 (WCAG 2.1). Firenze Fiera's efforts to fully implement these requirements are ongoing. This reflects the company's intention to ensure fair and inclusive access to all its digital content, by giving users the chance to report any accessibility problems encountered on the firenzefiera.it website.

**Disability routes**

**Firenze Fiera distinguishes itself for its commitment to ensuring that all people, regardless of their personal characteristics, have the same opportunities, by going beyond the requirements of the applicable regulations.**

Firenze Fiera puts this commitment into practice by involving volunteers in the management of events that are accessible to people with disabilities, in order to create an inclusive and barrier-free environment. This approach is the result of a special focus on the needs of all individuals and constitutes a model of excellence and social responsibility.

Examples of the implementation of this corporate philosophy include the non-routine maintenance work started in 2023 in the Villa Vittoria venue aimed at making the spaces even more accessible to people

with disabilities. With these initiatives, Firenze Fiera demonstrates its commitment regarding inclusivity for everyone.

**Food For Good**

**With its 2023 'Food for Good' project, Firenze Fiera, together with its partner Gerist Ricevimenti, delivers 100% of leftover meals to Banco Alimentare (a food bank).**

The 'Food for Good' project aims to reduce food waste by recovering all surplus event food. This initiative consists in collecting the food not eaten during event lunches and dinners and sending it to charity organisations through Banco Alimentare. The project is a tangible example of the company's commitment to making an effective contribution to the fight against food waste.



# The creation of shared value

6.0

**Firenze Fiera aspires to become a benchmark in the sustainable management of exhibitions and bases its operations on the concept of shared value. The aim of this strategic approach is not only to generate economic benefits for the organisation, but also to create positive impacts for the entire Florentine community and for the environment. By working with local institutions, social initiatives and inclusion projects, the company contributes to the social and cultural health of the city and strengthens the bond between the exhibition industry and the local socioeconomic fabric.**

# Developments in the exhibition and congress market

In 2023, the exhibition and congress market continued to show signs of considerable recovery, according to the data published in the 32nd UFI Global Exhibition Barometer, updated to January 2024. At global level, revenue for 2023 was back to pre-pandemic levels, and growth of up to 115% is anticipated for 2024.

In Europe, this growth was even more significant, as in 2023 European companies averaged revenue of 109% the figure for 2019, and further growth of 126% is forecast for 2024.

These data show the industry has rallied well and a positive trend that proves that recovery has been more rapid than expected, driven by renewed interest and confidence in the exhibition and congress sector.

In 2023, the major concerns in the European trade fair sector were dominated by the state of the economy in domestic markets, according to 23% of industry operators. Global economic developments (18%) and geopolitical challenges (15%) were equally significant, demonstrating that global economic and political dynamics have a

considerable impact on the European exhibition market.

Within this context of growth, Firenze Fiera continues to invest in sustainability and innovation in order to remain competitive and attract visitors. The aim of Firenze Fiera's strategy is to ensure a safe and inviting environment for all participants. By investing in state-of-the-art technology and environmentally-compatible infrastructure, the company not only meets current requirements, but also prepares itself to sustain and accelerate future industry growth.



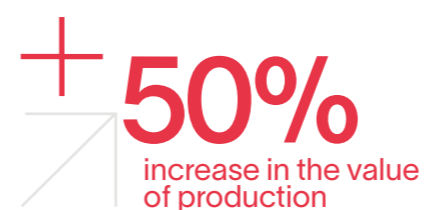
# Summary of economic and financial performance

The results regarding the economic and financial performance of Firenze Fiera in 2023 show a clear improvement on previous Years, with financial Year profits amounting to 360 thousand euros.

Revenue for the sale of services increased considerably, reflecting the positive trend characterising the congress sector and the organisation of direct exhibitions. In 2023, the value of production increased by more than 50% on 2022. Specifically:

- **Congress revenue** increased by 54%, from 5.036 Mln euros in 2022 to **7.747 Mln euros**;
- **Direct exhibition revenue** increased by 50%, from 3.005 Mln euros in 2022 to **4.514 Mln euros**;
- **Indirect exhibition revenue** increased by 50%, from 5.114 Mln euros in 2022 to **7.675 Mln euros**;
- **Income from concessions** increased by 69%, from 16 thousand euros in 2022 to **27 thousand euros**.

Overall, thanks to careful management of operating costs, despite their increase as a result of the consolidation of business, Firenze Fiera achieved significant growth in its gross operating income (EBITDA) from a negative value of -1.980 Mln euros in 2022 to a positive value of 2.373 Mln euros in 2023.



### Main economic and financial indicators

Between 2022 and 2023, Firenze Fiera showed a clear improvement in both economic and equity terms. On an economic level, the company achieved greater operating efficiency and a greater capacity to

generate profits. On the equity front, liquidity and debt management was optimised, thereby reducing overall debt and strengthening the company's financial position.

### Main economic and financial indicators

Indicator	Sector	Year			Variation %
		2023	2022	2021	2022-2023
Change in value of production	Economic Value and costs of production	50%	115%	11%	-57%
ROE	Economic Net profit / NP	2%	-23%	-3%	-
ROI	Economic Operating Result / Assets	1%	-6%	-9%	-
ROS	Economic Value and costs of production / Revenue from sales	4%	-29%	-96%	-
Net current financial debt	Assets Current financial debt - liquidity	(2.386)	(2.221)	(10.714)	-26%
Financial debt	Assets Net current financial debt + non-current financial debt	10.402	12.781	4.735	-19%

# Value generated and distributed by Firenze Fiera

# 3

+49%

increase in the economic value generated on the figure of 2022

Firenze Fiera generates value and distributes it to stakeholders through a careful management of its activities. The main sources of earnings include the organisation of events and trade fairs, rental of exhibition venues and related services, which make a significant contribution to the local economy as a result of the influx of visitors and industry professionals.

This value is distributed in the form of salaries and benefits to employees, payments to suppliers and investments in infrastructure and technological innovations. In addition to this, Firenze Fiera reinvests part of its profits in the ongoing improvement of its facilities and in the sustainability of its operations, thus ensuring long-term benefits for the local community and strengthening the economic fabric of the surrounding area.

### Economic value generated / distributed / withheld

values in thousands of €	Year			Variation %
	2023	2022	2021	2022-2023
<b>Economic Value generated</b>	<b>20.627</b>	<b>13.851</b>	<b>12.021</b>	<b>+49%</b>
Revenue from sales	19.899	13.110	5.249	+52%
Other revenue and income	727	742	6.772	-2%
<b>Economic Value distributed</b>	<b>18.469</b>	<b>15.959</b>	<b>11.029</b>	<b>+16%</b>
Personnel costs	2.243	2.187	2.120	+3%
Operating costs (for materials, services, use of third-party property)	14.515	12.293	7.224	+18%
Lender repayment	334	307	83	+9%
Public Administration	78	0	86	-
Sundry operating expenses	1.298	1.149	1.516	+13%
<b>Economic Value withheld</b>	<b>2.158</b>	<b>-2.108</b>	<b>992</b>	<b>-</b>

In 2023, Firenze Fiera achieved a significant increase in the economic value generated, which totalled approximately 21 Mln euros, with a 49% increase on the figure for 2022.

This result reflects strong growth in the revenue from sales, which increased to almost 20 Mln euros (+52% on 2022), while other revenue and income amounted to approximately 727 thousand euros.

The economic value distributed in 2023 was equal to approximately 18 Mln euros, showing a 16% increase on the previous year.

The value generated by Firenze Fiera is distributed to stakeholders as follows:

**Personnel**

Personnel costs amount to approximately 2 Mln euros, with a 3% increase on 2022;

**Suppliers**

Operating costs, including raw materials, services and use of third-party property, rose by 18%, to reach approximately 15 Mln euros. This increase can be attributed in part to the increase in costs relating to installation services, in line with the recovery of business;

**Lenders**

Repayments to lenders amounted to approximately 334 thousand euros, with a 9% increase on the figure for 2022, due to interest payable, commissions and other financial charges;

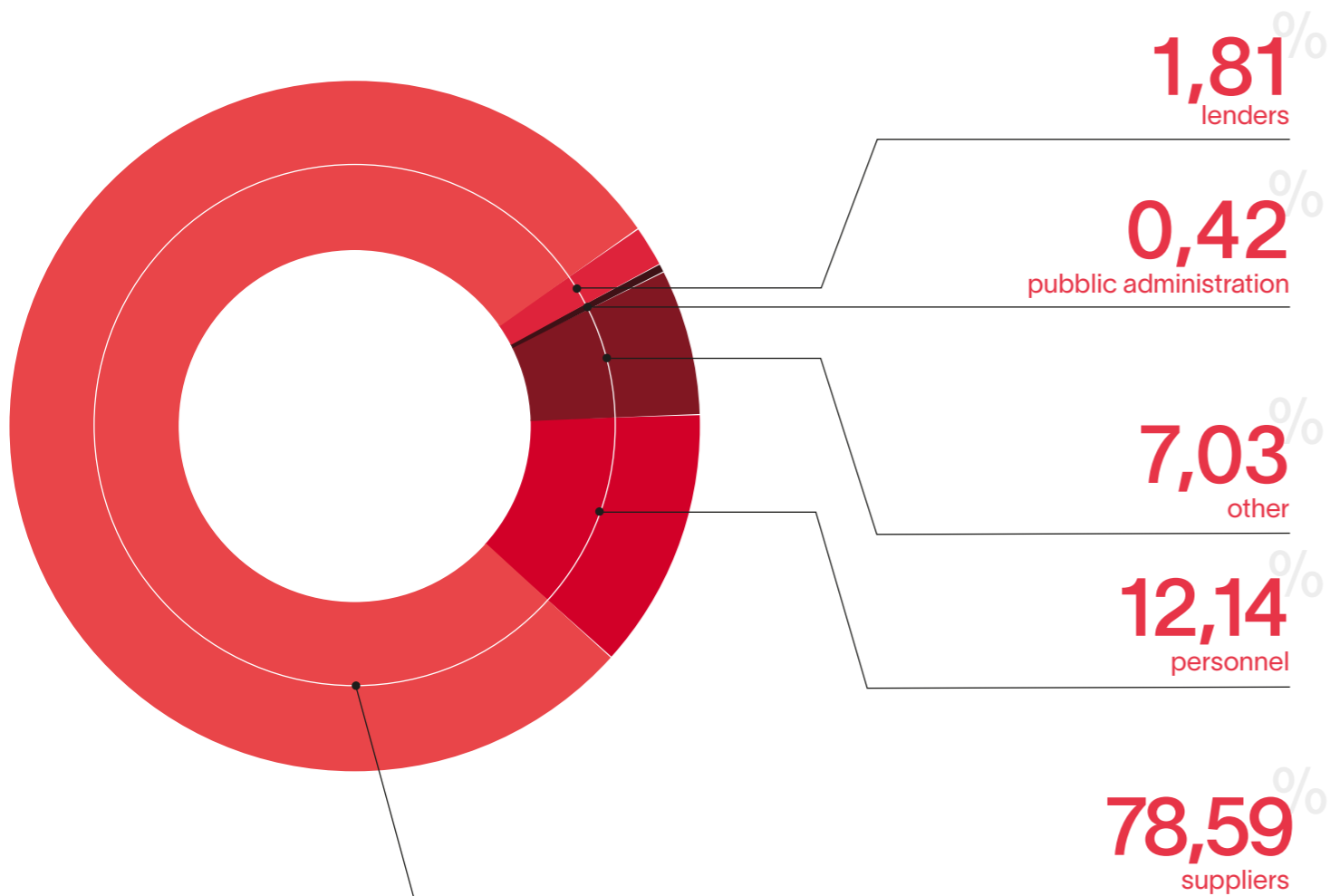
**Public Administration**

Approximately 78 thousand euros were paid in to the Treasury for direct and indirect taxes, marking an increase on the adjusted value for the previous year, during which no payments were recorded;

**Sundry operating expenses**

These expenses amounted to approximately 1 million euros, with a 13% increase on 2022.

The economic value withheld in 2023 was approximately 2 Mln euros.



**Breakdown of the economic value distributed**

# Procurement practices 6.4

**Firenze Fiera is committed to supporting the local economy through its procurement practices. In recent years, it has constantly favoured local suppliers, as acknowledgement of the important role they play in strengthening the economic fabric of the region.**

Not only does this approach favour the development of local enterprise, it also promotes closer and more reactive collaboration, which ensures the quality and reliability of the services offered.

This advocacy of local suppliers reflects the company's commitment to sustainable and inclusive growth, and brings positive effects for the whole community.

**Proportion of spending on local suppliers**

	Year					
	2023		2022		2021	
<b>total expenditure</b>	9.800.000€		7.550.000€		1.450.000€	
spending on goods	1.800.000€	100%	1.250.000€	100%	150.000€	100%
<b>local suppliers</b>	1.400.000€	78%	1.000.000€	80%	100.000€	67%
<b>non-local suppliers</b>	400.000€	22%	250.000€	20%	50.000€	33%
spending on services and work	8.000.000€	100%	6.300.000€	100%	1.300.000€	100%
<b>local suppliers</b>	6.000.000€	75%	5.000.000€	79%	1.000.000€	77%
<b>non-local suppliers</b>	2.000.000€	25%	1.300.000€	21%	300.000€	23%



# Investments in infrastructure

Within the framework of its 2023-2027 Reorganisation and Recovery Plan, Firenze Fiera planned a series of investments in infrastructure aimed at improving and modernising its facilities.

In 2023, as the new plan is launched, the company will continue certain projects started in previous years, starting from 2019.

The planned work includes restoration and redevelopment, the expansion of exhibition venues, the implementation of innovative and sustainable technologies and the optimisation of the functional areas for events and congresses.

These investments are part of a strategy aimed at improving the competitiveness and attractiveness of the company's facilities, and ensuring high quality and service standards for visitors and participants, with a special focus on environmental sustainability and energy efficiency.

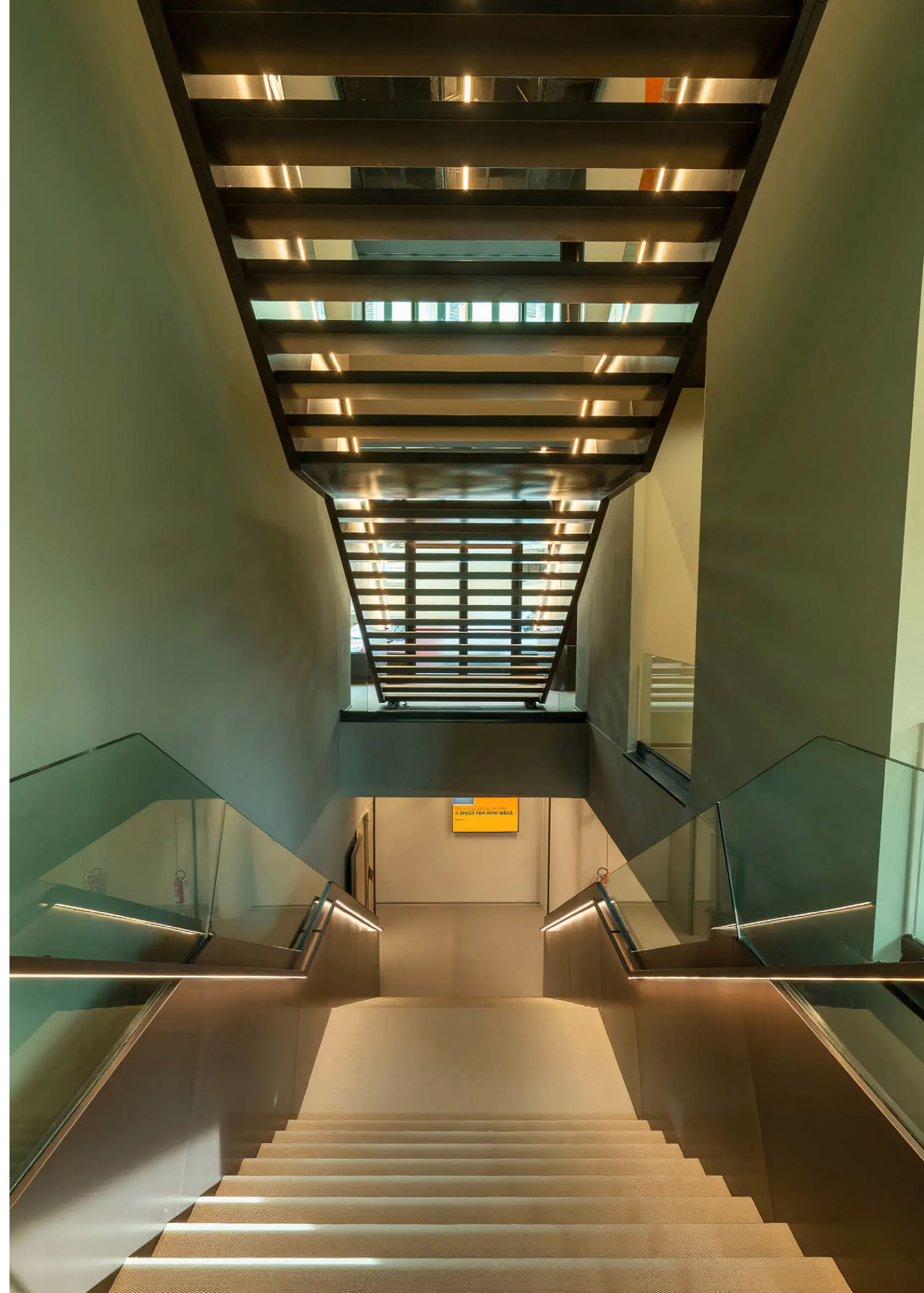
## Investments in infrastructure 2023

	Value €
Fortezza da Basso real estate investments	438.000 €
Villa Vittoria real estate investments	141.000 €
Palazzo degli Affari real estate investments	130.000 €
Other real estate and tangible investments	249.000 €

### Recovery Plan pursuant to art. 14 of Legislative Decree 175/2016 (Madia Law)

The primary objective of the Firenze Fiera 2023-2027 Recovery Plan pursuant to Article 14 of Italian Legislative Decree 175/2016 (Madia Law) is to guide the development of the company after the challenging pandemic period. The plan is based on various assumptions and key actions to strengthen the company's economic situation and create strategic partnerships and alliances. The main lines of intervention of the plan regard:

- Increasing direct and indirect trade fair activities;
- Developing congresses and corporate events;
- Hiring a sales director starting from 2024;
- Making full use of Palazzo degli Affari, which has been renovated and was inaugurated in July 2022;
- Using the new Bellavista Pavilion at Fortezza da Basso, which has a capacity of 2,500 seats, starting from 2026;
- Scheduling the work at Fortezza da Basso in concert with the owning partners to maximise profitability;
- New multi-annual agreement with Pitti Immagine starting from 2024;
- Developing the 'Economics and Culture' sector to further characterize the exhibition complex;
- Introducing a new industrial partner by means of a public tender procedure and a reserved capital increase of 12 million euros;
- Reducing venue hire rates, particularly for Fortezza da Basso;
- Completing a capital increase of 16 million euros subscribed by current the partners.



# The ecological footprint

# 7.0

**Firenze Fiera's commitment towards the environment is a fundamental pillar of its corporate strategy and an example of a sustainable approach in the trade fair sector. Located in the heart of one of the world's most fascinating and culture-rich cities, Firenze Fiera acknowledges the importance of working in harmony with the environment by contributing to the protection of the natural heritage and the promotion of ecological practices.**

**Firenze Fiera has adopted a pro-active approach towards sustainability, by incorporating environmental principles into all aspects of its operations. From optimising energy consumption to implementing cutting-edge water resource management technologies, the organisation has set itself the goal of reducing its ecological footprint and promoting a responsible use of resources. Adopting renewable energies, improving the energy efficiency of venues and reducing waste are just a few of the initiatives undertaken to meet these goals.**

However, the commitment of Firenze Fiera goes beyond its internal operations. The organisation cooperates actively with local, national and international partners to develop and implement innovative solutions that promote long-term sustainability. This includes promoting environmentally-friendly events, educating and raising the awareness of visitors and exhibitors on environmental topics and complying with international sustainability standards. Firenze Fiera is also conscious that environmental sustainability is closely related to the welfare of the community. With this in mind, it is committed to supporting local initiatives aimed at conserving the environment and promoting sustainable development. This integrated

and cooperative approach reflects Firenze Fiera's aspiration to be not only a leader in the exhibition industry, but also a responsible guardian of the environment and an advocate of a sustainable future.

To sum up, Firenze Fiera's commitment towards the environment is a cornerstone of its identity and mission. Through effective action, strategic partnerships and a long-term vision, Firenze Fiera constitutes a model of excellence in sustainable management, thus demonstrating that it is possible to combine economic success with environmental responsibility.

# Energy consumption

# 7.1

## Efficient use of energy is crucial for the success and long-term sustainability of any organisation.

Not only does energy efficiency help to reduce operating costs, it also plays a fundamental role in mitigating the environmental impact of company operations.

In a context in which energy resources are increasingly precious and climate change is a global challenge, adopting sustainable energy practices becomes not only a responsible choice, but also a strategic necessity.

Energy efficiency is therefore one of the fundamental pillars of Firenze Fiera's sustainability strategy and combines economic, environmental and social advantages. In addition to helping to protect the environment, implementing sustainable energy practices also promotes corporate resilience and innovation, while creating durable value for all the stakeholders involved. 2023 was a record year in terms of turnover for Firenze Fiera, and the

increase in events was accompanied in an increase in total energy consumption.

However, during 2023, the company concluded a two-year electricity supply agreement with ENEL, providing for the supply of only renewable energy: this allows the company to improve its carbon footprint, as will be described in greater detail later, and enables it to restrict emissions even with an increase in business.

As far as fossil fuels are concerned, the methane and diesel used for heating account for the predominant proportion, while company vehicles used for short journeys make a minimal contribution and therefore were not included in this edition.

In order to better contextualise energy consumption in relation to company growth, the energy intensity values were measured against the number of workers and turnover.

## GRI 302-1 Energy consumption within the organisation

	UM Unit of Measurement	Year			Variation %	
		2023	2022	2021	2023–2022	2022–2021
A. Total fuel consumption from non-renewable sources (302-1a)	GJ	6.572,55	5.178,17	4.876,70	<u>26,93%</u>	<u>6,18%</u>
B. Total fuel consumption from renewable sources (302-1b)	GJ	16016,86	0	0	-	-
Electricity purchased under the green agreement	KWh	4.449.128	0	0		
C. Total electricity or other consumption (302-1c)	GJ	3.627,13	18.039,09	11.776,95	<u>-79,89%</u>	<u>53,17%</u>
Electricity purchased from the grid (national energy mix)	KWh	1.007.537	5.010.858	3.271.376		
D. Electricity or other energy sold (302-1d)	GJ	0	0	0		
E. Total energy consumption within the organisation (A+B+C-D)	GJ	26.216,54	23.217,25	16.653,65	<u>12,92%</u>	<u>39,41%</u>

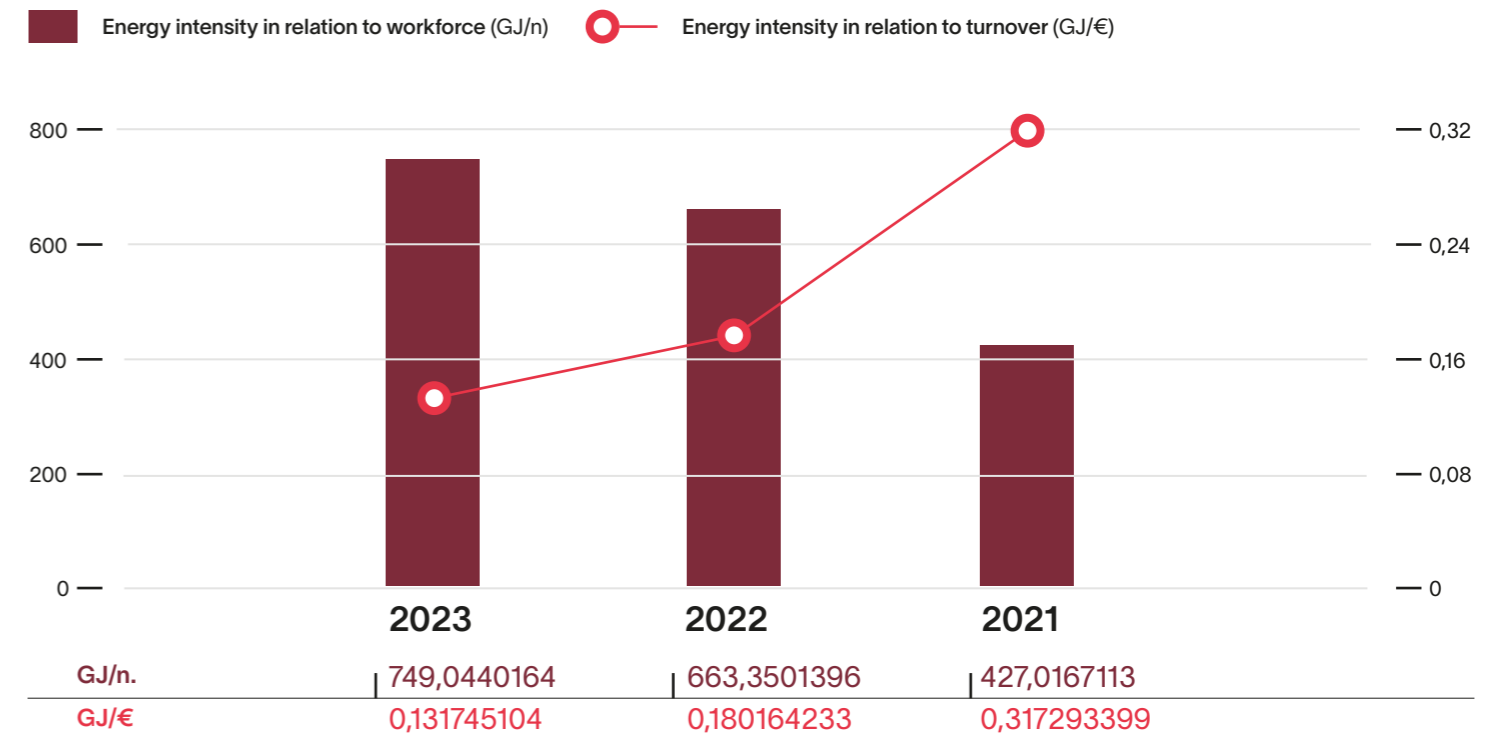
*NOTE energy was calculated using DEFRA and ISPRA conversion factors*

## Fossil fuel consumption\*

	UM Unit of Measurement	Year			Variation %	
		2023	2022	2021	2023–2022	2022–2021
Diesel for boilers	GJ	3.800,41	2.608,37	1.457,84	<u>45,70%</u>	<u>78,92%</u>
	l	106.436	73.051	40.82		
Methane gas for boilers	GJ	2.772,13	2566,38	3418,86	-	-
	m <sup>3</sup>	78.183	72.626	96.750		

*\* the contribution of the company vans used for short journeys was not taken into account, as in the previous year's report this factor was seen to be negligible. The conversion factors used for conversion into energy units are those published in the National standard parameters table by the Ministry of the Environment, and by DEFRA.*

## GRI 302-3 Energy intensity comparison



The results show an increase in energy intensity in relation to the workforce, since the number of employees did not change while the number of events organised increased; however, the decrease in energy intensity in relation to turnover shows that in 2023 Firenze Fiera succeeded in organising less energy-intensive events, in line its company policy.

# Emissions

# 7.2

**The trend for total emissions attributable to Firenze Fiera processes was reversed in 2023, as despite the increase in turnover, emissions were decidedly lower.**

A closer analysis of the data shows that the greatest impact was made by the agreement in place with ENEL, which supplies 100% renewable energy. Indeed, the scope 1 emissions are those resulting from fossil fuel consumption, which, as we have seen, increase with the rise in the number of events. Scope 2 emissions, on the other hand, relate to electricity consumption, and therefore played a fundamental role in

the overall reduction. The emissions generated by employee travel constitute the scope 3 emissions, which remained at a similar level to the previous years and make a limited contribution to overall emissions. By focusing on emission intensity, as we have already done for energy consumption, we can see that there was a clear decrease in 2023, resulting from the change in energy supply.

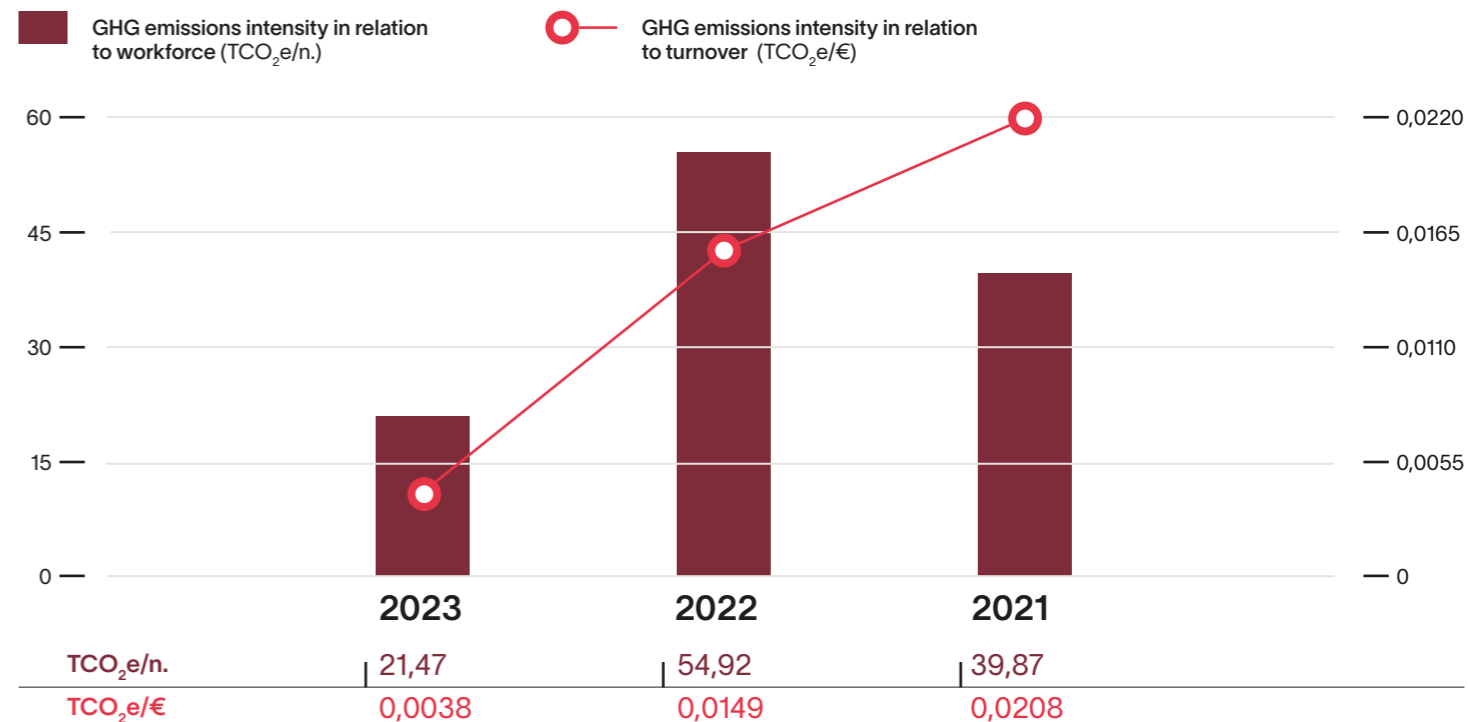


## GRI 305-1 Total greenhouse gas emissions

	UM Unit of Measurement	Year			Variation %	
		2023	2022	2021	2023–2022	2022–2021
Total greenhouse gas emissions	TeqCO <sub>2</sub>	751,31	1922,1	1336,19	<u>-60,9%</u>	<u>43,8%</u>
Total direct emissions (Scope 1)	TeqCO <sub>2</sub>	427,88	337,62	299,63	<u>26,73%</u>	<u>12,68%</u>
Total indirect emissions (Scope 2)	TeqCO <sub>2</sub>	317,37	1578,42	1030,48	<u>-79,89%</u>	<u>53,17%</u>
Total indirect emissions (Scope 3)	TeqCO <sub>2</sub>	6,06	6,06	6,08	<u>0%</u>	<u>-0,33%</u>

*NOTE* The emission factors used are those published in the National standard parameters table by the Ministry of the Environment.

## GRI 305-4 GHG emissions intensity



# Water

# 7.3

## Firenze Fiera considers reducing water wastage and energy consumption not only a matter of operational efficiency, but also a fundamental commitment towards sustainability and social responsibility.

Located in one of the most iconic and historically-rich cities in Italy, Firenze Fiera is in a unique position to demonstrate that sustainable practices can merge harmoniously with cultural heritage and economic progress.

Reducing water wastage and energy consumption is a decisive step towards a responsible and sustainable management of resources, in line with the principles of environmental protection and promotion of the cultural heritage. Through these

actions, Firenze Fiera can continue to be a benchmark for the industry, by combining operational efficiency, economic savings and environmental responsibility.

Firenze Fiera's corporate processes entail the use of water resources for various purposes, including domestic-type use, for example toilets and drinking water, irrigation, air conditioning systems and fire-fighting equipment.

### GRI 303-3 Total water withdrawal

	UM Unit of Measurement	Year			Variation %	
		2023	2022	2021	2023-2022	2022-2021
<b>Total volume of water withdrawn, of which:</b>	ML	<b>141,59</b>	<b>79,42</b>	<b>72,39</b>	<b>78,29%</b>	<b>9,70%</b>
groundwater	ML	55,01	36,51	45,50	50,67%	-19,74%
municipal water supply or other public or private water services	ML	86,58	42,90	26,90	101,79%	59,50%

The water required for these activities predominantly originates from the public water supply, which provides the necessary volumes; there are also six supplementary wells, split between the operational headquarters in Piazza Adua and the Fortezza da Basso site, which can be used when necessary and have been duly authorised by Florence Provincial Authority.

This process does not entail water consumption as defined by the international GRI standard. All the water is withdrawn and then returned, more specifically through the sewer system, and we can therefore consider consumption to be zero.

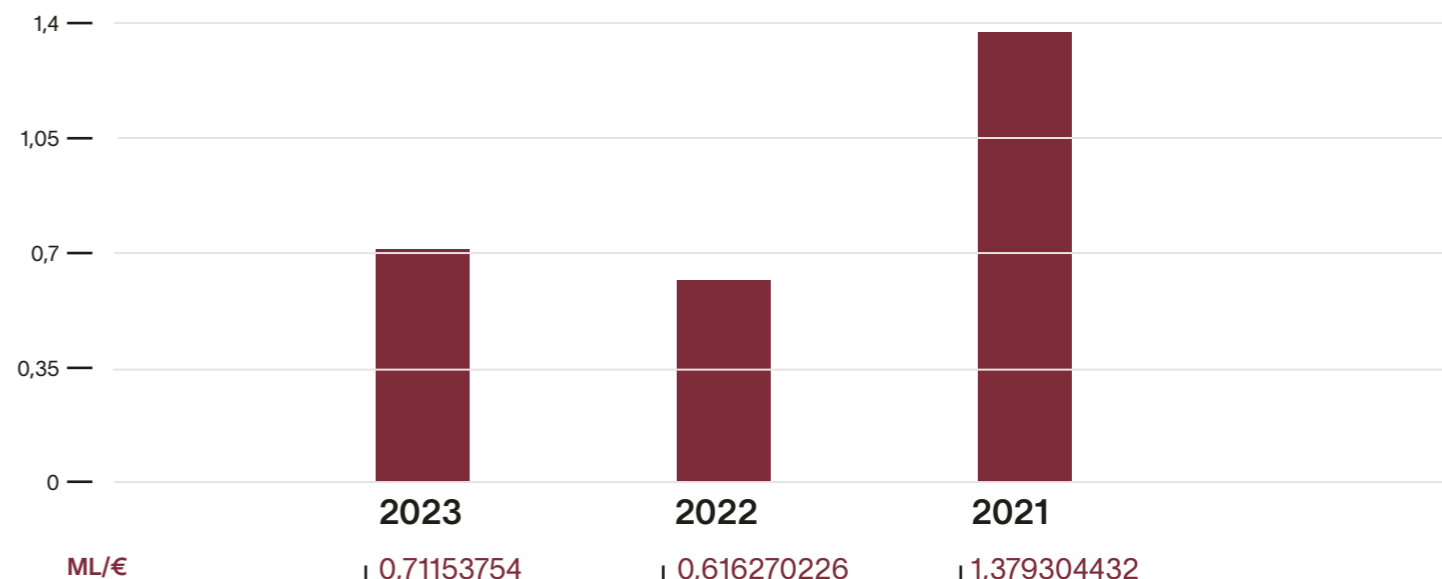
To obtain an estimate of the company's impact on this environmental matrix, water intensity can be analysed against turnover, i.e. the volume of water withdrawn in relation to turnover, which is an indirect measurement of the activities carried out.

We can see that there was a clear downward trend for this parameter in 2022, which was essentially confirmed in 2023, testifying to the effectiveness of the efforts to optimise the use of this important resource.

### GRI 303-4 Water discharge Total volume of water discharged

	UM Unit of Measurement	Year			Variation %	
		2023	2022	2021	2023-2022	2022-2021
into the public sewer system	MC	141,59	79,42	72,39	78,29%	9,70%
into receiving bodies of water	MC	0	0	0		

### Water intensity in relation to turnover



# Waste

Firenze Fiera has implemented a series of targeted actions for effective and sustainable waste management, thereby demonstrating its commitment to environmental protection and to reducing the ecological impact of its operations. These actions form an integral part of its broader sustainability strategy, which aims to promote responsible practices and raise the awareness of participants in the events organised at its venues.

## Implementation of the Separate Waste Collection Systems

Firenze Fiera has installed a comprehensive separate waste collection system in all its premises. Dedicated collection points for paper, plastic, glass and organic waste are readily accessible to exhibitors, visitors and personnel, thus facilitating proper waste disposal.

## Reducing waste at the source

The organisation actively advocates practices for reducing waste at the source. These include encouraging the use of recyclable and biodegradable materials, reducing the utilisation of single-use plastic and promoting reusable alternatives.

## Recycling and recovery schemes

Firenze Fiera cooperates with companies specialising in the recycling and recovery of materials, thereby ensuring that the waste collected is processed responsibly and transformed into new resources. This approach not only reduces the environmental impact, it also contributes to the circular economy.

## Education and awareness-raising

The organisation conducts awareness and information campaign for exhibitors, visitors and employees, providing them with education on

# 7.4

sustainable waste management practices and on the importance of reducing, reusing and recycling materials.

## Ongoing monitoring and improvement

Firenze Fiera uses monitoring systems to trace the quantity and type of waste generated during events. These data are analysed to identify areas for improvement and to implement new strategies aimed at further reducing the production of waste.

## Collaboration with Local Authorities

The organisation works closely with local authorities to align its waste management practices with applicable regulations and contribute to community sustainability initiatives.

## Sustainable innovation projects

Firenze Fiera invests in sustainable innovation projects, by experimenting with new waste management technologies and solutions. This includes the adoption of advanced technologies for composting organic waste and using smart containers for separate waste collection.

In connection with this last point, Florence City Council recently launched an initiative entailing the

introduction of eco-compactors, as part of its new Waste Plan, Firenze Città Circolare. This project, which was conducted in partnership with Alia Servizi Ambientali SpA, aims to promote separate waste collection and the recycling of plastic by using these devices. Positioned strategically throughout the municipal area, the eco-compactors provide residents and the many tourists with a convenient way to contribute to environmental sustainability

The aim is to improve the quality of waste collection and incorporate the general public into a circular economy system, by offering waste tax incentives for those who show virtuous behaviour in the management of waste.

**These measures are conceived to encourage greater environmental responsibility and strengthen the**

**city's commitment to a greener and more sustainable future.**

One of the six eco-compactors is installed at the Fortezza da Basso site, for use by exhibitors and visitors. An analysis of the available data shows an increase in line with the other parameters already reviewed.

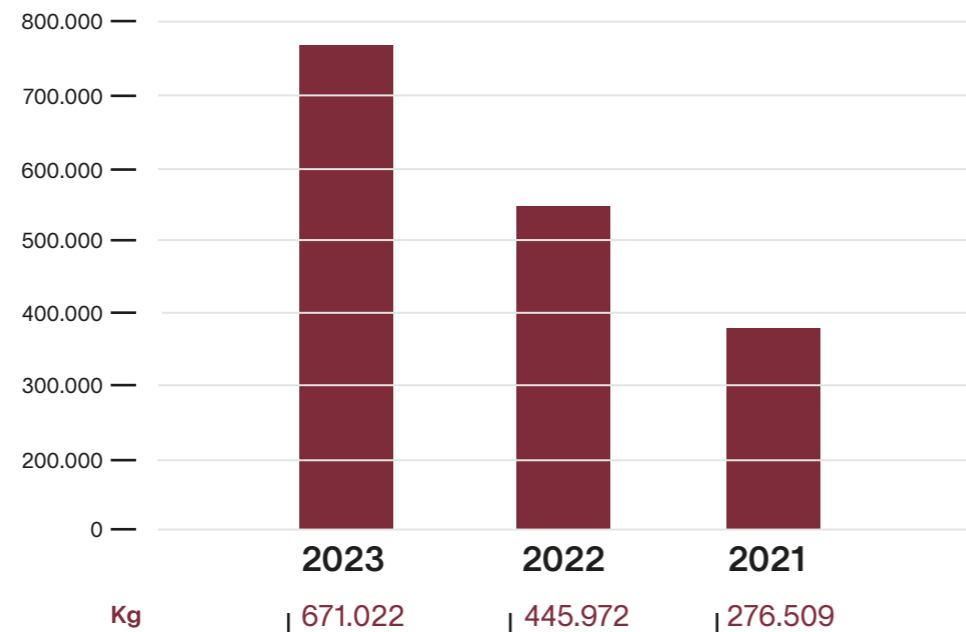
The vast majority of the waste generated is non-hazardous and the percentage of hazardous waste, which typically results from the maintenance of plant and the like, is constantly lower than 1%. The proportion of waste directed to recovery is generally high, amounting to at least 75% of the total over the last two years.

## GRI 306-3 Waste generated

	UM Unit of Measurement	Year			Variation %	
		2023	2022	2021	2023–2022	2022–2021
<b>A) Hazardous waste</b>	<b>Kg</b>	6.600	3.084	1.218	<b>114,01%</b>	<b>153,20%</b>
of which directed to recovery	Kg	6.482	2.839	846	<b>128,32%</b>	<b>235,58%</b>
of which directed to disposal	Kg	118	245	372	<b>-51,84%</b>	<b>-34,14%</b>
<b>B) Non-hazardous waste</b>	<b>Kg</b>	<b>664.422</b>	<b>442.888</b>	<b>275.291</b>	<b>50,02%</b>	<b>60,88%</b>
of which directed to recovery*	Kg	503.093	362.095	140.533	<b>438,96%</b>	<b>157,66%</b>
of which directed to disposal	Kg	164.889	80.793	134.758	<b>104,09%</b>	<b>-40,05%</b>
<b>Total waste generated A+B</b>	<b>Kg</b>	<b>671.022</b>	<b>445.972</b>	<b>276.509</b>	<b>50,46%</b>	<b>61,29%</b>

\* Includes composting

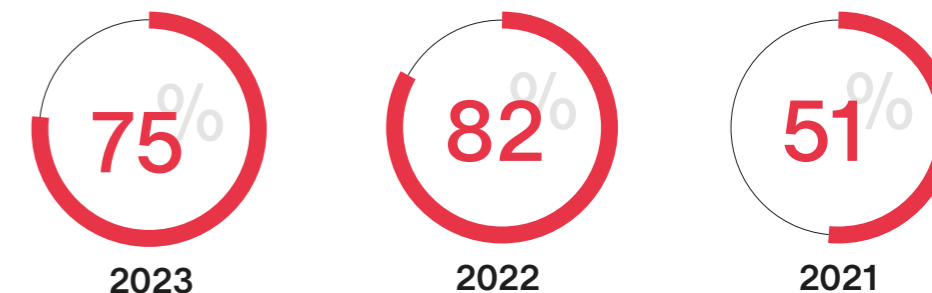
### Total waste generated



### GRI 306-4 | GRI 306-5 Waste diverted from disposal Waste directed to disposal

Waste generated	UM Unit of Measurement	Year			Variation %	
		2023	2022	2021	2023-2022	2022-2021
<b>A) Waste directed to recovery</b>	<b>Kg</b>	<b>506.015</b>	<b>364.934</b>	<b>141.379</b>	<b>38,66%</b>	<b>158,12%</b>
of which R13	Kg	506.015	364.934	141.379	38,66%	158,12%
<b>B) Waste directed to disposal</b>	<b>Kg</b>	<b>165.007</b>	<b>81.038</b>	<b>135.130</b>	<b>103,62%</b>	<b>-40,03%</b>
of which D9	Kg	66.730	56.930	113.490	17,21%	-49,84%
of which D15	Kg	98.041	1.608	30.740	5997,08%	-94,77%
<b>Total waste A+B</b>	<b>Kg</b>	<b>671.022</b>	<b>445.972</b>	<b>276.509</b>	<b>50,46%</b>	<b>61,29%</b>

### Waste directed to recovery out of the total waste generated



With a view to reducing food waste and the production of waste, Firenze Fiera has joined the 'Food for Good' scheme. The project aims to reduce food waste during events and conventions, by collaborating with Banco Alimentare and Equoevento to recover surplus food and donate it to those in need. This initiative was conceived as a result of current legislation including the Good Samaritan Law and the Gadda Law.

The project has also been acknowledged as a best practice in the EU due to its efficiency in fighting food loss and wastage.

Overall, in 2023, the project made it possible to recover more than 13,000 servings, which were then distributed to people in need, and helped to reduce the environmental impact of the various events organised.

### Program #wecycle

Firenze Fiera adopts a sustainable approach in the provision of its services, putting prevention in waste production at the center of its strategies to reduce environmental impact. The company is committed to implementing tools and adopting good practices aimed at the recovery and reuse of installations from fairs and congresses, thus helping to reduce the amount of generated waste.

With the #wecycle program, Firenze Fiera guarantees organizers and participants all the tools to contribute to a virtuous cycle of waste and to the reduction of the environmental impact of each event. Disposable crockery and cutlery of our catering are in compostable Mater-Bi, and kits are made available for the separate collection of paper, plastic and biodegradable materials.



# The GRI Content Index

**annex I**

## GRI content index

GRI standard	Indicator	Position in the report
<b>Statement of use</b>		
Firenze Fiera S.p.A. has reported the information referred to in the GRI Content Index for the period 01.01.2023 – 31.12.2023 with reference to the GRI Standards.		
<b>GRI 1 used</b>		
GRI 1: Foundation 2021		
<b>GRI 2 General disclosures 2021</b>		
2-1	Organisational details	Chapter 1
2-3	Reporting period, frequency and contact point	Methodological note
2-4	Restatements of information	
2-6	Activities, value chain and other business relationships	Chapter 1, section 3
2-7	Employees	Chapter 5, section 5.1
2-8	Workers who are not employees	Chapter 5, section 5.1
2-9	Governance structure and composition	Chapter 2, section 2.2
2-10	Nomination and selection of the highest governance body	Chapter 2, section 2.2
2-11	Chair of the highest governance body	Chapter 2, section 2.2
2-22	Statement of sustainable development strategy	Chapter 3, section 3.1
2-27	Compliance with laws and regulations	Chapter 2, sec. 4   Chapter 7
2-28	Membership associations	Chapter 3, section 3.2
2-29	Stakeholder engagement	Chapter 3, section 3.2
2-30	Collective bargaining agreements	Chapter 5, section 5.1
<b>GRI 3 Material topics 2021</b>		
3-1	Process to determine material topics	Chap. 3, sec. 3.3   Chap. 3, sec. 3.4
3-2	List of material topics	Chap. 3, sec. 3.3   Chap. 3, sec. 3.4
3-3	Management of material topics	Chap. 3, sec. 3.3   Chap. 3, sec. 3.4
<b>GRI 201 Economic performance 2016</b>		
201-1	Direct economic value generated and distributed	Chapter 6, section 6.3
<b>GRI 204 Procurement practices 2016</b>		
204-1	Proportion of spending on local suppliers (Italy)	Chapter 6, section 6.4
<b>GRI 205 Anti-corruption 2016</b>		
205 - 1	Operations assessed for risks related to corruption	Chapter 2, section 2.4.3
205 - 2	Communication and training about anti-corruption policies and procedures	Chap. 2, sec. 2.4.3   Chap. 5, sec. 5.4.
205-3	Confirmed incidents of corruption and actions taken	Chapter 2, section 2.4.3
<b>GRI 205 Anti-competitive behaviour 2016</b>		
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Chap. 2, sec. 2.4.3   Chap. 2, sec. 6
<b>GRI 302 Energy 2016</b>		
302-1	Energy consumption within the organization	Chapter 7, section 7.1
302-3	Energy intensity	Chapter 7, section 7.1

GRI standard	Indicator	Position in the report
<b>GRI 303 Water and effluents 2018</b>		
303-3	Water withdrawal	Chapter 7, section 7.3
303-4	Water discharge	Chapter 7, section 7.3
303-5	Water consumption	Chapter 7, section 7.3
<b>GRI 305 Emissions 2016</b>		
305-1	Direct (Scope 1) GHG emissions	Chapter 7, section 7.2
305-2	Energy indirect (Scope 2) GHG emissions	Chapter 7, section 7.2
305-3	Other indirect (Scope 3) GHG emissions	Chapter 7, section 7.2
305-4	GHG emissions intensity	Chapter 7, section 7.2
<b>GRI 306 Waste 2020</b>		
306-1	Waste generation and significant waste-related impacts	Chapter 7, section 7.4
306-3	Waste generated	Chapter 7, section 7.4
306-4	Waste diverted from disposal	Chapter 7, section 7.4
306-5	Waste directed to disposal	Chapter 7, section 7.4
<b>GRI 401 Employment 2016</b>		
401-1	New employee hires and employee turnover	Chapter 5, section 5.1
401-3	Parental leave	Chapter 5, section 5.5
<b>GRI 403 Occupational health and safety 2018</b>		
403-1	Occupational health and safety management system	Chapter 5, section 5.6
403-2	Hazard identification, risk assessment, and incident investigation	Chapter 5, section 5.6
403-3	Occupational health services	Chapter 5, section 5.6
403-4	Worker participation, consultation, and communication on occupational health and safety	Chapter 5, section 5.6
403-5	Worker training on occupational health and safety	Chapter 5, section 5.6
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Chapter 5, section 5.6
403-8	Workers covered by an occupational health and safety management system	Chapter 5, section 5.6
403-9	Work-related injuries	Chapter 5, section 5.6
403-10	Work-related ill health	Chapter 5, section 5.6
<b>GRI 404 Training and education 2016</b>		
404-1	Average hours of training per year per employee	Chapter 5, section 5.4
<b>GRI 405 Diversity and equal opportunity 2016</b>		
405-1	Diversity of governance bodies and employees	Chapter 5, section 5.1
<b>GRI 406 Non-discrimination 2016</b>		
406-1	Incidents of discrimination and corrective actions taken	Chapter 5, section 5.2
<b>GRI 418 Customer privacy 2016</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Chapter 2, section 2.5

