

SUSTAIN20 ABILITY23 Report

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igd **SiG**
SPACES TO BE
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Letter to stakeholders

// LETTER TO STAKEHOLDERS (GRI 2-22)

Dear Stakeholders,

We would like to present our 14th Sustainability Report referring to 2023, a year which represented the complete recovery of our operations following the 2020-2021 two-year pandemic period and the necessary period of adjustment in 2022, a year in which new problems impacted our business, starting with the outset of the war in Ukraine and the subsequent rise in inflation. The sector in which we operate is particular, as it is affected by both the unfolding trends in the real estate field as well as by the evolution in consumption. For this reason, also 2023 proved to be a complex year: on the one hand, we witnessed the unexpected increase in interest rates determined by the ECB which had repercussions on our financial management and property appraisals, and on the other, we were affected by the increasing prices of goods and services, with consequences on the purchasing power of consumers and resulting in a general increase in costs regarding supply and logistics.

Our response to this situation was to hold fast to the guidelines upon which our 2022-2024 Business Plan was based and, by utilising all the levers contained within the Plan itself, we managed to obtain good results from an operational metrics point of view.

Amongst these levers in the Plan, we had also included an «ESG» one, following on from what had already been included in the previous Plans, starting from 2013. This continuity in the sustainable

management of our business revealed to be, even in this scenario, a strong point capable of ensuring the achievement of corporate growth targets.

In 2017 we defined our sustainability strategy, «Becoming G.R.E.A.T.», highlighting that, for us, conducting business with a view to the long term in the retail real estate market meant placing great attention on the environment, people, ethics, the attractiveness of the structures and on cooperation with our stakeholders. Several years on, even in such a challenging context, we believe it is right to confirm this strategy.

Indeed, with all the complexities of these last few years, we have been able to observe that **the integration of sustainability into our way of understanding and doing business** has enabled us to obtain specific benefits. To give an example, if we had not invested in energy efficiency improvement, with a reduction in the intensity of consumption per square metre equal to 35% compared to 10 years ago, our current environmental impact would be significantly higher and, consequently, so would the costs sustained by the retailers in our Malls.

Likewise, if we had not undertaken to follow a structured process aimed at sustainability, we would not have been able to define the Green Financing Framework in 2022 and, consequently, we would not have been able to seize the opportunity to receive **two green loans** (in 2022 and in 2023) obtaining altogether new financial resources for an amount of 465 million euros.

In order to constantly monitor the development of our ESG commitments, every six months we report to the Board of Directors with regard to the achievement of the targets established in the Business Plan. At the end of 2023, the second year of the implementation of the Plan, we **reached 69% of these targets**. This means that we are heading in the right direction, bringing into everyday life those activities that are necessary in order to reach the 41 targets that we set for 2024.

In this Report, in the section regarding the «Sustainability Strategy», we have analytically described the level of achievement/non achievement of each target, with the aim of being transparent regarding the results obtained.

The sustainability targets represent one of the three parts that form our strategy, together with the **material issues**, which were updated in 2022 and confirmed in 2023, and the **ESG risks**. With regard to the latter, in 2023 we carried out the first phase of the process regarding their progressive integration into the Enterprise Risk Management model. Once completed, in 2024, this will ensure consistency in the analysis and management of all the risks, further perfecting the definition of the impacts and opportunities associated with ESG aspects.

In this Sustainability Report we have described the actions taken and the results obtained over the year for each material issue identified.

In section «**Green**» we are pleased to highlight, first of all, the results obtained regarding the **significant reduction in energy consumption**, both in Italy and in Romania. It can be seen that this reduction is a continuation of the trend which started during the pandemic, and which continued in both 2022 and 2023. This shows how the actions carried out over the years, regarding both an improvement in the structures' systems and the introduction of increasingly functional management measures, are making the reduction more structural and less and less associated to external events (for example the climate).

We carried on in this direction also in 2023. We invested, at Group level, 3.9 million euros to reduce the environmental impact of our structures, bringing the investments made over the last 5 years to 12.7 million euros. The work carried out made it possible for the systems to be updated by replacing them with new and more energy efficient ones.

With this in mind, we believe it is important to ensure that our Shopping Malls, on the one hand, reduce their electricity consumption and, on the other, use energy coming from renewable sources. For this reason, we installed **LED lighting** when work was carried out in two centres (Portogrande Shopping Centre- during restyling activities and Katanè Shopping Centre) and in the new retail part of Officine Storiche, at Porta a Mare in Livorno. Altogether, the LED lighting systems, installed in 21 IGD Malls, have resulted in an average reduction of over 260,000 kw/h per Shopping Centre.

We have also boosted the installation of **photovoltaic systems**: in 2023 we completed the installation of panels for the roofing of the car park in La Favorita Shopping Centre in Mantua, which will become operational in Spring 2024. At the same time, we installed 3 photovoltaic systems in Romania and the one installed in Ploiești at the end of 2022 became operational.

Altogether, with these additions, the **photovoltaic power installed increased by 42%**.

Remaining on the subject of renewable energy, also in 2023, 94% of the energy purchased came from these sources.

In 2022, when defining the material issues, we included «**zero waste**», bearing witness to our commitment to continuously reduce the waste we produce. In 2023 we obtained two important results in reference to this: firstly, we reached our highest level of **sorted waste** (currently we recycle 89% of waste produced); secondly, we inaugurated «Waste 2 Value», the innovative **circular economy** project in Centro Nova in Bologna, which transforms food waste produced in the structure into fertilizer for the Shopping Centre's external green areas and for the community's vegetable gardens.

In 2023 we also received proof of how high the **risk of natural catastrophic events** is, and how important it is to be able to predict this risk: indeed, in the month of May, due to the violent rainstorms which struck Emilia Romagna, Lungosavio Shopping Centre, in Cesena, was forced to close due to the flooding of a nearby river. Thanks to

the mapping of this risk and the definition of the necessary precautionary measures, we managed to take prompt action and ensure that the structure and its visitors were all safe.

Work and safety of people are at the core of our sustainability strategy. We undertake to act in a «**Responsible**» manner, both towards our employees and towards all the people that visit or are present in our Shopping Centres.

In line with the material issue «**Good employment**», we carried out our third internal atmosphere assessment in 2022. In light of what emerged, in 2023 we launched the «**People**» **project**, an important initiative by means of which we intend to unite the staff's personal development processes with the support given to corporate strategies. This project will continue in 2024 and we will assess the outcome.

Continuing along these lines, in 2023 we invested significantly in **training**: all the employees, both in Italy and Romania took part in at least one training session, with focus both on specific role skills and on issues relating to innovation in the retail market or to digitalisation.

On the issue of wellbeing and safety, in 2023 we renewed the **Bio Safety Certification for all our Shopping Centres, in addition to the headquarters**.

In section «**Ethical**» we also report on our commitment to conduct ourselves in such a manner as to have a positive impact on the context in which we operate. With regard to actions

carried out during the year, in the Report we have described 3 activities, in line with specific targets set out in the Business Plan. First of all, we defined the «Responsible Supply Chain Policy». In line with European best practices, we defined a corporate standard for healthy and safe work conditions and for environmental responsibility throughout the entire supply chain. It will come into force in 2024 and will concern all the companies of the Group, in addition to the Shopping Centre consortiums. Secondly, we obtained for the first time the three-yearly renewal of the UNI ISO 37001 Anti-Bribery Certification.

Thirdly, we defined internal procedures on the issue of cybersecurity: during the internalisation process of IT services, we implemented specific safety measures aimed at protecting the corporate networks and preventing any IT attacks.

We take daily action to ensure the attractiveness («**Attractive**») of our Shopping Centres. We have chosen to pursue this objective in such a way as to make sustainability one of the drivers. The two main activities carried out on the structures during the year followed this approach. Indeed, in the planning and design of the retail part of Officine Storiche, at Porta a Mare, in Livorno, we placed great attention on the social impacts (regarding the conversion of a former shipyard situated in an area that is central to the city and which can now be utilised by the population) and on the environmental impacts of the building (thanks to the use of cutting-edge systems). Likewise, the restyling activities in Portogrande Shopping Centre (AP) were carried out in such a way as to increase the attractiveness of the structure whilst

guaranteeing an improvement in environmental performance.

Bearing witness to the extent in which we believe sustainability has become integrated into our way of managing the Shopping Centres, out of the 555 events that we organised during the year in our Malls, in 25% of cases we chose to organise activities of a social and environmental nature.

We undertake to carry out our business by remaining in close contact with the local territory, («**Together**») together with the local community and with those that represent it. During the year we interacted with **309 local associations and non-profit organisations** and 37% of the events we organised were local ones (the highest figure in the last 10 years).

In conclusion, our assessment of what we have achieved is positive. We have seen how the expectations of you, our stakeholders, on ESG issues have increased over time, hand in hand with the measures adopted by the legislature, both at national and international level. For our part, we are committed to being actively involved in this discussion.

Indeed, in 2023 the roles held by IGD, as Chair of the *Consiglio Nazionale dei Centri Commerciali* (National Association of Shopping Centres) and as Chair of the ESG Commission within the Association itself, were confirmed, ensuring continuity to a process that started in 2020.

We also take part in the Sustainability Groups of EPRA (European Public Real Estate Association) and of ECSP (European Council of Shopping

Places) in order to be able to monitor changes in legislation and to constantly discuss and share ideas with our peers at European level.

We can also observe how the work carried out over the years has obtained significant results: in 2023 we were included in 15 ratings by external and specialised companies. In 13 of these (comparable) we received **improved assessments** (in 10 cases) or in line with 2022.

Moreover, the fact that during the year our **commitment** was **recognised** and **rewarded** also by the most important national and international newspapers and publications, leads us to the conclusion that the work that we have been carrying out for more than 10 years and which we are continuing to do with great commitment is the right work, encouraging us to continue in this direction.

// Chair
Rossella Saoncella

// Chief Executive Officer
Claudio Albertini





Methodological preface

// **METHODOLOGICAL PREFACE** (GRI 2-2; 2-3)

// **General Information**

IGD Group's, hereinafter also referred to as the Group or IGD, fourteenth Sustainability Report, refers to 2023 (period 1/1/2023-31/12/2023) and reports on the Group's environmental, social and governance (ESG) performance, both in Italy and in Romania. The reporting period, annual, is the same as that for the Group's Consolidated Financial Statements. More specifically, the Company has drawn up this Report in compliance with the GRI Sustainability Reporting Standards published by the Global Reporting Initiative - GRI (with application level "In Accordance").

The Report is structured in thematic sections in order to report on the material issues that emerged from the materiality analysis. The material issues have been grouped together into 5 areas (Green, Responsible, Ethical, Attractive, Together), which represent the 5 sections in this document (for further details on the materiality analysis please refer to section "Sustainability strategy").

// **Sustainability Report structure**

The Report, which is introduced by the Chair and the Chief Executive Officer's «Letter to Stakeholders», is divided into three parts:

- 1.** Introduction part, with methodological and strategic references (including reporting on the developments regarding the 2022-2024 Business Plan sustainability targets), the analysis of sustainability risks, focus on the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD).
- 2.** Part regarding performance. This is made up of 5 sections relating to the reporting areas, each of which includes the following information:
 - > Main actions carried out in 2023 related to each area;
 - > Final data regarding the 2023 reporting year, compared to the previous reporting year.
- 3.** Appendix section, with the GRI, EPRA and SDGs tables, as well as the «Limited audit report on the 2023 Sustainability Report» compiled for the second year by Deloitte & Touche S.p.A..

// METHODOLOGICAL PREFACE (GRI 2-2; 2-3)

// Sustainability Report Boundary

The economic-financial information present in this Report is in line with the information reported in IGD Group's Consolidated Financial Statements as at 12/31/23; instead, with regard to the other information contained in the 2023 Sustainability Report (with the exception of environmental data, for which it is necessary to refer to the Methodological preface for environmental data), the boundary coincides with the fully consolidated companies (with reference to the freehold shopping centres and those in master leasing, managed by consortiums in which a stake is or is not held), with the exception of:

/ Porta Medicea S.r.l.

/ Arco Campus S.r.l.

since, in consideration of the different type of business carried out (not related to the management of Shopping Centres), they are not considered as being relevant for the purposes of ensuring that the Group's activities, performance and results are understood.

Compared to the previous reporting year, the Group's overall corporate boundary has not undergone any changes. For the sake of completeness, it should be noted that, on 1 January 2023 the company IGD Management SIINQ S.p.A. was fully incorporated into IGD SIQ S.p.A. , without, however, resulting in any changes to the reporting boundary.

The reporting boundary of the environmental data is described in more detail in paragraph "Methodological preface for environmental data", where further information can be found.

// Sustainability Report Contacts (GRI 2-3)

For further information regarding this document, please contact: sustainability@gruppoigd.it

// Changes to historical data (GRI 2-4)

The information present in this Report, but which refers to previous Reports, has not undergone any changes caused by:

- > Mergers or acquisitions;
- > Nature of the business.

Within the document it has been appropriately indicated where the data reported has been generated also from estimates; any restatements of data regarding the previous reporting periods in relation to the data then published, due to the fine-tuning of data collection and reporting, have been clearly indicated as such. The data could present in some cases rounding defects due to the representation in thousands/millions; it should be noted that the variations and the percentages are calculated on precise data.

// Reporting Standards and Guidelines

This Report has been drawn up in compliance with:

- > GRI Standards 2021 issued by the Global Reporting Initiative (in accordance). Reference to the GRI indicators is reported in each section and in the GRI Content Index at the end of this Report;
- > The third edition of EPRA (“Best Practices Recommendations on Sustainability Reporting”), published in September 2017;

The GRI Content Index and a summary table of the EPRA indicators can be found in the appendix at the end of this Report.

This Report describes the actions carried out by IGD in order to contribute to the achievement of 10 of the 17 Sustainable Development Goals (SDGs) defined by the United Nations. A summary table at the end of this document reports the references in relation to the presence of SDGs in the sections.

// External verification (GRI 2-5)

The data and the information included in this Report are subjected to Limited Assurance in accordance with the procedures set out in ISAE 3000. The Shareholders' Meeting on 14 April 2022, following a justified proposal put forward by the Board of Statutory Auditors based on an in-depth technical-economic analysis, resolved to assign the mandate of Sustainability Report limited assurance auditors for the 2022-2030 financial years to the company Deloitte & Touche S.p.A., who express their conclusion, on the basis of the analysis carried out, with regard to the absence of elements that would mean that the Sustainability Report had not, in all important aspects, been drawn up in compliance with the requirements of the GRI Standards.

// METHODOLOGICAL PREFACE FOR ENVIRONMENTAL DATA

This methodology refers to the environmental data included in Section 1 «Green».

// Reporting Boundary

The “operational control approach”, as described in the GHG Protocol*, has been used to define the reporting boundary of the environmental data. This approach better reflects IGD’s environmental impact as it portrays utilities acquired directly by the organisation inasmuch as it is the owner of the assets concerned; to apply this principle, therefore, for the purposes of environmental data reporting, the assets included are exclusively those Shopping Centres of which the Group is the owner and over which it has operational control (corresponding to the fact of having all the necessary levers available so as to take action on the assets, both from a structural as well as a management point of view), in addition to the Group’s headquarters.

Consumption regarding the Malls in Master leasing (Fonti del Corallo and Nova), as well as those regarding Darsena Shopping Centre (owned but not operationally controlled by the Group) are only taken into consideration for the purposes of calculating Scope 3 emissions Category 8 – Upstream Leased Assets.

In this context, it should be noted that from 2023 onwards, reporting includes the information and data regarding the new retail part of Officine Storiche (at Porta a Mare Shopping Centre, Livorno), inaugurated in September 2023.

> Direct energy consumption (fuel consumption)* and Scope 1 emissions

In this extensive reporting boundary of environmental data as previously defined, the data refers in particular to 30 Shopping Centres (16 Italian and

14 Romanian) that use methane gas for heating. This data includes both consumption deriving from the heating of the common areas and, in accordance with the “operational control approach”, also that deriving from the use of heating by the tenants, as this is purchased and supplied by the Group.

The calculation of direct consumption also includes fuel consumption (petrol, diesel and LPG) deriving from the use of the company cars. Only 70% of this consumption and relative emissions are considered, because the company cars provided by the Group are also for personal use. Instead, the remaining 30% of the emissions, are considered within Scope 3, included in category 13 “downstream leased assets”.

> Indirect energy consumption (electricity, district heating and cooling) and Scope 2 emissions *

Indirect consumption refers to the Headquarters and to 40 Shopping Centres (26 Italian and 14 Romanian). Of these, in addition to the Headquarters, 5 Italian Centres and 2 Romanian ones use district heating and/or cooling.

The data refers to self-produced electricity and to energy purchased and converted into electricity or flows (district heating/cooling) and it includes:

- > that required for lighting, heating and cooling the common areas;
- > hot and cold flows supplied to the tenants, in accordance with the “operational control approach”;
- > electricity consumption for car park lighting.

Indirect energy consumption does not include that referring to the retail parks located at I Bricchi, Mondovicino and Conè Shopping Centres as they are not comparable with the characteristics of the Shopping Mall.

> Waste

The data referring to waste includes waste produced inside the headquarters and all the Italian and Romanian Shopping Centres that fall within the reporting boundary of environmental data, with the exception of 10 Shopping Centres where waste collection is carried out by the Municipalities and, therefore, no data is

made available to the Group.

> Water consumption *

The data refers to the headquarters and to all the Centres that fall within the reporting boundary of environmental data, and it includes, in accordance with the “operational control approach”, water consumption both in common areas and by tenants.

For EPRA standards reporting purposes, 26 Italian Shopping Malls fall within the reporting boundary, representing (in number) 96% of the freehold Malls, with a value of 1.381 billion euros.

// Calculation method and conversion and emission factors used

> Direct greenhouse gas emissions (Scope 1);

The emission factors used for the calculation of the Group’s direct emissions are listed below:

- > Methane Italy: BEIS&DEFRA 2023 - Fuels - Gaseous fuels - Natural gas;
- > Methane Romania: BEIS&DEFRA 2023 - Fuels - Gaseous fuels - Natural gas;
- > Petrol: BEIS&DEFRA 2023 - Passenger vehicles - Average car - Petrol;
- > Diesel: BEIS&DEFRA 2023 - Passenger vehicles - Average car - Diesel;

- > LPG: BEIS&DEFRA 2023- Passenger vehicles - Average car - LPG;

> Indirect greenhouse gas emissions (Scope 2).

The emission factors used for the calculation of the Group’s indirect emissions are listed below:

- > Electricity Italy location-based: ISPRA 2023;
- > Electricity Romania location-based: IEA electricity EFs 2023;
- > District heating Italy location-based: ISPRA 2023;
- > District heating Romania location-based: ISPRA 2023;
- > Electricity Italy market-based: AIB_European Residual Mixes 2022;
- > Electricity Romania market-based: AIB_European Residual Mixes 2022;
- > District heating Italy market-based: ISPRA 2023;
- > District heating Romania market-based: ISPRA 2023.

The complete list of Shopping Centres, where it is stated if they are excluded from the reporting boundary of environmental data, can be seen below:

// ITALY

Shopping Centre	Place	Type	Exclusion from the Report's environmental data boundary*
Centro Sarca	Sesto San Giovanni (MI)	Freehold	
Gran Rondò	Crema (CR)	Freehold	
I Bricchi	Isola d'Asti (AT)	Freehold	
Centro Luna	Sarzana (SP)	Freehold	
Mondovicino	Mondovi (CN)	Freehold	
Millennium	Rovereto (TN)	Freehold	
Clodi	Chioggia (VE)	Freehold	
Conè	Conegliano (TV)	Freehold	
La Favorita	Mantova	Freehold	
Centro Borgo	Bologna	Freehold	
Lame	Bologna	Freehold	
Centro Nova	Villanova di Castenaso (BO)	Master lease	Yes (see "Methodological Preface for Environmental Data")
Darsena	Ferrara	Freehold without operational control	Yes (see "Methodological Preface for Environmental Data")
Leonardo	Imola (BO)	Freehold	
Le Maioliche	Faenza (RA)	Freehold	
ESP	Ravenna	Freehold	
Puntadiferro	Forlì (FC)	Freehold	
Lungo Savio	Cesena (FC)	Freehold	
Porta a mare	Livorno	Freehold	
Fonti del Corallo	Livorno	Master lease	Yes (see "Methodological Preface for Environmental Data")
Maremà	Grosseto	Freehold	
Tiburtino	Guidonia (RO)	Freehold	
Casilino	Roma	Freehold	
PortoGrande	Porto d'Ascoli (AP)	Freehold	
Città delle Stelle	Ascoli Piceno	Freehold	
Centro d'Abruzzo	San Giovanni Teatino (CH)	Freehold	
Le Porte di Napoli	Afragola (NA)	Freehold	
Katanè	Gravina di Catania (CT)	Freehold	
La Torre	Palermo	Freehold	

// ROMANIA

Shopping Centre	Place	Type	Exclusion from the Report's environmental data boundary
WinMarkt GALATI	Galati	Freehold	
WinMarkt PLOJESTI - Big Shopping Center	Plojesti	Freehold	
WinMarkt PLOJESTI - Grand Center Shopping	Plojesti	Freehold	
WinMarkt CLUJ	Cluj	Freehold	
WinMarkt BRAILA	Braila	Freehold	
WinMarkt RAMNICU VALCEA	Ramnicu Valcea	Freehold	
WinMarkt TULCEA	Tulcea	Freehold	
WinMarkt BUZAU	Buzau	Freehold	
WinMarkt PIATRA NEAMT	Piatra Neamt	Freehold	
WinMarkt ALEXANDRIA	Alexandria	Freehold	
WinMarkt SLATINA	Slatina	Freehold	
WinMarkt TURDA	Turda	Freehold	
WinMarkt BISTRITA	Bistrita	Freehold	
WinMarkt VASLUI	Vaslui	Freehold	

Scope 3

Reporting also includes the estimate of indirect emissions that are generated by the corporate value chain (Scope 3). The 2023 calculation was carried out in a manner consistent with the year 2022.

Net of the percentages, only Category 8 changed, where the stores (not present the previous year), were estimated starting with the Tenants' data. More specifically:

- > Cat. 8 - Upstream leased assets ITALY: 72% of the emissions are based on non-estimated data (physical data from the utility bill);
- > Cat 13 - Downstream leased assets ITALY: 52% of the emissions are based on non-estimated data (physical data from the utility bill);
- > Cat 13 - Downstream leased assets ROMANIA: 40% of the emissions are based on non-estimated data (physical data from the utility bill);
- > Cat 15 - investments ITALY: 73% of the emissions are based on non-estimated data (physical data from the utility bill).

Emission factors sources:

// Cat. 1 - Purchased Goods and Services and Cat. 2 - Capital Goods

The emission factors used were taken from 1 database typical of the spend-based approach:

- > CEDA 6 Global - 2023.

To update the calculation to 2023, inflation rates for \$ were applied; in addition, the exchange rate was applied for the conversion from € to \$.

// Cat. 3 - Fuel & Energy Related Activities

The emission factors used were taken from the BEIS&DEFRA 2023 database and from Ecoinvent 3.9.1. These are well-to-tank specific factors for each type of fuel used, as well as for the electricity and the heat consumed by the company:

- > WTT - fuels - BEIS&DEFRA 2023;
- > WTT - heat and steam - BEIS&DEFRA 2023;
- > WTT - passenger vehicles - BEIS&DEFRA 2023;
- > Electricity emission factors high voltage - IT and RO, upstream (differentiated by Location and Market Based approach) - ECOINVENT 3.9.1.

// Cat. 5 - Waste Generated in Operations

The emission factors used were taken from the BEIS&DEFRA 2023 - Waste disposal database.

These are specific emission factors for waste type and disposal method.

// Cat. 6 - Business Travel

The emission factors used were taken from the BEIS&DEFRA 2023 - Business travel database. These are specific emission factors for means of transport type. For hotel stays, reference is made to the BEIS&DEFRA 2023 - Hotel stay emission factors.

// Cat. 7 - Employee Commuting

The emission factors used were taken from the BEIS&DEFRA 2023 - Passenger vehicles database. These are specific emission factors for means of transport type.

// Cat. 8 - Upstream Leased Assets

The emission factors used were taken from:

- > BEIS&DEFRA 2023 - Fuels (for gas);
- > BEIS&DEFRA 2023 - Heat and Stream (for district heating);
- > ISPRA 2023 - Electricity Emission Factors (for electricity consumed within the Italian boundary).

// Cat. 11 - Use of Sold Products

In this case emission factors were not applied since the emission per m² was obtained from official documents. The factor of useful life (60 years) was obtained from the Guide to Scope 3 Reporting in Commercial Real Estate, UK Green Building Council, 2019.

// Cat. 13 - Downstream Leased Assets

The emission factors used were taken from:

- > BEIS&DEFRA 2023 - WTT Fuels (for the upstream of consumption of cars not reported in Cat.3);
- > BEIS&DEFRA 2023 - Fuels (for gas);
- > ISPRA 2023 - Electricity Emission Factors (for electricity consumed within the Italian boundary);
- > IEA electricity EFs 2023 - RO for Romania.

// Cat. 15 - Investments

The emission factors used were taken from:

- > BEIS&DEFRA 2023 - Fuels (for gas)
- > ISPRA 2023 - Electricity Emission Factors (for electricity).

// Standardisation for intensity calculations

The intensity indicators provide a measure of absolute and like-for-like performance which can be used for comparisons in the long term.

In line with EPRA Best Practices Recommendation on Sustainability Report (sBPR), the intensity indicators are calculated on the entire reporting boundary (absolute), using the values of the aforementioned indicators (marked with an asterisk*).

The calculations of energy and emission intensity are an exception, from which the following are excluded:

- Consumption and emissions deriving from the use of electricity in the car parks (estimated on the basis of square metres for 10 Centres where the data is not available);
- Consumption and emissions deriving from the use of company cars.

For the Shopping Centres, the sum of m² of common areas and GLA to which common utilities are supplied, is used as the denominator, whereas for Clodi Retail Park only the sum of m² of common areas is used. IGD considered it appropriate to use these values, despite the partial misalignment between numerator and denominator, due to the presence of hot and cold flows supplied to the tenants.

// Data presentation method

The data referring to the aforementioned boundary are presented both at IGD Group level and by country (Italy - Shopping Centres and headquarters; Romania - Shopping Centres).

With regard to the Shopping Centres, the data is presented as follows:

- > Absolute: regarding all the Shopping Centres that fall within the reporting boundary at the end of the reporting year;
- > Like-for-like (lfl): regarding the Shopping Centres that fall within the reporting boundary, with the exception of the assets that were bought or sold or that were undergoing restyling, extension or the remodelling of internal spaces during the reporting year of this Report and the assets that were not operational throughout the entire reporting year (2023) or the entire year of comparison (2022).



Introduction: about IGD and brief outline on economic performance

// INTRODUCTION: ABOUT IGD AND BRIEF OUTLINE ON ECONOMIC PERFORMANCE

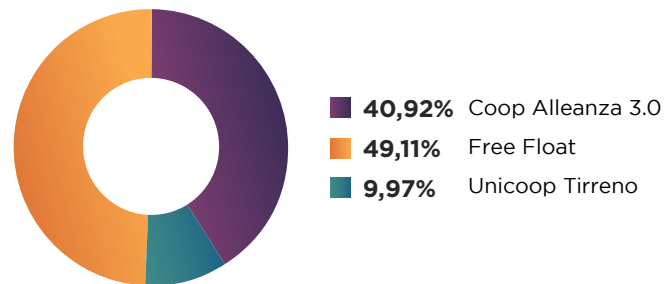
// IGD's organisational profile (GRI 2-1, 2-6)

IGD Group is the biggest Italian group in the retail real estate sector in Italy. It owns and manages Shopping Centres, both in Italy and Romania. Its headquarters are located in Bologna.

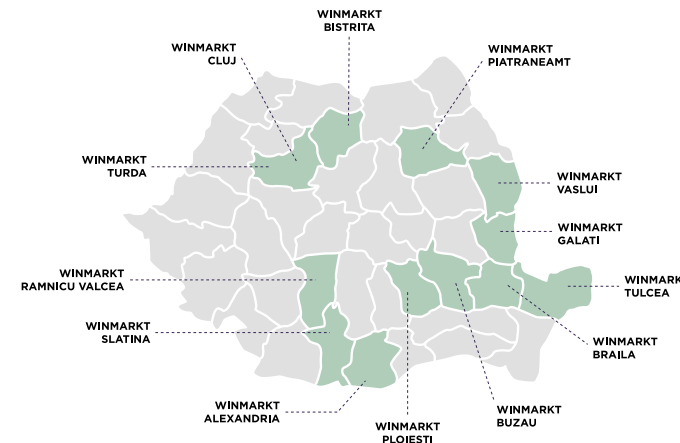
The group was founded in 2000 subsequent to the transfer of part of Coop Adriatica's (now Coop Alleanza 3.0) and Unicoop Tirreno's real estate portfolio, which today are still the majority shareholders. The Company, with Immobiliare Grande Distribuzione SiiQ S.p.a, as the holding company, has been listed on the STAR segment of *Borsa Italiana* (the Italian Stock Exchange) since 2005.

As at 31 December 2023 the Group's real estate portfolio was valued at 1,985.444 million euros.

// AS AT 31 DECEMBER 2023 THE SHAREHOLDERS WERE MADE UP AS FOLLOWS:



- 54** property units in
- 12** Italian regions:
- 27** malls and retail parks
- 19** hypermarkets and supermarkets
- 1** plot of land for direct development
- 1** property for trading and
- 6** other real estate properties



- 14** Malls and
- 1** Office Block in
- 13** Romanian cities

The Group's activities evolve in 3 primary areas:

1. Real estate investments

As a property company, IGD purchases retail properties, both up and running and those newly created (shopping centres, hypermarkets, supermarkets and malls) – from which value is generated in the long term thanks to rental activities. In specific circumstances, the Company also assesses the possible disposal of freehold real estate in order to be able to count on, at any given moment, an optimal portfolio structure by means of a correct asset rotation strategy.

2. Management

The most important activity for IGD consists in asset management, which regards all the Group's freehold assets in Italy and Romania and two malls belonging to third parties. The main objective is to guarantee and to increase the value of the portfolio in the medium to long term by means of:

- > restyling work, renovations and remodelling work carried out in the spaces, in addition to maintenance activities (ordinary and extraordinary);
- > business policies and marketing initiatives that make the malls more attractive.

3. Services and trading

Services are provided to the owners and tenants of the hypermarkets, supermarkets and stores present in the malls.

// TABLE 1 - SCALE OF THE GROUP AS AT 12/31/2023 (GRI 2-7)

Indicator	2023
Number of Employees	138 Italy 31 Romania
Number of activities/Quantity of products or services	54 property units in Italy and 15 in Romania
Operating revenues	€ 156,705 thousand
Market capitalisation	€ 254,338 thousand

// Compliance with laws and regulations (GRI 2-27)

In 2023 the Company was not involved in any significant cases of non-compliance with laws and regulations. It did not, therefore, pay any fines of this nature during the reporting period.



// What happened in 2023

January/March

> On 23 February 2023 the Board of Directors approved the Draft Budget and the Consolidated Financial Statements as at 31 December 2022. The Board of Directors also approved the Report on Corporate Governance and Ownership Structure, included in the Financial Statements Dossier, as well as the Report on the remuneration policy and the remuneration paid. The Board of Directors also approved the thirteenth Sustainability Report.

April/June

> On 14 April the Shareholders' Meeting approved the 2022 Annual Financial Statements of IGD SiiQ S.p.A., which closed with a net loss equal to 5,027,925.94 euros and a dividend of 0.30 euros per share, equal to a total of 33,102,570.9 euros.

> On 9 May IGD signed an agreement with a pool of leading national and international lenders for a secured green loan, for an amount equal to 250 million Euros, with five years maturity. Green Loans then, following the first transaction in August 2022, rose to 465 million Euros, equal to 41% of the Company's total indebtedness.

July/September

> On 14 September the retail part of Officine Storiche, in Porta a Mare in Livorno, was inaugurated with a total GLA of 16,000 m2 and a merchandising mix characterised by the significant presence of food brands and entertainment facilities.

October/December

> In November the company completed the refinancing of the 400 million euro bond maturing in November 2024 by means of a transaction consisting of an exchange and tender offer of the existing notes and of a consent solicitation, which was concluded with an overall take-up of the exchange and tender offer equal to 85.5% of the nominal amount of the notes issued.

> On 23 November the restyling of "Portogrande" Shopping Centre in San Benedetto del Tronto (AP) was inaugurated.

// IGD's memberships (GRI 2-28)

The list of organisations which IGD is a member of in various capacities can be seen in the table below.

// 2023 MEMBERSHIPS

Organization	Membership with payment of membership fee	Participation in projects and committees	Participation in governance bodies
European Public Real Estate Association (EPRA)	X	X	X
Consiglio Nazionale dei Centri Commerciali	X	X	X
Assonime	X	X	X
Impronta Etica	X	X	
Unindustria Bologna	X		
Nomisma	X	X	
Legacoop Romagna	X		

IGD is a member of the *Consiglio Nazionale dei Centri Commerciali* (National Association of Shopping Centres) which, as one of its institutional activities, also has the task of supporting the motions of its members. To do this, it engages companies specialised in the sector of political-intelligence lobbying and public affairs.

// Supply Chain (GRI 2-6)

As part of its activities, IGD cooperates with two different categories of suppliers: service suppliers (cleaning, communication, security, for example) and construction and maintenance suppliers. The relationship between IGD and its suppliers is administered both by means of local contracts (entered into with the Consortiums of the Shopping Centres), and by means of contracts negotiated in a centralised manner. In numerical terms, the overall number of suppliers is equal to 2,098, of which approximately half – 43% – are local (see section 5.1 for further details on local suppliers).

// Commitment in terms of policy (GRI 2-23)

IGD's precautionary approach can be attested by the implementation of its risk management system, consisting of the Enterprise Risk Management model (ERM – see section 3 of this Report); it also activated the UNI EN ISO 14001 certified Environmental Management System (<https://www.gruppoigd.it/sostenibilita/la-nostra-strategia-di-sostenibilita/la-governance-di-sostenibilita>) and it UNI EN ISO 37001 certified its anti-bribery management system. The commitments undertaken through the ERM System and referring to UNI EN ISO 37001 certification were approved by the Board of Directors. The commitments referring to the Environmental Management System were approved by the Sustainability Committee.



Sustainability strategy

// STRATEGY (GRI 2-22)

In 2011, IGD decided to structure a process aimed at sustainability, fully aware of the importance of social and environmental responsibility, in order to pursue healthy and long-lasting growth. Being the owner of the properties and, at the same time, being responsible for the management of them, the Company is in possession of the necessary levers both to be able to take action on the structural aspects of the assets and to effectively implement in the everyday routine of the Shopping Centres the policies identified.

Since 2013 IGD has integrated sustainability into strategic planning, engaging all its internal and external stakeholders.

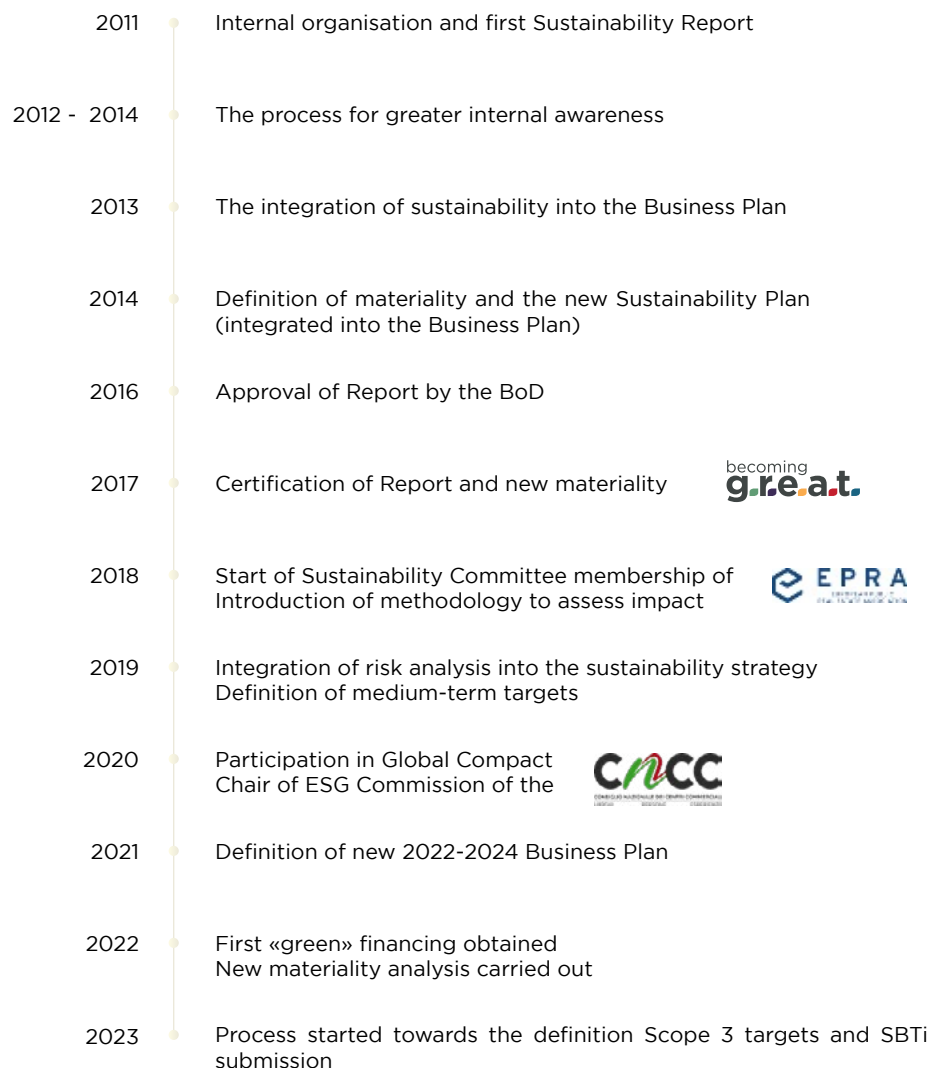
The sustainability strategy is structured along the lines of 5 strategic aspects which, since 2017 have been encapsulated into «Becoming Great»:

becoming
g.re.a.t.

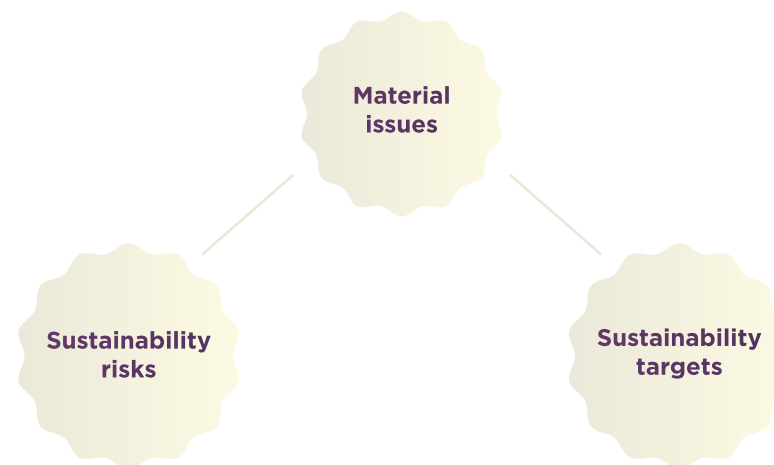
green responsible ethical attractive together

- > GREEN: reduce environmental impact, actively contributing to a transition towards a “low carbon” economy in the countries where the company operates;
- > RESPONSIBLE: act in a responsible manner towards people, both the employees and the Shopping Malls' visitors and tenants;
- > ETHICAL: conduct business in an ethical manner in relations with all its stakeholders, both by means of the necessary safeguards in order to comply with laws and regulations, and by promoting voluntary modes of conduct which impact in a positive manner the context in which it operates;
- > ATTRACTIVE: make its structures attractive, when carrying out actions on the assets and when managing both the retail offer and marketing activities, with particular focus on innovation;
- > TOGETHER: work together with its stakeholders, consolidating, at local level, not only the important role of the Shopping Centres with regard to shopping, but also with regard to economic and social development, in response to the needs of the local areas in which the Company operates.

// The process - The milestones



The sustainability strategy, which has been an integral part of corporate business planning since the 2014-2016 Business Plan, is currently included in the operational fields of activity in the 2022-2024 Business Plan. The contents of the strategy clearly express the way in which IGD's commitment is aimed at sustainable growth, which is an aspect of the Sustainable Development Goals (SDGs), the Millennium goals defined by the United Nations. The material issues form the basis of IGD's sustainability strategy. After being identified, and updated annually, the company defines both the risks and opportunities connected to the sustainable management of its business and the targets to be reached during the timespan of the plan (2022-2024), along with the ambitions to be pursued over a longer period of time (2030). Having identified the actions to be taken by means of this process, every year the Company monitors the results obtained by way of its Sustainability Report.



// MATERIALITY (GRI 3-1; 3-2)

Identification of the material issues

In 2022, IGD had already updated its material issues, in line with the new GRI Standards reviewed in 2021, where the issues defined as being material are those that reflect the most significant impacts of the organisation on the economy, environment and people.

In this context, for the purposes of 2023 reporting, the Group deemed it appropriate to confirm the same material issues that had emerged from the materiality analysis carried out in 2022, in the light of both the unaltered operating context and of the outcome of the continuous engagement of its stakeholders. For more detailed information on the process followed to define the material issues, please refer to the 2022 Sustainability Report, section «Sustainability strategy».

THE MATERIAL ISSUES IDENTIFIED

- > Road to zero emissions
- > Zero waste
- > Enhancement of the portfolio
- > Spaces to be lived in
- > Innovation
- > Relations with the community and stakeholders
- > Accessibility and sustainable mobility
- > Good employment
- > Wellbeing, health and safety
- > Governance, ethics and anti-corruption

// MATERIALITY (GRI 3-3)

	impacts	The group's involvement	Policy	Actions	Monitoring
Road to zero emissions	<ul style="list-style-type: none"> > Energy use for lighting, heating/cooling; > Scope 1, 2, 3 emissions; > Biodiversity around the structures. 	<ul style="list-style-type: none"> > Cause, with the exception of Scope 3 emissions, in which the Group is "directly connected". 	<ul style="list-style-type: none"> > Environmental Policy; > Sustainability Planning (see Green targets). 	<ul style="list-style-type: none"> > See section 1.1 «Green»_ «Road to Zero emissions». 	<ul style="list-style-type: none"> > See section 1.1 «Green»_ «Road to Zero emissions».
Zero Waste	<ul style="list-style-type: none"> > Waste production and disposal. 	<ul style="list-style-type: none"> > Cause. 	<ul style="list-style-type: none"> > Environmental Policy; > Sustainability Planning (see Green targets). 	<ul style="list-style-type: none"> > Environmental Policy; > See section 1.2 «Green»_ «Zero Waste». 	<ul style="list-style-type: none"> > See section 1.2 «Green»_ «Zero Waste».
Enhancement of the portfolio	<ul style="list-style-type: none"> > Location identification; > Choice of sustainable materials and systems; > Definition of stores and services for the Shopping Centre. . 	<ul style="list-style-type: none"> > Cause. 	<ul style="list-style-type: none"> > See https://www.gruppoigd.it/sostenibilita/le-nostre-priorita/attractive/. 	<ul style="list-style-type: none"> > See section 4.1 «Attractive»_ «Enhancement of the portfolio». 	<ul style="list-style-type: none"> > See section 4.1 «Attractive»_ «Enhancement of the portfolio». Furthermore, internally the Asset Management Division monitors the activities implemented and the investments carried out on the assets, with ESG focus and the Commercial Division analyses relations with tenants.

// MATERIALITY (GRI 3-3)

	Impacts	The group's involvement	Policy	Actions	Monitoring
Spaces to be lived in	<ul style="list-style-type: none"> > Organisation of events, also in connection with the local area. 	<ul style="list-style-type: none"> > Cause. 	<ul style="list-style-type: none"> > https://www.gruppoigd.it/sostenibilita/le-nostre-priorita/attractive/ > Sustainability Planning (see «Attractive» targets). 	<ul style="list-style-type: none"> > See section 4.2 «Attractive»_ «Spaces to be lived in». 	<ul style="list-style-type: none"> > See section 4.2 «Attractive»_ «Spaces to be lived in»; > The Shopping Centres Committee defined an internal monitoring of events procedure.
Innovation	<ul style="list-style-type: none"> > Identification and implementation of innovative projects. 	<ul style="list-style-type: none"> > Cause. 	<ul style="list-style-type: none"> > https://www.gruppoigd.it/sostenibilita/le-nostre-priorita/attractive/ > Sustainability Planning (see «Attractive» targets). 	<ul style="list-style-type: none"> > See section 4.3 «Attractive»_ «Innovation». 	<ul style="list-style-type: none"> > See section 4.3 «Attractive»_ «Innovation».

// MATERIALITY (GRI 3-3)

	Impacts	The group's involvement	Policy	Actions	Monitoring
Relations with the community and stakeholders	<ul style="list-style-type: none"> > Social-meeting place, commercial and employment aspects connected to the presence of the Shopping Centre in the area. 	<ul style="list-style-type: none"> > Cause. 	<ul style="list-style-type: none"> > https://www.gruppoigd.it/sostenibilita/le-nostre-priorita/together/ Sustainability Planning (see «Together» targets). 	<ul style="list-style-type: none"> > See section 5.1 «Together»_ «Relations with the community and stakeholders». 	<ul style="list-style-type: none"> > See section 5.1 «Together»_ «Relations with the community and stakeholders».
Accessibility and sustainable mobility	<ul style="list-style-type: none"> > Accessibility to the structures. 	<ul style="list-style-type: none"> > Cause. 	<ul style="list-style-type: none"> > https://www.gruppoigd.it/sostenibilita/le-nostre-priorita/attractive/ Sustainability Planning (see «Green» targets). 	<ul style="list-style-type: none"> > See section 1.3 «Green»_ «Accessibility and sustainable mobility», 	<ul style="list-style-type: none"> > See section 1.3 «Green»_ «Accessibility and sustainable mobility»; > Periodically, the Sustainability Committee monitors the diffusion of sustainable mobility.
Good employment	<ul style="list-style-type: none"> > Wellbeing and welfare of workers; > Recruitment, remuneration and development of staff; > Staff training. 	<ul style="list-style-type: none"> > Cause. 	<ul style="list-style-type: none"> > Corporate procedures and regulations, National Contract, https://www.gruppoigd.it/sostenibilita/le-nostre-priorita/responsible/ 	<ul style="list-style-type: none"> > See section 2.1 «Responsible»_ «Good employment». 	<ul style="list-style-type: none"> > See section 2.1 «Responsible»_ «Good employment».

// MATERIALITY (GRI 3-3)

	Impacts	The group's involvement	Policy	Actions	Monitoring
Wellbeing, health and safety	<ul style="list-style-type: none"> > Safety of workers; > Safety of visitors. 	<ul style="list-style-type: none"> > Cause. 	<ul style="list-style-type: none"> > https://www.gruppoigd.it/sostenibilita/le-nostre-priorita/together/ Sustainability Planning (see «Responsible» targets). 	<ul style="list-style-type: none"> > See section 2.2 «Responsible»_ «Wellbeing, health and safety». 	<ul style="list-style-type: none"> > See section 2.2 «Responsible»_ «Wellbeing, health and safety».
Governance, ethics and anti-corruption	<ul style="list-style-type: none"> > Fiscal compliance; > Corporate Governance; > Management of internal processes (including supply chain, IT, privacy) in compliance with the law and corporate ethical principles. 	<ul style="list-style-type: none"> > Cause. 	<ul style="list-style-type: none"> > See: https://www.gruppoigd.it/governance/ > Articles of Association; > Report on Corporate Governance; > Code of Ethics; > ISO 37001 Procedures > Organisational Management and Control Model; > https://www.gruppoigd.it/sostenibilita/le-nostre-priorita/ethical/ 	<ul style="list-style-type: none"> > See section 3.1 «Ethical»_ «Governance, ethics and corruption»; > https://www.gruppoigd.it/governance/ 	<ul style="list-style-type: none"> > See section 3.1 «Ethical»_ «Governance, ethics and corruption»; > https://www.gruppoigd.it/governance/

// 2022-2024 SUSTAINABILITY TARGETS

2023 was the second year of the 2022-2024 Plan. The actions carried out during the year in order to reach the targets and an assessment on the levels of achievement of the targets during the Plan timespan are reported below.

Key - level of achievement of targets:



4/4 - fully achieved



3/4 - achieved in significant part



2/4 - achieved in small part



1/4 - not achieved



Target

Actions carried out in 2023






Level of achievement of target as at 2023

	<p>Use of electricity coming 100% from renewable sources _Italy.</p>	<p>Use, in Italy, of electricity coming 94% from renewable sources.</p>	
	<p>Production of energy: double the energy produced from renewable sources (baseline 2021).</p>	<p>A new photovoltaic system was installed in La Favorita in Mantua, which will be operational from the first quarter in 2024 and 3 photovoltaic systems were installed in 3 Shopping Centres in Romania. Including the system inaugurated in 2022 in Ploiesti, in Romania, altogether, the peak power increased by 42% compared to 2021.</p>	
	<p>Reduce energy consumption - at least by 15% (baseline 2018).</p>	<p>Intensity per square metre of energy consumption in 2023 was reduced by 22.8% (baseline 2018).</p>	
	<p>Assess «scope 3» emissions and define first reductions.</p>	<p>Scope 3 emissions regarding 2022 were reported, and the calculation was fine-tuned in 2023. The definition of specific targets is currently being assessed.</p>	








// 2022-2024 SUSTAINABILITY TARGETS

	 Target	Actions carried out in 2023	Level of achievement of target as at 2023
 GREEN	Create a circular economy project in at least 25% of the freehold Shopping Centres in Italy (7). Topics: food and clothing.	3 projects created in 3 Shopping Centres in the city of Bologna.	
	Increase waste sorting by 15% (baseline 2021) _ Italy.	Waste sorting increased by an additional 6 percentage points in 2023, going from 73 to 89% of the total compared to 2021.	
	9 more assets Breeam certified by end of 2024 (in addition to the 8 already certified by end of 2021).	The procedure for the certification of 2 more Shopping centres is underway as is the renewal of the certification for 3 structures in accordance with the new version, V6 Breeam in-Use.	
	Introduction of EV charging areas in 100% of the Italian portfolio (<22kw charging and/or fast charging).	22 out of 26 Shopping Centres have at least one EV charging station.	

// 2022-2024 SUSTAINABILITY TARGETS

	 Target	Actions carried out in 2023	Level of achievement of target as at 2023
 GREEN	Installation of systems, enabling consumption to be monitored and reduced , in 23 fully owned Shopping Centres_Italy.	The pilot project in Sarca Shopping Centre regarding consumption monitoring and reduction, based on Artificial Intelligence, was concluded with positive results. This system will be installed in 2 other Shopping Centres in 2024; the pilot project for the creation of a data collection portal regarding Puntadiferro Shopping Centre was concluded with a positive outcome and it is being extended to 6 other Shopping Centres; an energy consumption assessment system is active in 7 Shopping Centres in the Emilia Romagna area.	
	Development of projects to foster biodiversity in at least 4 Shopping Centres (tree planting, protection of animals, urban woods, etc.).	Project created in 2 Shopping Centres and in the planning stage for a third.	
	Assess the possibility of becoming part of at least one energy community .	Internal assessment underway in the light of the developments in legislation.	


// 2022-2024 SUSTAINABILITY TARGETS

	 Target	Actions carried out in 2023	Level of achievement of target as at 2023
 RESPONSIBLE	Training each year for 100% of employees in Italy and Romania.	Italy: 100% of employees trained; Romania = 52%. Total Group: 96%.	
	Carry out an internal atmosphere assessment during the three-year period and at least two «pulse surveys» to understand the workers' perception of specific issues _Italy .	Internal atmosphere assessment and 1 pulse survey carried out in 2022; in 2023 a Virtual Focus Group was held to involve the employees in the definition of the new responsibilities and skills model.	
	Define a target linked to ESG issues for part of the corporate workforce (starting from the one defined for the Management)_Italy.	Starting from the ESG targets already defined and assigned to the Management, targets were allocated to 10% of the staff with operational levers to implement these targets.	
	Introduce every year at least one new service into the corporate Welfare Plan for the employees_ Italy .	Luncheon vouchers were digitalised, with an increase in their value to the employees' advantage.	
	Certify 100% of the Italian Shopping Centres in accordance with the «Biosafety Trust Certification» scheme, ensuring in this way the protection of health in line with Covid protocols.	The certification was renewed for all the Italian freehold Shopping Centres, in addition to the headquarters.	


// 2022-2024 SUSTAINABILITY TARGETS

	 Target	Actions carried out in 2023	Level of achievement of target as at 2023
 ETHICAL	Increasingly integrate sustainability risks into Enterprise Risk Management.	First results of the process launched with the new Risk Management role for the integration of sustainability risks into ERM.	
	Increase the Board of Directors' participation in CSR.	Induction sessions were held in 2022 with the Board of Directors, concerning both governance and activities carried out with regard to corporate sustainability.	
	Develop a corporate Cybersecurity strategy.	The IT system was internalised, and the new role of IT Network & Security Specialist was introduced: specific security measures were applied, aimed at protecting the wired and wi-fi networks and preventing possible cyberattacks.	
	Update internal regulations in full compliance with the «privacy» law currently in force.	The procedures were updated, and appropriate audit activities were carried out.	
	Codify a system for the assessment (both during the selection phase and periodically during the contractual relationship) of suppliers along the supply chain with a view to sustainability.	A policy for the sustainable management of the Supply Chain was defined.	
	Maintain the Legality Rating with the maximum score.	Target achieved with the renewal in 2022 with the maximum score (3 stars).	
	Maintain UNI ISO 37001 certification.	Three-yearly renewal of the certification was obtained.	

// 2022-2024 SUSTAINABILITY TARGETS

	 Target	Actions carried out in 2023	Level of achievement of target as at 2023
 ATTRACTIVE	Carry out restyling/refurbishment activities in 4 Shopping Centres with energy improvement measures .	In 2023 the retail part of Officine Storiche at Porta a Mare in Livorno was inaugurated, and restyling work was completed in Portogrande Shopping Centre (AP), with particular focus on the social and environmental impacts of the structures. Work is currently underway in Leonadro Shopping Centre in Imola (BO).	
	100% of the Italian Shopping Centres with at least one annual initiative on social or environmental issues.	Activity carried out in 96% of the Shopping Centres.	
	An across-the-board initiative involving at least 50% of the Shopping Centres on CSR issues (Italy).	"Isola della salute" (Island of health) was organised in 6 Shopping Centres with focus on nutritional wellbeing.	
	Organisation of initiatives aimed at preventing the digital divide (e.g. fundraising to purchase devices, training courses, designated wi-fi etc.) in at least 50% of the Italian Shopping Centres.	No initiatives were carried out.	

// 2022-2024 SUSTAINABILITY TARGETS

	Target	Actions carried out in 2023	Level of achievement of target as at 2023
 TOGETHER	Define a framework for the issuing of financial instruments linked to sustainability .	Framework created at the beginning of 2022.	
	Assess the opportunity of obtaining a solicited ESG Rating .	Solicited GRESB rating obtained in 2023.	
	Organise an Investor/CSR day .	The Company decided not to organise an Investor/CSR day in 2023.	
	Increase the number of events to participate in, also with specific focus on ESG issues.	The company participated in the Sustainability Week organised by <i>Borsa italiana</i> .	
	Carry out at least one survey for each Shopping Centre every year (also by using the possibilities offered by direct marketing).	2 waves of customer satisfaction surveys were carried out regarding 7 Shopping Centres.	
	Involve at least one non-profit organisation in 100% of the Shopping Centres.	Non-profit organisations were involved in 96% of the Shopping Centres.	
	Examine the opportunity to resume the «Social Borgo» project.	After replanning the project in 2023, it will now become operational in Borgo Shopping Centre (BO) during the first few months in 2024.	

// SUSTAINABILITY RISKS AND OPPORTUNITIES (GRI 3-3)

IGD monitors and manages risks in an integrated manner by means of its Enterprise Risk Management system, which includes both financial and non-financial risks, some of which are related to sustainability (regarding climate change, ethics, good employment and safety). Despite not falling within the category of subjects required to carry out non-financial reporting (ex-legislative decree 254/16, which transposes Directive 2014/95/EU), IGD voluntarily proceeded to identify the risks and opportunities related to sustainability. Internally, the Company analyses every year the level of effectiveness of the actions undertaken to mitigate each risk and it reports the results obtained in its Sustainability Report. The ESG risks monitored, their connection to the material issues, the policies and the actions identified to limit them, the indicators used to monitor the efficacy of the actions undertaken and the opportunities, are all reported in this section.

In 2023 IGD developed its risk management model even further, introducing advanced quantitative models for risk assessment. These models are based on probabilistic simulations which aim to assess various levels of confidence, analysing both normal conditions and stress tests. In this context, during the year, the company took action so as to gradually integrate risks related to environmental, social and governance aspects (ESG) into its Enterprise Risk Management (ERM) model.

With this in mind, it defined a step-by-step project, part of which was achieved in 2023 and part of which will be developed in 2024. The first step of the project enabled the Company to connect the ESG risks to those contained within the ERM monitoring system, ensuring in this way an integrated and aggregate interpretation of corporate risk management. Following the outcome of this first step, the ESG risks table, shown in the following pages, was altered, highlighting the risks already present in the ERM list and modifying some risks compared to the previous year, favouring the future integration of the two tools.

This project will continue in 2024 when integration will be further fine-tuned and the identification and assessment of ESG risks will gradually become part of the process envisaged by the ERM model. This overall approach aims to ensure consistency and cohesiveness in the analysis and management of all risks, facilitating greater understanding of the impacts and opportunities related to environmental, social and governance aspects of the Company.

NB: The new risks and those modified following the integration process with ERM are shown in bold in the following tables..

// SUSTAINABILITY RISKS AND OPPORTUNITIES

Material issue	Why the issue is important	Risks and possible impacts	Risk monitored by ERM	Short/medium/long term	Associated policies and action plans	Main associated indicators, described in this Report	Opportunities
Road to zero emissions - Zero waste	The Shopping Centres, by their very nature, are energy-intensive structures with an environmental impact. IGD is committed to operating in such a way as to reduce these impacts (with their economic repercussions), by identifying actions that are increasingly effective both during the construction/restyling phase of the Centres and in the management of the structures themselves.	Business interruption and damages to assets due to unexpected environmental factors (flooding, temperature increase).	x	Medium	<ul style="list-style-type: none"> > Asset analysis aimed at improving resilience to weather conditions; > Definition of safety measures and specific emergency drills; > Definition of specific insurance cover. 	<ul style="list-style-type: none"> > Investments in the prevention of damages caused by flooding; > Description of safety measures adopted in the event of unexpected environmental factors (see section 1 Green). 	Reduce operating costs and greenhouse gas emissions by promoting the use of renewable energy.
		Increase in consumption and increase in management costs.		Short	<ul style="list-style-type: none"> > Structural actions (photovoltaic systems, LED lighting systems) and asset analysis aimed at improving energy efficiency of the structures; > Continuous monitoring of electricity consumption by means of divisional meters and monthly internal reporting; integrated monitoring system pilot project carried out; > Management actions also in line with UNI EN ISO 14001 and BREEAM certification requirements. 	<ul style="list-style-type: none"> > Investments in energy efficiency (certifications, technical assessments); > No. of photovoltaic systems installed; > % of energy from photovoltaic systems out of total electricity consumption; > Number of Shopping Centres equipped with led lighting; > Energy consumption; > Number of divisional meters; > Co2 saved thanks to actions carried out (see section 1 Green). 	
		Sanctions related to the increasingly stringent environmental regulations.	x	Medium	<ul style="list-style-type: none"> > EMS (Environmental Management System) UNI EN ISO 14001 certified both with regard to the headquarters and to 24 Shopping Centres. 	<ul style="list-style-type: none"> > Environmental sanctions due to non-compliance with the law (see section 1 Green). 	
		Risk regarding non-compliance to new European/national laws on environmental issues.		Medium/long	<ul style="list-style-type: none"> > Constant vigilance regarding initiatives by means of active participation in the ECSP Sustainability Committee, in the EPRA Sustainability Group and in the ESG Commission of the CNCC. 	<ul style="list-style-type: none"> > Number of meetings in which IGD participated during the year (see section Sustainability Strategy). 	
		Reputational fall due to a lack in management/ investments with regard to environmental issues.	x	Short	<ul style="list-style-type: none"> > UNI EN ISO 14001 Certification; > Breeam and Breeam in Use Certification in 10 Shopping Centres; > Investments to improve energy efficiency; > Electricity from renewable sources for 96% of the total; > Awareness raising activities regarding visitors, tenants and employees; > Creation of innovative projects. 	<ul style="list-style-type: none"> > % of portfolio UNI EN ISO 14001 certified; > Number of Shopping Centres Breeam and Breeam in Use certified; > € invested to improve energy efficiency (see section 1 Green). 	
							Increase its reputation as a Company that is active on sustainability issues both at national and international level.

// SUSTAINABILITY RISKS AND OPPORTUNITIES

Material Issue	Why the issue is important	Risks and possible impacts	Risk monitored by ERM	Short/medium/long term	Associated policies and action plans	Main associated indicators, described in this Report	Opportunities
Accessibility and sustainable mobility	IGD is committed to developing both easy access for vehicular traffic around a Shopping Centre as well as the new trends for sustainable mobility. It is committed, therefore to making it possible for all visitors to travel to the Shopping Centres in the most suitable way possible for them, in line with their needs.	Impossibility of satisfying the different needs in terms of mobility of the various target visitors (with reputational fall and drop in visitors).		Medium	<ul style="list-style-type: none"> > EV charging stations installed in 22 Shopping Centres; > Planning carried out to promote cycling. 	<ul style="list-style-type: none"> > Number of EV charging stations installed; > % of Shopping Centres reachable by bicycle (see section 1 Green). 	Reduce indirect emissions (Scope 3).
		Non-compliance with measures introduced by legislation regarding the compulsory installation of EV charging stations.		Medium			
Good employment	IGD is committed to fostering "good employment", where continuous skills development and the promotion of these are two of its main undertakings. As described in the Corporate Code of Ethics, the Company conforms its actions and activities to the principle of impartiality with regard to its employees, guaranteeing full compliance with the principle of equal opportunities.	Low attractiveness with regard to new talent.		Short	<ul style="list-style-type: none"> > New approach in the recruitment section on the website; > Professional use of social networks, also by means of creating corporate brand ambassadors. 	<ul style="list-style-type: none"> > Number of CVs inserted in the specific section on the website or arrived by means of social networks (see section 2 Responsible). 	Attract and maintain the best resources.
		Risk of staff/specialised staff turnover.	x	Medium	<ul style="list-style-type: none"> > Corporate Welfare Plan aimed at all employees on permanent contracts; > Monitoring of internal atmosphere and definition of follow up actions; > Development of internal skills to manage any replacements without drawing on the external market. 	<ul style="list-style-type: none"> > Outgoing turnover; > Number of employees involved in Corporate Welfare; > Corporate Welfare utilisation rate (see section 2 Responsible). 	
		No updating of skills in relation to the evolution of the sector and of the regulations.		Medium	<ul style="list-style-type: none"> > Implementation of training programmes for professional development; > Internal information sharing groups. 	<ul style="list-style-type: none"> > Average hours of training per employee; > Percentage of revenues invested in training; > Costs incurred for training (see section 2 Responsible). 	
		Non-compliance with legislation.		Short	<ul style="list-style-type: none"> > Impartiality towards all employees and guarantee of equal opportunities (as described in the Code of Ethics). 	<ul style="list-style-type: none"> > Breakdown of staff by gender and position; > Ratio between basic salary + occupational allowance for females compared to males (see section 2 Responsible). 	
		Reputational fall linked to the failure to comply with corporate values.		Medium			

// SUSTAINABILITY RISKS AND OPPORTUNITIES

Material Issue	Why the issue is important	Risks and possible impacts	Risk monitored by ERM	Short/medium/long term	Associated policies and action plans	Main associated indicators, described in this Report	Opportunities
Wellbeing, health and safety	IGD acts in such a way as to ensure that the employees (its own and those of its tenants) work in the best possible conditions, in compliance with all the legal requirements and with full respect for their wellbeing. It also places the same attention on the visitors to the Malls, by implementing all the safeguards so as to ensure that they can make the most of everything that its Shopping Centres have to offer in complete safety	Inability to guarantee a safe environment for employees and for those that experience the Shopping Centre life (including the pandemic risk).	x	Short	<ul style="list-style-type: none"> > Functionality of the Prevention and Protection Service Manager; > Specific project: lifelines, anti-ram bollards, anti-seismic; > Introduction of specific measures aimed at limiting the pandemic risk (see section 2.2.); > Bio Safety Certification obtained in all the Shopping Centres, in addition to the headquarters. 	<ul style="list-style-type: none"> > % of assets where impacts on health and safety are assessed or reviewed with regard to compliance or improvement throughout the year; > Number of cases of non-compliance with health and safety regulations or voluntary standards; > Number of outbreaks in IGD Centres; > Number of Shopping Centres Bio Safety certified (see section 2 Responsible). 	Make the Shopping Centres safe and inform visitors about this.
		Non-compliance with legislation.	x	Short	<ul style="list-style-type: none"> > Safety at Work Management System adopted, in accordance with Article 30 of Consolidated Safety Act 81/2008. 	<ul style="list-style-type: none"> > Number of training hours on safety provided; > Number of people involved in training on safety; > Costs incurred for training on safety (see section 2 Responsible). 	
		Increase in injury at work rate (with repercussions on corporate efficacy).		Short	<ul style="list-style-type: none"> > Training on safety: general training for new employees, refresher course every five years for persons-in-charge, refresher course every five years for workers, refresher course for Workers' Safety Representatives; Fire prevention course. 	<ul style="list-style-type: none"> > Number of training hours on safety provided; > Number of people involved in training on safety; > Costs incurred for training on safety (see section 2 Responsible). 	Guarantee a good working atmosphere based on trust and awareness.
		Inadequate provision of technological devices for employees in smart working to carry out their duties in the best conditions.		Short	<ul style="list-style-type: none"> > Devices provided for headquarter employees in smart working; > Agreement signed with trade unions regarding smart working. 	<ul style="list-style-type: none"> > % of headquarter employees in smart working (see section 2 Responsible). 	

// SUSTAINABILITY RISKS AND OPPORTUNITIES

Material Issue	Why the issue is important	Risks and possible impacts	Risk monitored by ERM	Short/medium/long term	Associated policies and action plans	Main associated indicators, described in this Report	Opportunities
Governance, ethics and corruption	In line with the content of the Corporate Governance Code, IGD has an effective governance system. This is a very important issue for investors and the financial community. IGD undertakes both to personally act in an ethical manner, in accordance with its inspirational principles, and to positively influence the context in which it operates.	Lack of counter measures against corruption with legal implications and an impact on reputation.		Medium	<ul style="list-style-type: none"> > IGD guarantees compliance with the laws in force by abiding by the protection measures included in the Organisational Model ex Legislative Decree 231/01 and in the Code of Ethics (reviewed in 2020) > UNI ISO 37001 - Anti Bribery Management Systems certification obtained both in Italy and in Romania > IGD obtained and confirmed the Legality Rating awarded by the Antitrust Authority (AGCM) with the maximum score 	<ul style="list-style-type: none"> > Iso 37001 certification obtained (see section 3 Ethical). 	Garantire relazioni con i propri stakeholder basate sulla parità di opportunità, sulla correttezza e sulla trasparenza.
		Reputational risk in the event of non-compliance with the Code of Ethics.		Medium	<ul style="list-style-type: none"> > System defined regarding the reporting of breaches (so-called Whistleblowing) of the principles of the Code of Ethics and/or of the operating procedures which make up the Organisational, Management and Control Model adopted by IGD in accordance with Legislative Decree 231/2001 	<ul style="list-style-type: none"> > Number of reports received by the Supervisory Board (see section 3 Ethical). 	
		Data breach and cybersecurity failure.	x	Medium	<ul style="list-style-type: none"> > IGD became aligned with the GDPR Regulation, with the purpose of assuring its stakeholders that the data they provide to the Company is properly protected > Cybersecurity: IGD implemented a process to regulate the management and the use of IT tools supplied to the Group's employees, so as to guarantee greater data security. The entire workforce received training on this issue 	<ul style="list-style-type: none"> > Number of data breach cases during the year (see section 3 Ethical). 	
		Sanctions related to non-compliance with privacy laws and legislative decree 231/01.	x	Short	<ul style="list-style-type: none"> > Definition of specific and constantly updated procedures > Periodic Audits 	<ul style="list-style-type: none"> > Activities carried out regarding compliance; > Updating of procedures carried out (see section 3 Ethical). 	
		Low ESG ratings.		Medium	<ul style="list-style-type: none"> > Monitoring of assessments obtained following inclusion or participation in sector and non-sector ESG ratings, with the definition of improvement actions. 	<ul style="list-style-type: none"> > Non-financial ratings scores (see section Sustainability Strategy). 	

// SUSTAINABILITY RISKS AND OPPORTUNITIES

Material Issue	Why the issue is important	Risks and possible impacts	Risk monitored by ERM	Short/medium/long term	Associated policies and action plans	Main associated indicators, described in this Report	Opportunities
Enhancement of the portfolio	In order to be constantly competitive, the Shopping Centres need to be continuously adapted. For this reason, IGD plans actions aimed at enhancing its portfolio, and sustainability takes on an important role becoming one of the main drivers in the planning and construction of a new Centre, as it is during restyling and extension work.	Reduction in the attractiveness of the structures with possible results being a decrease in footfalls, marketing difficulties and a decrease in investor interest.		Medium/long	> Sustainability as an integral part of restyling work and extensions in all the Shopping Centres where restyling work and extensions are carried out.	> Number of Shopping Centres in which sustainability activities have been carried out during restyling work/extensions since 2014 (when the first restyling work was carried out in IGD Centres) (see section 4 Attractive).	Maintain high attractiveness of the Shopping Centres using sustainability as one of the innovation drivers.
	To ensure the quality of the retail offer available in its Shopping Centres, IGD continuously updates its merchandising and tenant mix, in order to meet the visitors' needs and new consumer trend	Difficulty in identifying and introducing appealing tenants.		Medium	> Active managing of existing tenant portfolio and scouting to identify new brands.	> New brands introduced each year; > % of new brands out of brands placed under contract during the year (see section 4 Attractive).	
Spaces to be lived in	As per its payoff "Spaces to be lived in", IGD is committed to ensuring the continuation of the social role of its Shopping Centres. For this reason, it organises events of various kinds: from sports events to cultural ones, from recreational events to solidarity ones, with particular focus on the local area	Inability to offer the visitors other drivers with regard to choice, in addition to the retail offer.		Medium	> Programming of marketing initiatives in an increasingly omnichannel; approach, capable of engaging visitors on issues regarding sustainability.	> % of social-environmental events (see section 4 Attractive).	Diversify visitor engagement methods to ensure high attractiveness of the Shopping Centre.
Innovation	In order to constantly remain in line with the evolution of trends, IGD works continuously to innovate its spaces and the services offered.	Non-optimum management/ monitoring of the digital transformation process.	x	Medium	> Innovation Project launched in 2016 with annual planning, implementation, monitoring and fine tuning phases; > Implementation of actions as per the Digital Plan.	> Description of monitoring activities and results obtained (see section 4 Attractive).	

// SUSTAINABILITY RISKS AND OPPORTUNITIES

Material Issue	Why the issue is important	Risks and possible impacts	Risk monitored by ERM	Short/medium/long term	Associated policies and action plans	Main associated indicators, described in this Report	Opportunities
Cooperation with the stakeholders	Stakeholder engagement makes it possible for IGD to establish a dialogue with its interlocutors aimed at understanding ongoing changes.	Investing in activities that are not material for the stakeholders and/or not guaranteeing a suitable offer due to lack of information regarding their expectations.		Medium	<ul style="list-style-type: none"> > Creation of an engagement plan involving all the stakeholders, both with regard to business issues and with those relating more to social responsibility; > A specific engagement plan defined for the Shopping Centre visitors. 	<ul style="list-style-type: none"> > Meetings with banks and financiers; > Individual conference calls, one to one meetings, roadshows for investors and analysts, participation in sector conferences, field trips; > Participants in conference calls; > Total and new institutional investors; > Shopping Centres under analysis; > Retailers met (see section 5 Together). 	Establish a relationship of mutual trust with its stakeholders.
Local communities	The Shopping Centre not only takes on a significant role regarding shopping, but it also becomes a producer of economic development and a place in which to get together for the local community.	Being perceived as an "outsider" compared to the local community.		Medium/long	<ul style="list-style-type: none"> > IGD is committed to having a positive impact on the local community in three ways: <ul style="list-style-type: none"> - Employment, with regard to those that work there and to the suppliers. On this subject, the corporate policy of supplier rotation is aimed at favouring local suppliers especially with regard to those services where the knowledge of the local area, speed of execution and physical presence on site are a competitive advantage; - Commercial: IGD is committed to introducing into its Malls those tenants that are more appealing at a local level, in line with the location of the Shopping Centre in its catchment area; - Social/meeting place: Each Centre operates so that contact with the local community is heightened and intensified over time, the aim being to enhance and favour inclusiveness. 	<ul style="list-style-type: none"> > Number of people employed in the IGD Shopping Centres; > % of local suppliers out of total suppliers; > Weight of local tenants on IGD's total revenues; > % of local events out of total; > Number of local associations received in the IGD Centres; > Sponsorships and donations made by the Consortiums to local bodies and associations for events (€) (see section 5 Together). 	Increase the credibility, and consequently the attractiveness, of the Shopping Centre, as an active player in local development.

// FOCUS RECOMMENDATIONS OF THE TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

IGD launched a process in order to be able to respond to the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD, <https://www.fsb-tcf.org/publications/final-recommendations-report/>) the aim being to provide its stakeholders with all the necessary information in order to assess the Company's approach to climate change, examining in detail the 4 required areas: governance, strategy, risk management and metrics/targets related to this issue. References to the TCFD recommendations are included in this Sustainability Report and are examined in-depth on the corporate website.

TCFD area	Issues	References in the sustainability report and notes
Governance	Describe the Board's oversight of climate-related risks and opportunities.	<ul style="list-style-type: none"> > Overall description of Enterprise Risk management: see section 3 GOVERNANCE, ETHICS AND CORRUPTION – Risk management; > In-depth examination of Sustainability risks: see section SUSTAINABILITY STRATEGY – Sustainability risks and opportunities.
	Describe the management's role in assessing and managing climate-related risks and opportunities.	<ul style="list-style-type: none"> > Overall description of Enterprise Risk management: see section 3 GOVERNANCE, ETHICS AND CORRUPTION – Risk management; > Sustainability management system in IGD: see section SUSTAINABILITY STRATEGY – Internal organisation of CSR.
Strategy	Describe the climate-related risks and opportunities the company has identified over the short, medium and long term.	<ul style="list-style-type: none"> > See section SUSTAINABILITY STRATEGY – Sustainability risks and opportunities.
	Describe the current and potential impacts of climate-related risks and opportunities on the company's economic activity, strategy and financial planning.	<ul style="list-style-type: none"> > Assessment of impacts and actions carried out: see section 1 GREEN - IGD's commitment to reduce environmental impacts; > Definition of risks and actions/policies identified: see section SUSTAINABILITY STRATEGY – Sustainability risks and opportunities.

// FOCUS RECOMMENDATIONS OF THE TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

TCFD area	Issues	References in the sustainability report and notes
Strategy	Describe the resilience of the company's strategy taking into consideration different climate-related scenarios including an increase of 2° C or lower scenario.	<ul style="list-style-type: none"> > Restyling activity undertaken, aimed at adapting the Shopping Centres following a sustainable approach: see section 4 ATTRACTIVE – Sustainable enhancement of the portfolio; > Environmental actions taken in 2023: see section 1. GREEN; > Environmental actions taken over the last 3 years and for the future strategy: see section SUSTAINABILITY STRATEGY - 2022-2024 Sustainability targets and ambitions up to 2030.
Risk Management	Describe the company's organisational processes for identifying, assessing and managing climate-related risks and how these processes are integrated into the organisation's overall risk management.	<ul style="list-style-type: none"> > Overall description of Enterprise Risk management: see section 3 GOVERNANCE, ETHICS AND CORRUPTION – Risk management; > In-depth examination of sustainability risks: see section SUSTAINABILITY STRATEGY - Sustainability risks and opportunities.
Metrics and Target	<p>Describe the metrics used by the company to assess climate-related risks and opportunities.</p> <hr/> <p>Disclose Scope 1 and Scope 2 and, if appropriate, Scope 3 GHG emissions and the related risks.</p> <hr/> <p>Describe the targets used by the company to manage climate-related risks and opportunities and performance against these targets.</p>	<ul style="list-style-type: none"> > Description of indicators linked to sustainability risks: see section SUSTAINABILITY STRATEGY – Sustainability risks and opportunities; > Sustainability KPIs: see section 1 GREEN. <ul style="list-style-type: none"> > See section SUSTAINABILITY STRATEGY - The 2022-2024 Sustainability Plan and the ambitions up to 2030.

// INTERNAL ORGANISATION OF CSR (GRI 2-14)

As far back as 2011, the Company established an across-the-board Sustainability Committee. Starting from 2022, in consideration of the ever-greater integration of ESG issues into every aspect of the Group's business, the Company decided to expand the composition of the Sustainability Committee to include representatives from each Division.

Body	Members	Role in CSR
Sustainability Committee	Director of Planning, Control and Investor Relations (who acts in the capacity of Chairman); Director of Finance and Treasury; Director of Administration, Legal and Corporate Affairs, Contracts, HR and IT; Head of Investment Analysis and Planning; Technical Area Asset Manager and Head of Marketing and CSR.	It formulates proposals regarding strategies and targets and the operational application of these. It is also responsible for managing reporting activities on CSR performance.
Operating Management	Chief Executive Officer and Directors with strategic responsibilities.	It approves the strategies and recommends the guidelines.
Board of Directors	http://www.gruppoigd.it/Governance/Consiglio-di-amministrazione	It is the promoter of the Company's commitment to CSR, it defines the strategies, it assesses every six months the evolution of the Sustainability Plan integrated in the Business Plan, and it approves the Sustainability Report (since 2015).

The following issues were dealt with in 2023 during the meetings held by the Sustainability Committee:

- > Legislative updates at national and European level;
- > Process aimed at defining Scope 3 targets and at obtaining certification of the environmental targets following a «Science Based» approach;
- > Update on sustainable finance instruments and transactions underway;
- > Results obtained in the 2022-2024 Sustainability Plan;
- > Environmental certifications (ISO 14001 and Breeam In Use): process of results obtained and assessment of next steps;
- > Update on sustainability projects currently underway;
- > IGD's participation in the work of national and international associations on ESG issues: sharing of the most important issues that emerged;
- > Indices and ratings in which IGD is assessed: updates and results obtained.

// PARTICIPATION AND MEMBERSHIPS IN INTERNATIONAL AND NATIONAL ORGANISATIONS AND IN EVENTS ON SUSTAINABILITY



IGD has been a member of the EPRA Sustainability Committee since 2018.

The main activities in 2023 concerned the analysis and the assessment of the new European regulations on ESG issues, examining in detail the methods of application in the real estate sector.



IGD has been a member of the Sustainability Group representing the *Consiglio Nazionale dei Centri Commerciali* - CNCC (National Association of Shopping Centres) since it was established in 2020. In 2023 the Group continued dialoguing with European institutions with regard to the Energy Performance Building Directive in the run up to it being implemented, which is scheduled for early 2024, it defined a common framework regarding green leases, and it shared best practices on ESG issues.



IGD has participated in the Global Compact since 2020.



The Chair of the ESG Commission, which met 10 times in 2023, is assigned to IGD. During the year, the assessment process for the members regarding the policies contained within the Sustainability Manifest was carried out for the second time, the EPBD process was constantly followed, the contents of the green clauses to be shared with the tenants were defined, and the question regarding the inclusion of ESG issues in property evaluation processes was examined in more detail.



IGD has been a member of Impronta Etica (www.improntaetica.org) since 2010. In 2023 it participated in recommended training activities (for example on sustainability reporting), it conveyed its own experience holding lectures in degree courses, “Environmental Economy” at the University of Bologna and “Ethics and Corporate Social Responsibility” at the University of Modena and Reggio Emilia, and it contributed to the creation of the «Waste 2 Value» project.

// INTERNATIONAL BENCHMARKS AND MASS MEDIA ENGAGEMENT

STOCK MARKET INDICES

In 2023 IGD was included in 4 stock market indices with focus on sustainability. The number was lower compared to previous years due to the decrease in the company's market cap.

MASS MEDIA ENGAGEMENT

In 2023 IGD's initiatives regarding sustainability issues generated the publication of 86 articles (12 hardcopy and 74 online), in line with 2022.

RATING AGENCIES SPECIALISED IN CSR

In 2023 IGD was included in 15 ESG ratings, 13 of which unsolicited and 2 solicited, by 12 companies (compared to 10 in 2020): Bloomberg, CDP, ESGBOOK, FTSE Russell, Ethifinance, GRESB, ISS, MSCI, Refinitiv S&P Global-Trucost, Sustainalytics, Vigeo Eiris.

IGD defined an internal process in order to cooperate with rating companies so that the information required for their activities could be readily identified.

With regard to the 13 comparable assessments obtained, 10 recorded an improvement in their rating and 3 remained unchanged. For the first time the company also participated in GRESB assessment.

// NATIONAL AND INTERNATIONAL RECOGNITIONS



In 2023, for the ninth consecutive year, IGD obtained the «EPRA sBPR Gold Award» for its 2022 Sustainability Report.



For the second consecutive year, IGD was included in the ranking “Europe’s Climate Leaders 2023”, compiled by the **Financial Times and Statista**, which showcases the European companies with greater focus on climate change.



For the sixth consecutive year, IGD obtained the «EPRA BPR Gold Award» for its 2022 Consolidated Financial Statements.



The Company was included for the first time amongst the “Companies more focused on the climate” 2024, the study carried out by Statista and the Italian newspaper *Corriere della Sera* published in *Pianeta2030* in January 2024.



IGD was listed in the ranking of the Companies with greater focus on issues relating to corporate welfare for employees, amongst 136 companies listed in various segments of *Borsa Italiana* (Italian Stock Exchange).

This was the outcome of an analysis carried out by the ESG Observatory (Sole 24 Ore - Bicocca University) and published in January 2024.

This research identifies the Italian entities that have achieved a greater reduction in CO2 emissions (Scope 1 and Scope 2) in relation to their revenues in the years 2020-2022.



green

// WHAT WE DID IN 2023



INVESTMENTS

3.9 million euros were invested in activities at Group level to reduce environmental impact, of which approximately 75% in systems to improve the energy efficiency of the buildings. In particular, the first phase of the innovative project to reduce ESP Shopping Centre's emissions was concluded.



PHOTOVOLTAIC SYSTEM

4 new photovoltaic systems were installed, of which 1 in Italy (La Favorita, Mantua operational from 2024) and 3 in Romania (Tulcea, Piatra Neamt and Ramnicu Valcea), where, furthermore, the system in Ploiesti, installed in 2022, became operational.



ENERGY CONSUMPTION MONITORING SYSTEMS

New energy consumption monitoring systems were installed, based also on artificial intelligence, capable of reducing the response time in the event of any divergences from expected consumption.



LED LIGHTING

Investments in lighting systems continued, with the completion of the installation of LED lighting technology systems in Portogrande Shopping Centre (during restyling work) and in Katanè Shopping Centre in Catania. LED lighting was also installed in the new retail part of Officine Storiche, at Porta a Mare - Livorno.



CIRCULAR ECONOMY

The circular economy project, Waste 2 Value, which transforms food waste into natural fertiliser for the Shopping Centre's green areas and for community vegetable gardens was inaugurated in Nova Shopping Centre in Castenaso (BO).

ROAD TO ZERO EMISSIONS

// 1.1. IGD'S COMMITMENT TO REDUCE ENVIRONMENTAL IMPACTS

// Actions carried out

With the aim of mitigating its environmental impact by improving the energy performance of its portfolio, IGD started work on the 6 aspects described below. In 2023 the Group invested **3.9 million euros**, of which 3.5 million in Italy and 0.4 in Romania, in actions particularly aimed at improving the energy efficiency of its structures.

Aspect	Actions carried out in 2023	Impact
Photovoltaic	<p>In 2023 in Italy, a photovoltaic system with a peak power capacity of 342 kWp was installed in the car park of La Favorita Shopping Centre in Mantua. This system will become operational in Spring 2024, and, at full capacity, it will be able to absorb nearly all the energy consumption of the common areas in the Mall.</p> <p>With this photovoltaic system up and running, in Italy, there will be 9 systems installed in 8 Shopping Centres, for an overall power capacity of 2.46 MWp.</p> <p>During the year in Romania 3 photovoltaic systems were installed in Tulcea, Piatra Neamt and Ramnicu Valcea and the one installed in Ploiesti at the end of 2022 became operational.</p> <p>The overall power capacity of the photovoltaic systems installed in the 4 Shopping Centres in Romania is 540 kWp.</p>	<ul style="list-style-type: none"> > In 2023, in Italy, electricity produced from the photovoltaic systems decreased by 2.6%, due to natural agents which caused technical problems in the photovoltaic panels in 2 structures. The relative share of self-consumption in the Centres was 81%. > In Italy, electricity produced and self-consumed by photovoltaic systems represents 5.8% of the total electricity consumed by the shopping centres. This data is in line with 2022.
Energy from renewable sources	<p>In line with the aim to achieve zero CO₂ emissions by 2030, 94% of electricity purchased by IGD in Italy came from renewable sources.</p>	<p>As specified in the Location Based/Market Based calculation of emissions, by using green energy in 2023, 8,180* tonnes of CO₂ were not emitted into the atmosphere by the IGD Shopping Centres in Italy.</p>

*Calculation method: difference between location-based and market-based electricity consumption (Italy)

Aspect	Actions carried out in 2023	Impact
<p>LED lighting technology</p>	<p>In 2023, during restyling work carried out in the structure, the entire lighting system in Portogrande Shopping Centre in San Benedetto del Tronto (AP) was transformed into a LED technology system. At the same time, relamping work was completed in Katanè Shopping Centre in Catania (CT).</p> <p>With the inauguration of the new retail part in the Porta a Mare complex in Livorno, there are now 21 Centres in IGD's portfolio that are equipped exclusively with LED lighting systems.</p>	<p>Considering that:</p> <ul style="list-style-type: none"> > lighting represents approximately 30% of a Shopping Centre's electricity consumption; > Led lighting results in a reduction of approximately 23% in electricity consumption from lighting **; <p>the installation of LED lighting systems enabled electricity consumption to be reduced overall by 13.1%. In particular, in 2023 these actions led to a reduction in lighting consumption of approximately 260,000 kWh on average in each of the Shopping Centres involved***.</p>

**Source: Research commissioned by IGD to an external company to verify the real reduction in consumption in the Shopping Centres in which these types of actions have been taken, comparing the actual pre and post relamping lighting consumption.

*** Calculation method: comparison between the actual electricity consumption and the amount that the IGD portfolio would have consumed overall if LED lighting systems had not been installed. The overall saving (5.3 million kw/h) was divided between the Shopping Centres with LED lighting (21).

Aspect	ISO14001	BREEAM
<p>Management and environmental certifications (EPRA CERT-TOT) (see focus on following pages)</p>	<p>In 2023, 92% of IGD's Italian Shopping Mall portfolio resulted as being certified in accordance with UNI EN ISO 14001 regulations. In addition to the headquarters, the 2023 annual audit involved 7 structures, highlighting improvements regarding management and monitoring: the minor non-compliances and the observations that emerged from the 2022 audit were resolved. Moreover, no new non-compliances emerged. Overall, the 2023 audit highlighted 10 observations, which the Group is committed to resolving before the 2024 audit. Specific aspects worthy of notice regarding the preparation of documents for all the Shopping Centres also emerged.</p>	<p>Breem is one of the most recognised international standards regarding environmental performance certification of non-residential properties. IGD started this certification process in 2016 for Sarca Shopping Centre (MI), when restyling work was carried out on the structure. It then continued by obtaining the specific «Breem in use» certification for 9 other Shopping Centres (please see the following page for the results obtained).</p> <p>More specifically, in 2023 the Company took action on three fronts:</p> <ol style="list-style-type: none"> 1. It started the process to certify for the first time Casilino Shopping Centre in Rome. 2. It updated the certification for Sarca Shopping Centre in accordance with the new «version 6» of the standard. 3. It followed the process for the periodic renewal of the certification for Conè Shopping Centre in Conegliano (TV), Leonardo Shopping Centre in Imola (BO) and Le Porte di Napoli Shopping Centre in Afragola (NA), taking action so as to obtain an upgrade in the assessments. <p>These certifications are expected to be issued by the relevant body in early 2024.</p> <p>In line with the 2022-2024 Business Plan, the process will continue in 2024 with certification being obtained for 5 other Shopping Centres and renewal for 2 structures.</p>

// FOCUS CERTIFICATIONS (EPRA CERT-TOT)

IGD Shopping Centres	Province	UNI ISO 14001	BREEAM IN USE	
			Building management	Asset performance
Centro d'Abruzzo	Chieti	x	Excellent	Very good
Centro Borgo	Bologna	x		
Casilino	Rome	x		
Città delle Stelle	Ascoli Piceno	x		
Clodi	Venice	x		
Conè	Treviso	x	Very good	Very good
ESP*	Ravenna	x	Very good	Excellent
ESP ampliamento*	Ravenna	x	Very good	Excellent
La Favorita	Mantua	x		
Gran Rondò	Crema (CR)	x		
I Bricchi	Asti	x		
Katané	Catania	x	Very good	Excellent
La Torre	Palermo	x		
Centro Lame	Bologna	x		
Le Maioliche	Faenza (RA)	x		
Le Porte di Napoli	Naples	x	Very good	Very good
Leonardo	Imola (BO)	x	Very good	Very good
Centro Luna	Sarzana (SP)	x		
Lungo Savio	Cesena	x		
Maremà	Grosseto	x	Excellent	Excellent
Mondovi	Mondovi (CN)	x		
Porto Grande	San Benedetto del Tronto (AP)	x		
Puntadiferro	Forli	x	Very good	Very good
Sarca	Milan	x	Breeam Certification - Pass	
Tiburtino	Rome	x	Very good	Very good
Headquarters	Bologna	x		

*ESP Shopping Centre has double certification, respectively for the original 1998 building and for the 2017 extension.



UNI EN ISO 14001

24 Shopping Centres are UNI EN ISO 14001 certified, corresponding (in relation to the reported scope Italy) to:

- > 92% out of the total number of Italian Shopping Centres included in the operational control approach;
- > 93% out of the total m2;
- > 95% out of the total value, calculated on the fair value.

BREEAM®

Out of the 10* Breeam certified Shopping Centres, 9 are Breeam In Use v2015/v6 certified and one Breeam 2009 Europe, Commercial: Retail. In relation to the reported scope Italy, the 10 Centres represent:

- > 38% out of the total number of Italian Shopping Centres included in the operational control approach;
- > 50% out of the total m2;
- > 64% out of the total value, calculated on the fair value;

BREEAM IN USE_ASSET PERFORMANCE (in relation to the reported scope):

- > **Excellent:** 19.2% out of the value and 16% out of m2;
- > **Very good:** 36.5% out of the value and 28% out of m2;

BREEAM IN USE_BUILDING MANAGEMENT;

- > **Excellent:** 8.4% out of the value and 7% out of m2;
- > **Very good:** 47.3% out of the value and 37 % out of m2.

Aspect

Energy efficiency improvement measures

In addition to carrying out constant maintenance on the assets in order to ensure maximum efficiency, in 2023 the Company carried out specific work on the systems aimed at reducing consumption and consequently CO₂ emissions. The main Shopping Centres involved and the actions carried out are described below:

Italy

- > **ESP (RA)**: first phase (50%) of the project to reduce the structure's emissions. See following slide for more details;
- > **Porte di Napoli – Afragola (NA)**: replacement of existing system with heat pumps;
- > **Porto Grande (AP)**: new LED lighting was installed during restyling work; restrooms were also modernised in accordance with Breeam water-saving recommendations;
- > **Katanè (CT)**: relamping project was completed with the installation of LED lighting;
- > **La Favorita (MN)**: photovoltaic system was installed;
- > **Sarca (MI)**: CO₂ detectors were installed.

Romania

- > Highly energy-efficient boilers and air-conditioning units were installed.

Monitoring of consumption

Over the years, also in the light of the evolution in technology, IGD has upgraded its energy consumption monitoring systems by adopting increasingly effective tools. This process started with the installation in 22 Shopping Centres of 289 divisional meters, which constantly monitor electricity consumption in the various areas of the structures. In 2023, two pilot projects were launched alongside these tools, the aim being to assess their efficacy, with the possibility of being used in other structures:

- > **Sarca – Milano**: a consumption monitoring system with Artificial Intelligence was installed, capable of interacting with systems equipped with IoT (Internet of Things) technology. Given the positive results obtained, the system will be installed in 2 other Shopping Centres;
- > **Puntadiferro – Forlì**: the creation of a portal with the Shopping Centre's environmental data was completed with a positive outcome. The portal will be replicated in 6 other structures.

// FOCUS: PROJECT TO REDUCE ESP SHOPPING CENTRE'S EMISSIONS

In line with its ambition to achieve «Zero emissions» by 2030, in 2023 IGD created an innovative project designed for ESP Shopping Centre in Ravenna, with the aim of defining the necessary actions to be taken, in order to significantly reduce the structure's emissions.

The project consists of two phases:

First phase (underway, expected to be completed 1h2024):

replacement of the traditional heating/cooling systems in all the stores and common areas with highly energy-efficient equipment, with consequent improvements in management for the entire structure (including tenants, whose specific cooperation will be requested with regard to the management of the systems).

Second phase (from 2025):

implementation of actions based on a “Nature-Based Solutions” approach, like, for example, the reduction in heat island effects, absorption of CO₂, biodiversity and rainfall management to reduce the impact of rainwater runoffs.



ROAD TO ZERO EMISSIONS

ACTIONS CARRIED OUT IN 2023:
4 photovoltaic systems installed, of which 1 in Italy and 3 in Romania

IMPACTS:
Consumption from photovoltaic systems amounted to 5.8% of total electricity consumption, in line with 2022


There are currently 13 photovoltaic systems installed in 12 Centres, with overall power equal to 2.9 MWp (Italy + Romania)


Purchase of energy from renewable sources

ACTIONS CARRIED OUT IN 2023:
Purchase of certified energy from renewable sources (G.O. Guarantee of Origin) equal to 94% of the total electricity consumed in Italy

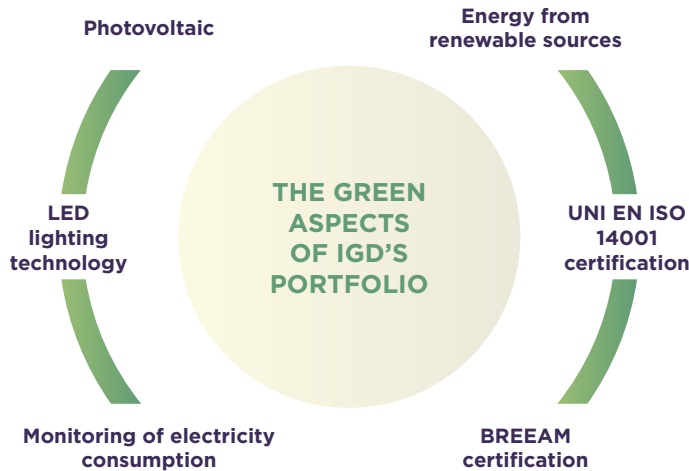
IMPACTS:
In 2023, **8,350** tonnes of CO₂ were not emitted into the atmosphere.*


**Calculation method: difference between location-based e market-based electricity consumption (Italy)*

ACTIONS CARRIED OUT IN 2023:
LED lighting in the new retail area at Porta a Mare, new LED lighting in Portogrande (AP) and completion of relamping work in Katanè (CT)

IMPACTS:
LED technology resulted in 13.1% saving in consumption, with an average reduction of 260,000 kWh for each Centre (for the calculation method see footnote 3 slide 51)


There are 21 Shopping Centres equipped with LED lighting technology systems




Currently 24 Shopping Centres, in addition to the headquarters in Bologna, are UNI EN ISO 14001 certified, corresponding to: 92% of the IGD Shopping Centres; 93% of the m² of the portfolio; 96% of the overall value of the freehold Malls

ACTIONS CARRIED OUT IN 2023:
The minor non-compliances and the observations that emerged from the audit on 7 Shopping Centres in 2022 were resolved

IMPACTS:
More efficient method to manage the properties from an environmental point of view, resulting in an improvement in the energy performance of the buildings

ACTIONS CARRIED OUT IN 2023:
A pilot consumption monitoring system with AI was installed in Sarca Milan. Pilot project for an environmental data portal in Puntadiferro (FC) was successfully completed

IMPACTS:
Identification of wastage and reduction in inefficiency caused by system malfunctioning or management factors


In addition to the 289 divisional meters installed in 22 Shopping Centres, pilot projects for increasingly effective monitoring of energy consumption are underway


There are currently 10 BREEAM certified Shopping Centres, corresponding to: 38% of the IGD Shopping Centres; 50% of the m² of the portfolio; 64% of the overall value of the freehold Malls

ACTIONS CARRIED OUT IN 2023:
New certification underway for Casilino Shopping Centre and renewal in accordance with the new Breeam In Use v6 version of the certification in 4 Shopping Centres: Sarca, Conè, Leonardo and Porte di Napoli

IMPACTS:
Assurance of compliance with strict sustainability standards

// FOCUS: RESILIENCE IN THE EVENT OF EXTREME ATMOSPHERIC EVENTS: LUNGOSAVIO IN CESENA

WHAT HAPPENED

In Emilia-Romagna, due to the violent rainfall that struck the region in May 2023, 21 rivers burst their banks causing flooding in 37 Municipalities.

Lungosavio Shopping Centre in Cesena was forced to close due to the flooding of the river Savio.

IGD'S RESPONSE

The risk of extreme atmospheric events, and in particular flooding, had already been mapped and measures had already been foreseen within IGD's **Enterprise Risk Management**.

For this reason, the Company was able to activate the **necessary safety measures and emergency plans**, which enabled the property to be quickly secured, protecting the health and safety of the visitors and the tenants, as well as limiting, as far as possible, damages to the structure - **covered** however by **insurance**.

The hypermarket reopened to visitors a month after the event, as, later on, did other stores in the Mall. IGD has taken the opportunity offered by the restoration work, to develop a retail remodelling project which it is currently working on.



// 1.1.2 RESULTS OBTAINED: ENERGY CONSUMPTION

// TABLE 1 - ELECTRICITY CONSUMPTION (GRI 302-1)

Electricity consumption (kwh)	2023	2022	Difference 2023/2022
Italy - Purchases Abs	35,049,836	37,472,073	-6.5%
Italy - Purchases Lfl	34,804,432	37,472,073	-7.1%
Italy - Production for renewable sources	2,683,101	2,753,821	-2.6%
Italy - Self-consumption for renewable sources	2,175,158	2,316,585	-6.1%
Italy total Abs	37,224,994	39,788,658	-6.4%
Italy total Lfl	36,979,590	39,788,658	-7.1%
Romania - Purchases	14,995,050	15,632,334	
Romania - Production for renewable sources	295,860		
Romania - Self-consumption for renewable sources	295,460		
Romania Total	15,290,510	15,632,334	-4.1%
Headquarter offices	111,586	106,776	4.5%
Total IGD Abs	52,627,090	55,527,768	-5.2%
Total IGD Lfl	52,381,686	55,527,768	-5.7%

// TABLE 2 -DISTRICT HEATING AND COOLING CONSUMPTION (GRI 302-1)

District heating (kwh)	2023	2022	Difference 2023/2022
Italy - Abs & Lfl	7,942,934	8,937,545	-11.1%
Romania	26,342	19,864	32.6%
Headquarter	331,734	372,859	-11.0%
Total IGD Abs	8,301,010	9,330,268	-11.0%
Total IGD Lfl	8,301,010	9,330,268	-11.0%

// TABLE 3 -METHANE FUEL CONSUMPTION (GRI 302-1)

Fuel	Unit of measurement	2023	2022	Difference 2023/2022
Italy - Abs & Lfl	kwh	11,639,201	13,369,460	-12.9%
Romania	kwh	4,077,822	4,784,737	-14.8%
Total IGD Abs	kwh	15,717,023	18,154,197	-13.4%
Total IGD Lfl	kwh	15,717,023	18,154,197	-13.4%
Italy - Abs & Lfl	Gj	41,901	48,130	-12.9%
Romania	Gj	14,680	17,225	-14.8%
Headquarter				
Total IGD Abs	Gj	56,581	65,355	-13.4%
Total IGD Lfl	Gj	56,581	65,355	-13.4%

The actions taken and the adoption of a series of management measures, in line with the Guidelines of the *Consiglio Nazionale dei Centri Commerciali* (National Association of Shopping Centres), enabled the Group to obtain even further reductions in energy consumption in 2023, compared to the already positive results obtained in the previous years.

These results were achieved also by taking action, from a management point of view, on the settings of summer and winter temperatures, on the switching on/off hours of heating systems, on the correct management of lighting systems and electrical systems (for example escalators).

The increase in district heating consumption in Romania (+32.6%) was due to having to resort to using this method as an alternative to traditional heating owing to an emergency.

Instead, methane consumption in the Romanian Centres decreased, thanks to the implementation of efficiency improvement measures.

// TABLE 3-B - CAR CONSUMPTION

Car type	2023 (Litres)	2023 (kwh)	2022 (Litres)	2022 (kwh)	Difference 23 vs 22 (L)	Difference 23 vs 22 (kwh)
Italy - Diesel	78,713	826,941	66,446	704,771	18.5%	17.3%
Italy - Benzina	37,374	353,618	35,289	335,769	5.9%	5.3%
Italy - GPL	819	5,963	2,046	14,848	-60.0%	-59.8%
Romania - Benzina	8,789	83,158	8,214	78,153	7.0%	6.4%
Romania - Diesel	950	9,980	637	6,752	49.2%	47.8%
IGD Group - Total	126,645	1,279,661	112,630	1,140,293	12.4%	12%

// TABLE 4 - TOTAL ENERGY CONSUMPTION (GRI 302-1)

Energy consumption	Unit of measurement	2023	2022	Difference 2023/2022
Italy - Abs	kwh	57,637,694	62,834,435	-8.3%
Italy - Lfl	kwh	57,392,290	62,834,435	-8.7%
Romania	kwh	19,459,871	20,496,369	-5.1%
Uffici sede	kwh	443,320	479,635	-7.6%
Total IGD Abs	kwh	77,540,885	83,810,438	-7.5%
Total IGD Lfl	kwh	77,295,481	83,810,438	-7.8%
Italy - Abs	Gj	207,496	226,204	-8.3%
Italy - Lfl	Gj	206,612	226,204	-8.7%
Romania	Gj	70,056	73,787	-5.1%
Headquarter offices	Gj	1,596	1,727	-7.6%
Total IGD Abs	Gj	279,147	301,718	-7.5%
Total IGD Lfl	Gj	278,264	301,718	-7.8%

The data regarding energy consumption for the year 2022 has been restated compared to what was published in the previous Sustainability Report, by including also car consumption. For the previous data reported, please refer to the 2022 Sustainability Report, published on the Group's website.

// TABLE 5 - BUILDING ENERGY INTENSITY (GRI 302-3; ENERGY - INT)

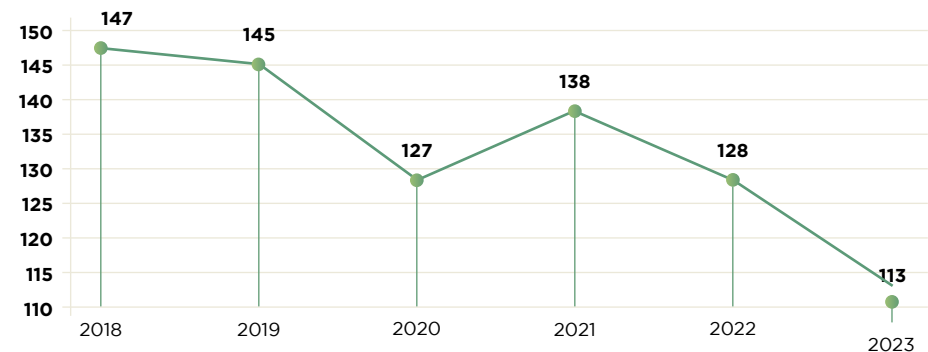
Energy intensity (kwh/m ²)	Unit of measurement	2023	2022	Difference 2023/2022
Italy	kwh/mq	1,113.4	127.7	-11.2%
Romania	kwh/mq	219.8	231.6	-5.1%
Headquarter offices	kwh/mq	160.9	174.1	-7.6%
IGD Group		130.4	144.8	-10.0%

Following an improvement in the reporting process and for the purpose of ensuring comparability of data, the data regarding the headquarters' energy intensity for the year 2022 has been restated compared to what was reported in the previous Sustainability Report. Consumption regarding car parks and company cars is excluded from the energy intensity calculation.

Between 2018 and 2023, in Italy, IGD reduced its consumption per square metre by

-22.8%

// CHART 1 - FOCUS: 2018-2023 ENERGY INTENSITY - ITALY (kwh/mq)



The retail part of Officine Storiche, inaugurated in the month of September, was also taken into account in the 2023 intensity calculation: for this reason, the structure's annual consumption was estimated, based on the data actually recorded in the months the building was open and on its GLA.

// 1.1.3 RESULTS OBTAINED: GREENHOUSE GAS EMISSIONS INTENSITY SCOPE 1 AND 2 - LOCATION AND MARKET BASED

// TABLE 6 – GREENHOUSE GAS EMISSIONS (GRI 305-1; 305-2) LOCATION BASED

GHG emissions (Tonnes CO ₂ e)	2023	2022	Difference 2023/2022
Italy direct emissions	2,130	2,440	-12.7%
Italy direct emissions -company fleet	194	175	11.2%
Italy direct emissions (Scope 1) - Abs	2,324	2,614	-11.1%
Italy electricity consumption (Scope 2)	8,999	9,555	-5.8%
Italy district heating consumption (Scope 2)	1,456	1,699	-14.3%
Italy indirect emissions (Scope 2) – Abs - Location based	10,455	11,254	-7.1%
Italy total GHG emissions - Absolute	12,779	13,869	-7.9%
Italy direct emissions	2,130	2,440	-12.7%
Italy direct emissions - company fleet	194	175	11.2%
Italy direct emissions (Scope 1) – Lfl	2,324	2,614	-11.1%
Italy electricity consumption (Scope 2)	8,936	9,555	-6.5%
Italy district heating consumption (Scope 2)	1,456	1,699	-14.3%
Italy indirect emissions (Scope 2) – Lfl - Location based	10,392	11,254	-7.7%
Italy total GHG emissions - Like for like	12,716	13,869	-8.3%
Romania direct emissions (Scope 1)	746	873	-14.6%
Romania direct emissions - company fleet	15	14	7.4%
Romania direct emissions (Scope 1)	761	887	-14.2%
Romania electricity consumption scope 2	4,082	4,285	-4.7%
Romania district heating consumption scope 2	6	5	26.5%
Romania indirect emissions (Scope 2)	4,088	4,289	-4.7%
Romania total emissions Abs and Lfl	4,848	5,176	-6.3%
Headquarters direct emissions (Scope 1)	-	-	
Headquarters electricity consumption (Scope 2)	29	27	5.2%
Headquarters district heating consumption (Scope 2)	61	71	-14.2%
Headquarters indirect emissions (Scope 2)	89	98	-8.8%
Headquarters - total emissions Abs and Lfl	89	98	-8.8%
IGD Group Total emissions_Abs	17,717	19,143	-7.5%
IGD Group Total emissions_Lfl	17,654	19,143	-7.8%

// TABLE 6B – GREENHOUSE GAS EMISSIONS (GRI 305-1; 305-2) MARKET BASED

Emissioni GHG (Tonnes CO ₂ e)	2023	2022	Difference 2023/2022
Italy direct emissions (Scope 1) - Abs	2,324	2,614	-11.1%
Italy indirect emissions (Scope 2) – Abs	2,401	2,800	-14.3%
Italy total GHG emissions - Market based	4,726	5,415	-12.7%
Romania direct emissions (Scope 1) - Abs	761	887	-14.2%
Romania indirect emissions (Scope 2) - Abs	4,141	4,407	-6.1%
Romania total emissions Market Based	4,901	5,294	-7.4%
Headquarters direct emissions (Scope 1)	-	-	
Headquarters indirect emissions (Scope 2)	61	71	-14.2%
Headquarters - total emissions Market Based	61	71	-14.2%
IGD Group Total emissions_Abs	9,688	10,780	-10.1%

Following an improvement in the reporting process and for the purpose of ensuring comparability of data, for the 2022 calculation the modification in the direct emissions of the company fleet is due to the finetuning of the calculation method.

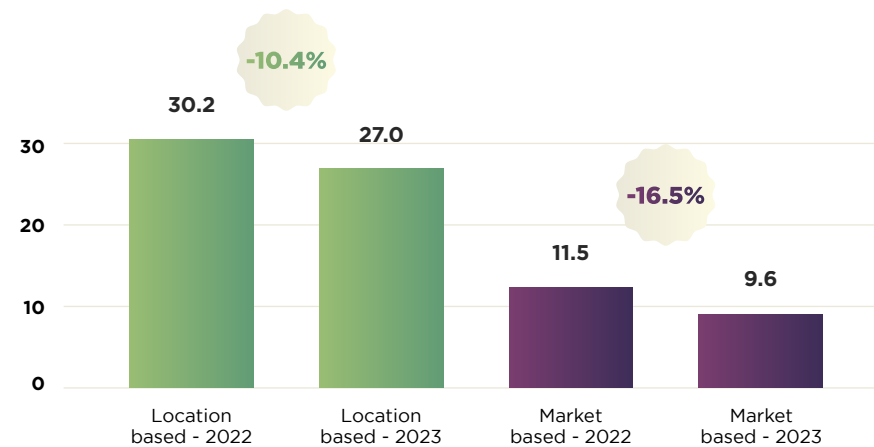
// 1.1.3 RESULTS OBTAINED: GREENHOUSE GAS EMISSIONS INTENSITY SCOPE 1 E 2 LOCATION E MARKET BASED

// TABLE 7 – GREENHOUSE GAS EMISSIONS INTENSITY - LOCATION E MARKET BASED (GRI 305-4)

Area	GHG emissions intensity (Kg CO ₂ e/m ² common areas + GLA)	2023	2022	Difference 2023/2022
Italy	Italy GHG intensity (Scope 1)	4.5	5.4	-15.7%
Italy	Italy GHG intensity (Scope 2) Location Based	22.5	24.8	-9.2%
Italy	Italy total GHG intensity Location Based	27.0	30.2	-10.4%
Italy	Italy GHG intensity (Scope 1)	4.5	5.4	-15.7%
Italy	Italy GHG intensity (Scope 2) Market based	5.1	6.2	-17.2%
Italy	Italy total GHG intensity Market Based	9.6	11.5	-16.5%
Romania	Romania GHG intensity (Scope 1)	8.5	9.9	-14.6%
Romania	Romania GHG intensity (Scope 2) Location Based	46.3	48.6	-4.7%
Romania	Romania GHG intensity Location Based	54.8	58.5	-6.4%
Romania	Romania GHG intensity (Scope 1)	8.5	9.9	-14.6%
Romania	Romania GHG intensity (Scope 2) Market Based	46.9	50.0	-6.1%
Romania	Romania GHG intensity Market Based	55.4	59.9	-7.5%
Headquarters	Headquarters direct emissions (Scope 1)	-	-	-
Headquarters	Headquarters indirect emissions (Scope 2) Location Based	32.5	35.6	-8.8%
Headquarters	Headquarters Total GHG intensity Location Based	32.5	35.6	-8.8%
Headquarters	Headquarters direct emissions (Scope 1)	-	-	-
Headquarters	Headquarters indirect emissions (Scope 2) Market Based	22.1	25.7	-14.2%
Headquarters	Headquarters Total GHG intensity Market Based	22.1	25.7	-14.2%
Total IGD Group	Intensity Location based	31.4	34.8	-9.7%
Total IGD Group	Intensity Market based	16.9	19.4	-13.1%

NB: Company car emissions have been excluded from the intensity calculation.

// CHART 2 - GREENHOUSE GAS EMISSIONS INTENSITY (ITALY) - LOCATION E MARKET BASED (KG CO₂/M²)



For the intensity calculation for 2023, the standardised consumption data regarding Officine Storiche, Porta a Mare, Livorno and the GLA of the building were used. Following an improvement in the reporting process and for the purpose of ensuring comparability of data, the data regarding energy intensity for the year 2022 has been restated compared to what was reported in the previous Sustainability Report.

// 1.1.4 RESULTS OBTAINED: GREENHOUSE GAS EMISSIONS – SCOPE 3 (GRI 305-3)

IGD reports on 10 out of the 15 categories defined by the GHG Protocol standard and it follows the calculation methods required for Scope 3. The 5 categories that are not reported were considered as being not important or not applicable. In 2023 the Company reduced the quantity of estimated data, in particular by involving the tenants in the collection of data regarding their actual consumption (Upstream and downstream leased assets).

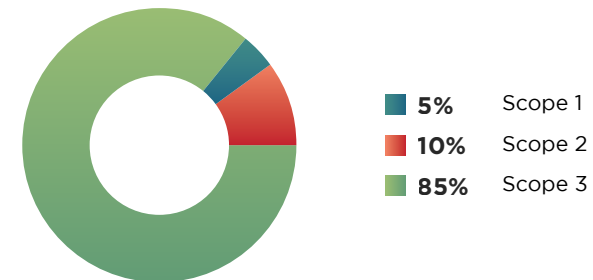
// TABLE 8 – EMISSIONS SCOPE 3 (GRI 305-3)

GHG emissions (Tonnes CO ₂ e)	2023	2022	Difference 2023/2022
Italy indirect emissions (Scope 3)	49,828	49,666	0.3%
Romania indirect emissions (Scope 3)	7,155	8,187	-12.6%
IGD total indirect emissions Scope 3	56,983	57,853	-1.5%

Scope 3 emissions account for 85% of the Group's total emissions (Scope 1 + Scope 2 Market-based + Scope 3).

The emissions from the 10 reported categories can be seen on the following page.

// CHART 3 – WEIGHT SCOPE 1-2-3 ON TOTAL CO₂ EMISSIONS (MARKET BASED), ITALY AND ROMANIA (GRI 305-3)

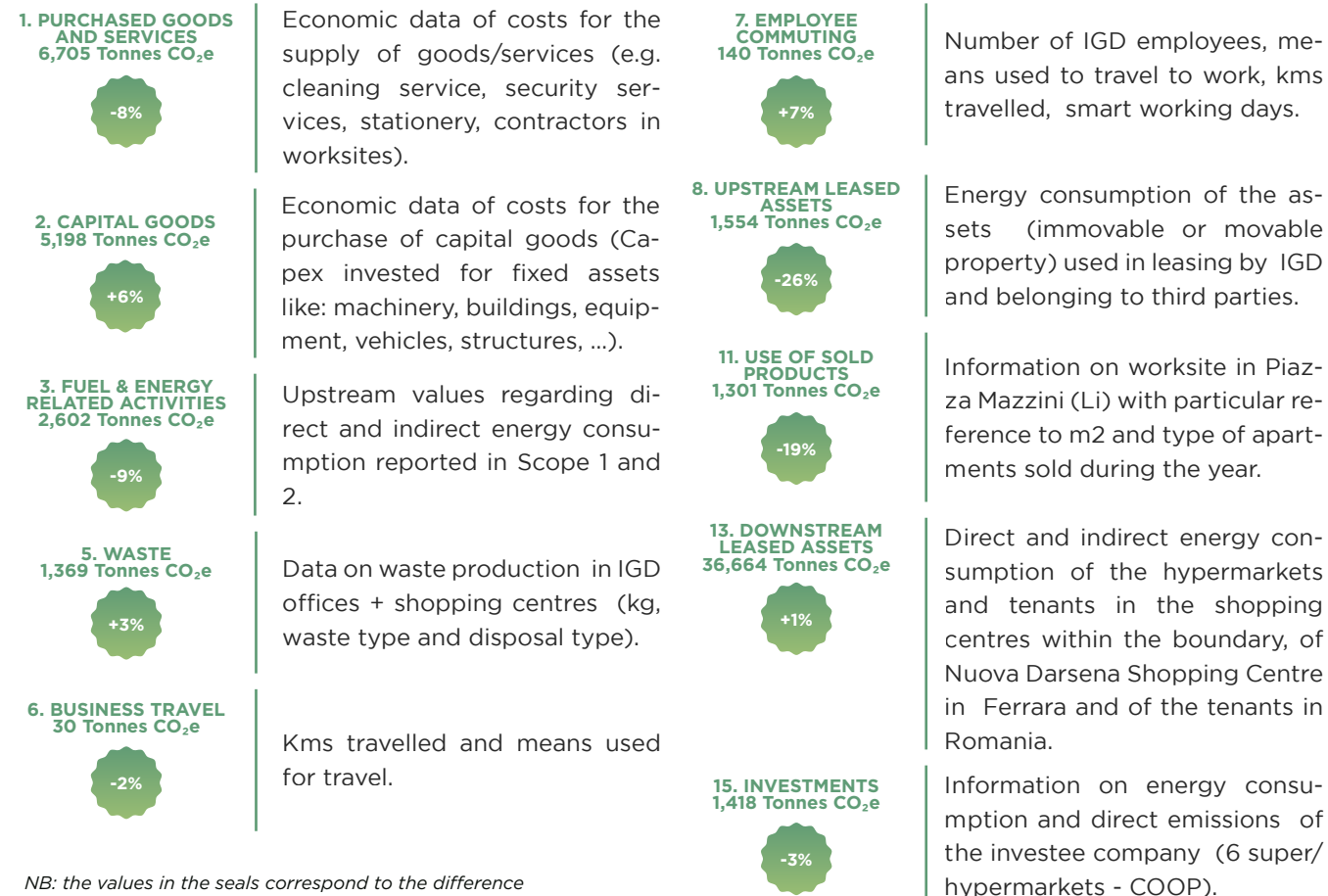


Following an improvement in the reporting process and for the purpose of ensuring comparability of data, the data regarding Scope 3 emissions for the year 2022 has been restated compared to what was reported in the previous Sustainability Report. For the previous data reported, please refer to the 2022 Sustainability Report, published on the Group's website.

// 1.1.5 RESULTS OBTAINED: GREENHOUSE GAS EMISSIONS – SCOPE 3

Both the results (in the chart) and the input data are reported below for each category.

// CHART 4 – EMISSIONS BY GHG PROTOCOL CATEGORY, ITALY + ROMANIA (GRI 305-3)



NB: the values in the seals correspond to the difference compared to 2022.

// COMPARED TO LAST YEAR:

- > **The retailers' consumption**, which altogether accounts for 60% of the total Scope 3, decreased, in line with IGD's Scope 1 and 2 reductions;
- > The purchase of **capital goods** increased, due to the work carried out during the year, especially in consideration of the inauguration of the new retail part of Porta a Mare in Livorno and of the restyling work in progress;
- > Emissions deriving from the employees' **work-home** journeys increased, due to the expansion of the corporate workforce which occurred during the year.

Following the finetuning of the Scope 3 calculation carried out during the year, aimed at reducing the level of estimated data, the Company initiated a process designed to identify a Scope 3 target (as envisaged in the 2022-2024 Business Plan).

// 1.1.6 BIODIVERSITY

With the aim of contributing to the protection and restoration of the biodiversity of the ecosystems, over the last few years IGD Group has intensified the actions it has taken on the external areas of its Shopping Centres. This commitment was undertaken in 2021 with the definition of its first Biodiversity Plan.

// Objectives

- > Higher percentage of greenery in the external areas in relation to brick;
- > Increase in the number and types of plants and shrubs native to the area;
- > Creation of micro habitats for insects and birds (apiaries, bug hotels, bird houses);
- > Planning, based upon previous analysis carried out by experts, of actions to be taken with specific short, medium and long-term targets to increase biodiversity.

// Actions carried out in 2023

- > **Porte di Napoli - Afragola (NA)**: based on the design of an Ecologist, new greenery was introduced following the renovation of the facades and in the areas around the entrance.
- > **Leonardo - Imola (BO)**: ecological survey update carried out, which confirmed the effectiveness and the use of bug hotels.
- > **Maremà - Grosseto**: 20 bird houses were installed in the external green areas in the Spring.
- > **Conè - Conegliano (TV)**: the maintenance activities envisaged in the Biodiversity Plan were carried out.

- > **Centro d'Abruzzo - S. Giovanni Teatino (CH)**: environmental redevelopment of the external areas, with the creation of new green areas and the use of a variety of native species; two «Bee hotels» and an educational workshop were created, inaugurated with a public event.



// 1.1.7 WATER CONSUMPTION

// TABLE 9 - WATER CONSUMPTION

Area	Water consumption ¹ (m ³)	2023	2022	Difference 2023/2022
Italy	Italy water consumption- Abs	505,074	517,827	-2.5%
	Of which from water mains	490,183	501,099	-2.2%
	Of which from groundwater	14,891	16,728	-11.0%
	Italy water consumption - Lfl	489,792	517,827	-5.4%
	Of which from water mains	474,901	501,099	-5.2%
	Of which from groundwater	14,891	16,728	-11.0%
Romania	Romania water consumption	59,287	53,310	11.2%
	Of which from water mains	59,287	53,310	11.2%
Headquarters	Headquarters water consumption	1,810	1,517	19.3%
	Of which from water mains	1,810	1,517	19.3%
IGD group	Total water consumption - Abs	566,171	572,654	-1.1%
IGD group	Total water consumption-Lfl	550,889	572,654	-3.8%

Water consumption is directly related both to the use of water by the visitors and to specific uses by the Shopping Centres (fire prevention, irrigation etc.). In 2023 IGD placed particular attention on water management in order to reduce consumption, also by raising awareness in the visitors regarding a prudent use of water. Thanks to these measures, in 2023 the Group managed to reduce water consumption in Italy.

The increase recorded in Romania was connected to the introduction in the Shopping Centres of new tenants whose type of business entails greater water usage (in particular, gyms).

// TABLE 10 - BREAKDOWN OF WATER CONSUMPTION BY USE (M³)_ITALY

Area	Water consumption (m ³)	2023	2022	Difference 2023/2022
Italy Abs	Acqua potabile	453,059	441,121	2.7%
	Irrigazione	16,446	36,413	-54.8%
	Antincendio	17,407	19,951	-12.7%
	Altri usi	18,162	20,342	-10.7%
Italy Lfl	Acqua potabile	438,257	441,121	-0.6%
	Irrigazione	16,446	36,413	-54.8%
	Antincendio	16,967	19,951	-15.0%
	Altri usi	18,122	20,342	-10.9%

In Italy, the increase in the use of drinking water compared to 2022, was connected to the increase in the number of Shopping Centre visitors (+4.5%).

// TABLE 11 - BUILDING WATER CONSUMPTION INTENSITY

Water consumption intensity (m ³ /m ²)	2023	2022	Difference 2023/2022
Italy	1.07	1.10	-2.5%
Romania	0.67	0.60	11.2%
Headquarters	0.66	0.55	19.3%

○ ZERO WASTE

// 1.2 WASTE DISPOSAL AND CIRCULAR ECONOMY (GRI 306-1; 306-2; 306-3)

The waste produced involves the Shopping Centres' activities and those of the Headquarter offices. The waste produced by the former is divided into waste produced by tenants whilst carrying out their activities (paper and plastic for packaging, glass and organic as leftovers from bars/restaurants, wood from pallets used for transportation and storage materials) and waste produced by the visitors in the Centres (sorted waste collection is active in 100% of the Shopping Centres). Waste deriving from internal work (e.g. maintenance) is disposed of directly by the suppliers.

The Shopping Centres' waste management and disposal process is governed by the regulations in force in the two Countries in which the Company operates. Furthermore, for the Italian Shopping Centres, the process forms part of the management procedures established in Uni En ISO 14001 certification. Waste management is attributed to a third party, which is either the local Municipality or a private company. In the first case (referring to 9 Shopping Centres) it is the Municipality itself which defines the waste collection and disposal system. In the case of a private company, a contract is drawn up and the company is required to present a specific document (the Waste Identification Form) where the waste collected is reported and identified by means of the EWC code. The Shopping Centre Management supervises the process and analyses and keeps the necessary documentation for subsequent verifications. The entire process is subjected to inspection during the periodic audits organised by a third party and carried out on the UNI EN ISO14001 certified structures (corresponding to 92% of the total portfolio).

// TABLE 12 - BREAKDOWN OF WASTE BY TYPE (GRI 306-3)

Area	Type	2023 (t)	2023 (%)	2022 (t)	2022 (%)
Total IGD	Paper and cardboard	1,321	29%	1,227	27%
	Plastic	143	3%	107	2%
	Organic	25	1%	34	1%
	Unsorted	2,273	50%	2,346	51%
	Mixed	622	14%	643	14%
	Glass	148	3%	65	1%
	Wood	40	1%	41	1%
	Other	6	0%	110	2%
	Aluminium	2	0%	1	0%
Total		4,580	100%	4,575	100%

Unsorted waste represented the relative majority of the waste collected, even though the weight of this is decreasing over time.

// TABLE 13 - BREAKDOWN OF WASTE BY TYPE AND BY PLACE OF PRODUCTION (GRI 306-3)

Area	Unit of measurement	Type	2023	2022	Difference 2023/2022
Italy	tonnes	Paper and cardboard	1,081	1,008	7.3%
	tonnes	Plastic	124	103	21.1%
	tonnes	Organic	25	34	-26.5%
	tonnes	Unsorted	439	428	2.6%
	tonnes	Mixed	622	643	-3.3%
	tonnes	Glass	148	65	127.7%
	tonnes	Wood	40	41	-2.4%
	tonnes	Other	6	110	-94.5%
	tonnes	Total	2,485	2,431	2.2%
Romania	tonnes	Paper and cardboard	240	219	9.6%
	tonnes	Plastic	19	4	375.6%
	tonnes	Aluminium	2	1	42.9%
	tonnes	Unsorted	1,832	1,918	-4.5%
tonnes	Total	2,093	2,142	-2.3%	
Headquarters	tonnes	Paper and cardboard	0.60	0.74	-19.2%
	tonnes	Plastic	0.13	0.12	6.7%
	tonnes	Unsorted	1.35	1.37	-1.5%
	tonne	Total	2.08	2.23	-6.9%

// TABLE 14 - WASTE AND DISPOSAL METHOD (IN TONNES) (GRI 306-3)

Area	Unit of measurement	Disposal method	2023	2022	Difference 2023/2022
Italy - Abs	tonnes	Recycling	2,209	2,016	9.6%
	tonnes	Incinerator	-	-	
	tonnes	Landfill	276	414	-33.4%
	tonnes	Total	2,485	2,431	2.2%
Italy - Lfl	tonnes	Recycling	2,209	2,016	9.6%
	tonnes	Incinerator	-	-	
	tonnes	Landfill	276	414	-33.4%
	tonnes	Total	2,485	2,431	2.2%
Romania	tonnes	Recycling	261	225	16.0%
	tonnes	Landfill	1,832	1,918	-4.5%
	tonnes	Totali	2,093	2,143	-2.3%
Headquarters	tonnes	Recycling	0.7	0.9	-15.1%
	tonnes	Landfill	1.4	1.4	-1.5%
	tonnes	Total	2.1	2.2	-6.7%
Totale Gruppo Abs	tonnes	Recycling	2,471	2,242	10.2%
	tonnes	Landfill	2,110	2,334	-9.6%
	tonnes	Total	4,580	4,576	0.1%

// TABLE 15 - WASTE AND DISPOSAL METHOD (IN %) (GRI 306-2) (GRI 306-3)

Area	Unit of measurement	Disposal method	2023	2022	Difference 2023/2022
Italy - Abs	%	Recycling	89%	83%	7.6%
	%	Incinerator	0%	0%	
	%	Landfill	11%	17%	-33.5%
	%	Total	100%	100%	0.7%
Italy - Lfl	%	Recycling	89%	83%	10.0%
	%	Incinerator	0%	0%	
	%	Landfill	11%	17%	-33.5%
	%	Total	100%	100%	2.6%
Romania	%	Recycling	12%	10%	16.0%
	%	Landfill	88%	90%	-4.5%
	%	Total	100%	100%	-2.3%
Headquarters	%	Recycling	35%	39%	
	%	Landfill	65%	61%	
	%	Total	100%	100%	
Totale Gruppo Abs	%	Recycling	54%	49%	8.5%
	%	Landfill	46%	51%	-9.6%
	%	Total	100%	100%	-0.7%

In 2023 the percentage of waste sent to recycling continued to increase, in line with the 2022-2024 Business Plan targets. The percentage of waste sent to landfill out of the total is currently equal to 11% (in 2022 it was equal to 17%).

In Romania, the quantity of waste sent to recycling increased (going from 10% to 12%), thanks also to awareness raising initiatives adopted by Winmarkt, as well as to more general attention being placed on recycling in Romania compared to the past.

// Focus Circular Economy: «Waste 2 Value» project



A moment during the inauguration of the project, which took place in March 2023, at which the Mayor of Castenaso and the 3 Chairs of the companies involved were all present.

March 2023, Waste 2 Value was inaugurated in Centro Nova in Bologna, the circular economy project promoted by IGD with Camst Group, Coop Alleanza 3.0 and the Municipality of Castenaso, with the supervision of Impronta Etica and the sponsorship of ATERSIR. Its purpose is to recycle and convert food waste: a particularly important objective considering that, according to FAO estimates, food wastage at global level amounts to over 1.3 billion tonnes a year.

Waste (coffee grounds and orange peel) is collected in a composter outside the Centre and transformed into natural fertiliser for the green areas of the Centre and for some vegetable gardens looked after by local communities.

The implementation phase was the culmination of a structured participatory process with hackathons for students and the involvement of experts, which was concluded in 2022. In that year the project received the award for Best Performer in Circular Economy, in the Large-scale Service Enterprises category, during the Innovation Days organised by Confindustria and Il Sole 24 Ore.

With the same participatory spirit, in November 2023 the Shopping Centre organised an initiative involving the local schools, enabling them to visit the composter and the garden involved in the project.

For further information please refer to the website <http://wastetovalue.it/>

// Focus Circular Economy: «And Circular» project

In 2023, IGD continued to cooperate in the «And Circular» project, promoted by La Fraternità social cooperative and sponsored by the Municipality of Bologna and the Region of Emilia-Romagna, the objective of which is to give new life to clothing following a circular economy approach, involving in the process vulnerable individuals.

This objective is pursued both with regard to the collection of items and to their re-introduction into the market. The collection of used clothing is carried out by means of three intelligent bins equipped with digital displays, situated in three Shopping Centres in Bologna: Centro Lama, Centro Nova and Centro Borgo. **Altogether approximately 20 tonnes of used clothing were collected in the 3 bins in 2023 (the maximum collectable capacity).**

Once the clothes have been reprocessed, they are then put on sale either in the two «And Stores» in Centro Borgo and Centro Lama or in the new store opened in 2023 in Bologna province.

The project employs altogether 9 individuals at risk of social exclusion, promoting in this way their inclusion in society.



AND store in Centro Lama (Bologna).

○ ACCESSIBILITY AND SUSTAINABLE MOBILITY

// 1.3 SUSTAINABLE MOBILITY: THE ACTIONS CARRIED OUT

// Electric vehicles - Cycling mobility - Public Transport

At the end of 2023, altogether there were 122 EV charging stations installed in 22 IGD Shopping Centres, 85% of the portfolio, with the aim of arriving at 100% by year end 2024, at the end of the 2022-2024 Business Plan timespan. During the year Ionty EV fast-charging stations were installed in Centro Borgo (BO), Porte di Napoli (NA) and Clodi in Chioggia (VE), in addition to the Tesla ones in Mondovicino (CN).

Furthermore, 40% of the IGD Shopping Centres, can be reached by cycle paths, the use of which is increasing. In 2023, an agreement was signed with the Municipality of Ravenna for the construction of a new stretch of cycle paths to and from ESP Shopping Centre.

At Casilino Shopping Centre in Rome, an area in front of the entrance was equipped for bicycle parking, with cycle stands approved by the Bream standard (bars to which the bike frames can be locked and with a shelter for protection).

Furthermore, over 70% of the Shopping Centres can be reached by public transport, with a public transport stop within 200 metres of their entrance. Indeed, in 2023, the work to introduce a new urban bus stop at Maremà Shopping Centre in Grosseto was completed.





responsible

// WHAT WE DID IN 2023



BIO SAFETY TRUST
CERTIFICATION
LABORATORIUM S.p.A.

BIO SAFETY TRUST CERTIFICATION

All the necessary activities were carried out in order to renew the Biosafety certification in 100% of the assets in the Italian Shopping Centre portfolio, in addition to the headquarters.



STAFF INCREASED

The number of staff increased compared to 2022, in order to reinforce the workforce and as a result of the recruitment process carried out in Italy during the year to fill positions which had become temporarily vacant at the end of 2022.



CORPORATE WELFARE PROJECT

The Corporate Welfare Project continued, with the participation of 99% of those entitled and with the introduction of new benefits/services for the employees on the platform.



«PEOPLE PROJECT»

In response to the feedback that emerged from the internal atmosphere assessment carried out in 2022, «People Project» was launched, an initiative aimed at the identification of processes and tools to manage human resources in such a way as to support corporate strategies and unite them with the employees' professional development programmes.



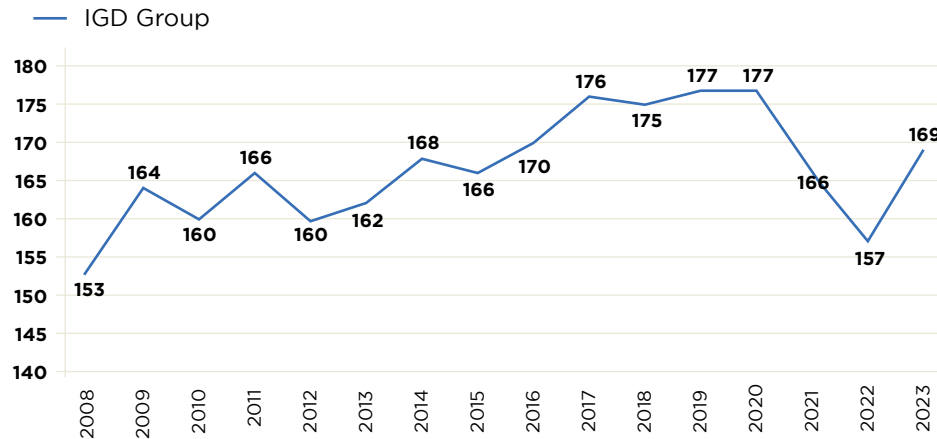
TRAINING ACTIVITIES

Training activities were carried out, aimed at all the employees both in Italy and in Romania.

GOOD EMPLOYMENT

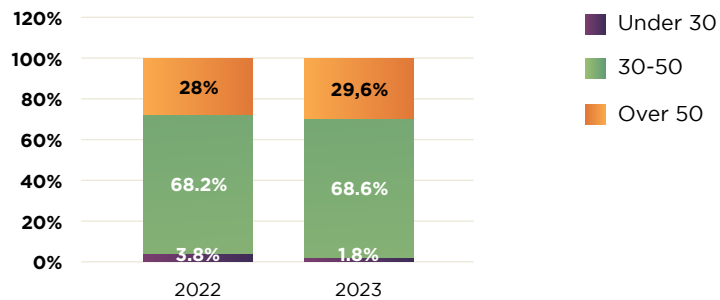
// 2.1.1 WORKFORCE (GRI 2-7; GRI 2-8; GRI 401-1; GRI 405-1)

// CHART 1 - CORPORATE WORKFORCE FLOW (GRI 2-7)



NB: the data recorded refers to the number of people; the workforce is calculated on the basis of those present in the workforce as at 31/12 of each year.

// CHART 2 - STAFF BY AGE GROUP (GRI 405-1) - DATA AS AT 12/31



In 2023 the Group's workforce recorded an increase from 157 to 169 employees. This data is primarily due to the recruitment process carried out in Italy during the year regarding the positions that had become temporarily vacant at the end of 2022.

In particular, the role of Head of Leasing was reintroduced to supplement the reorganisation process of the top management positions carried out the year before; furthermore, the Credit Management Service Department was consolidated (with the introduction of the role of Credit Specialist) and the workforce in the Shopping Centre network was adjusted with the introduction of a Shopping Centre Manager in the redeveloped Officine Storiche at Porta a Mare (new opening in 2023).

In Winmarkt the workforce remained substantially stable, confirming the consolidation process of the core roles initiated in the previous years.

With data in line with 2022, the breakdown by age group confirmed a predominance of the 30-50 age group in the entire company, linked to the complexity of the majority of the professional profiles which require a certain level of experience.

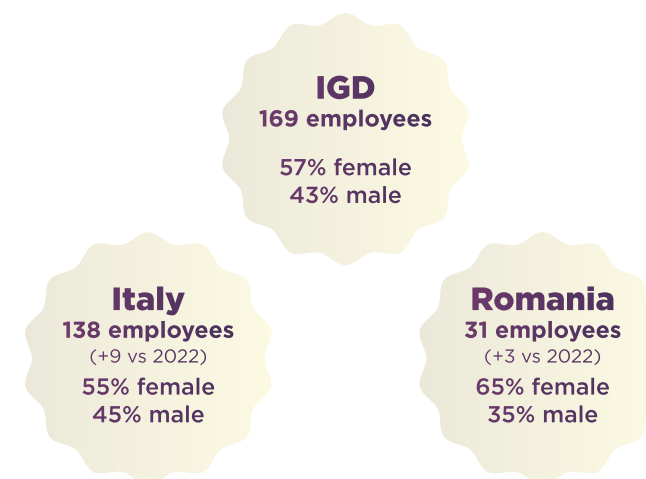
In line with the general occupational stability, the average corporate age remained stable at 46, both in Italy and Romania.

// TABLE 1 - STAFF BY CONTRACT TYPE (ITALY AND ROMANIA) (GRI 2-7)
- DATA AS AT 12/31

	2023 (n)	2022 (n)
Temporary contracts Italy	3	2
Of which female	2	2
Of which male	1	0
Permanent contracts Italy	135	127
Of which female	74	67
Of which male	61	60
Fixed term contracts Romania	1	1
Of which female	1	1
Of which male	0	0
Permanent contracts Romania	30	27
Of which female	19	17
Of which male	11	10
Fixed term contracts IGD	4	3
Of which female	3	3
Of which male	1	0
Permanent contracts IGD	165	154
Of which female	93	84
Of which male	72	70
Fixed term contracts IGD	2%	2%
Permanent contracts IGD	98%	98%

Bearing witness to the company's commitment to establish long-lasting employee relations, in 2023, at Group level, the percentage of employees on permanent contracts was confirmed at 98%. This data was in line both in Italy and in Romania.

Amongst these, a prevalence of females was confirmed at Group level (56% of overall employees) compared to males (44%).



// TABLE 2 - TOTAL PART-TIME AND BY GENDER

(GRI 2-7) - DATA AS AT 12/31

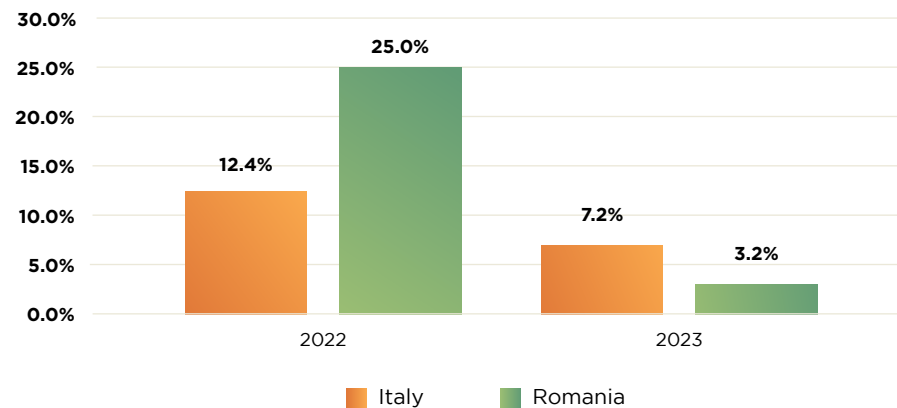
Contract type		As at 31 december 2023			As at 31 december 2022			Trend 23-22
		Male	Female	Total	Male	Female	Total	
Italy	Full-time	60	67	127	57	59	116	9%
Italy	Part-time	2	9	11	2	11	13	-15%
Italy	Part-time (%)	3%	12%	8%	3%	16%	10%	
Romania	Full-time	11	20	31	10	17	27	15%
Romania	Part-time	-	-	-	-	1	1	-100%
Romania	Part-time (%)	-	-	-	-	-	-	
IGD	Full-time	71	87	158	67	76	143	10%
IGD	Part-time	2	9	11	2	12	14	-21%
IGD	Part-time (%)	3%	9%	7%	3%	14%	9%	
TOTAL		73	96	169	69	87	157	8%

The part-time contracts decreased: this was due, in Italy, to the termination of one part-time contract and the transformation to full-time for another employee. The part-time contracts were activated in response to specific requests from the employees in question.

In 2023 in Italy, two curricular internships were activated* (of which one transformed into an employment contract), confirming the company's intention to limit this type of resource and only in relation to specific training programmes.

// CHART 3 - OUTGOING TURNOVER (ITALY AND ROMANIA)*

(GRI 401-1: EPRA EMP - TURNOVER) - DATA AS AT 12/31



Calculation method: number of contract terminations/total number of employees as at 12/31 of the same year.

In 2023 the total outgoing turnover (Italy and Romania) fell significantly (6.5% compared to 14.6%) mainly due to the higher number of resignations in 2022 compared to 2023.

The commitment to nurture internal resources, promoting individual growth, continued in both countries: in Romania, in particular, this led to a more stabilised workforce, with only one resignation in 2023.

IGD
Turnover rate

2023: 6.5%
2022: 14.6%

* Calculation method: the number includes the internships activated during the year, regardless of whether they were active or not as at 12/31/2023.

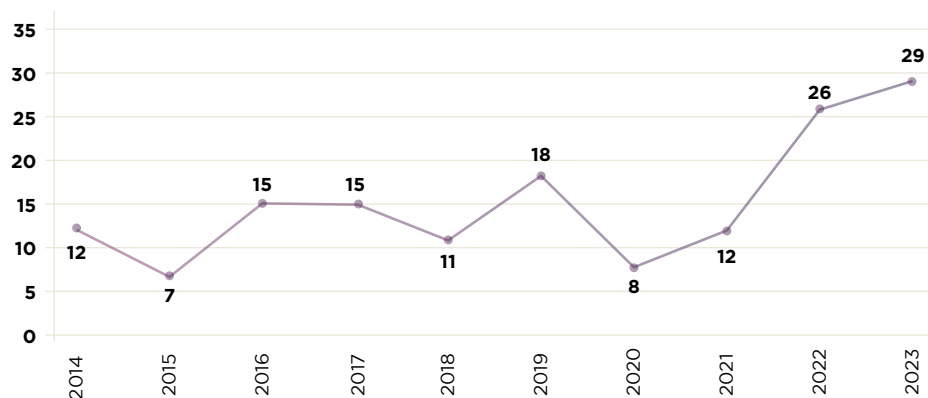
// TABLE 3 - RECRUITMENTS AND RESIGNATIONS (ITALY AND ROMANIA) (GRI 401-1; EPRA EMP-TURNOVER) - DATA AS AT 12/31

	2023 (n)	2022 (n)
Recruitments Italy	19	10
Recruitment rate Italy	14%	8%
Resignations Italy	10	16
Resignation rate Italy	7%	12%
Recruitments Romania	4	4
Recruitment rate Romania	13%	14%
Resignations Romania	1	7
Resignation rate Romania	3%	25%
Recruitments IGD	23	14
Recruitment rate IGD	14%	9%
Resignations IGD	11	23
Resignation rate IGD	7%	15%

In 2023, in Italy, the trend observed in the post-lockdown period continued: as a result of a dynamic labour market and of new personal choices, an overall increase in recruitments/resignations could be seen: Indeed, the aggregate number of these rose to 29, the highest figure in the last 10 years.

This has enabled the company to update the general skills of its workforce by acquiring trained staff with new skills from the labour market; at the same time, it means that these skills can also be integrated into internal development programmes, with the aim of creating new professional opportunities and new roles for those that already work within the company.

// CHART 4- RECRUITMENT + RESIGNATION FLOW ITALY 2014-2023



// **TABLE 4- RECRUITMENTS AND RESIGNATIONS BY GENDER, AGE GROUP AND ROLE** (GRI 401-1; EPRA DIVERSITY-EMP; EPRA-EMP TURNOVER EMPLOYEE) - DATA AS AT 12/31

Recruitments	2023					2022				
	<30 years	30-50 years	>50 years	TOTAL	%	<30 years	30-50 years	>50 years	TOTAL	%
Male (Italy)	1	6	1	8	35%	-	4	-	4	29%
Male (Romania)	-	2	-	2	9%	-	2	-	2	14%
Total male IGD	1	8	1	10	43%	-	6	-	6	43%
Female (Italy)	-	10	1	11	48%	2	4	-	6	43%
Female (Romania)	-	1	1	2	9%	1	-	1	2	14%
Total female IGD	-	11	2	13	57%	3	4	1	8	57%
TOTAL	1	19	3	23	100%	3	10	1	14	100%

Resignations	2023					2022				
	<30 years	30-50 years	>50 years	TOTAL	%	<30 years	30-50 years	>50 years	TOTAL	%
Male (Italy)	-	3	2	5	45%	1	5	1	7	30%
Male (Romania)	-	1	-	1	9%	-	4	1	5	22%
Total male IGD	-	4	2	6	55%	1	9	2	12	52%
Female (Italy)	1	4	-	5	45%	2	4	3	9	39%
Female (Romania)	-	-	-	-	0%	-	1	1	2	9%
Total female IGD	1	4	-	5	45%	2	5	4	11	48%
TOTAL	1	8	2	11	100%	3	14	6	23	100%

The centrality of the 30-50 age group was confirmed also in terms of recruitments, due to the skills required: indeed 19 out of the 23 recruitments belonged to this age group, 11 of which were female. 8 out of the 11 resignations also belonged to the 30-50 age group, equally divided between males and females (both 4).

// TABLE 5 - COLLECTIVE LABOUR CONTRACTS

(GRI 2-30) - DATA AS AT 12/31

	2023	2022
Employees covered by collective labour agreements Italy	138	129
Employees covered by collective labour agreements Romania	-	-
Employees covered by collective labour agreements IGD Group	138	129
Total percentage IGD	82%	82%

The percentage of collective labour contracts at Group level was confirmed at 82%. In Italy, 100% of work contracts are regulated by the national collective labour agreement. In Romania in 2023, in line with Romanian regulations on the matter of trade union representation, the workers defined their own representative with the aim of participating in collective negotiations with the company.

The relevant contract for IGD employees is the National Labour Agreement of Cooperative Distribution which, in addition to defining welfare and trade union rights, also governs each step of the employment relationship, defining, amongst other things, the type of contract, classification of staff, recruitment method, safety. Furthermore, the National Labour Agreement also governs the implementation of the employment relationship (work hours, weekly rest, holidays, time off and paid leave, illness and injury, business trips and transfers etc.).

Lastly, it also stipulates factors regarding remuneration and those upon which the termination of employment relationship is based: terms of notice; employee severance indemnity.

In 2023, as part of the ongoing negotiations for the renewal of the collective agreement, a pre-renewal contractual increase was agreed in the month of April; further recognition was programmed in November with an additional pre-renewal contractual increase, unilaterally distributed by the employers' association.

In compliance with the collective labour agreement, there is a Corporate Trade Union Representative present in IGD who is elected by the workers and whose role is to encourage an exchange of dialogue between the employees and the Company. In this respect, in 2023, periodic meetings were organised between the Company and the Representative to share updates and to discuss the Group's performance.

In 2013 the company signed the second level Enterprise Bargaining Agreement, intended for all the Group's employees operating in Italy. This Agreement, by means of specific measures, fulfils the need to formalise good practices aimed at balancing even further the employees' private and work life. For further details: <https://www.gruppoigd.it/lavora-con-noi/uno-spazio-che-accoglie/welfare-e-work-life-balance/>

// 2.2 TRAINING

// **TABLE 6 - TRAINING** (GRI 404-1; EPRA EMP-TRAINING)
DATA AS AT 12/31

	2023	2022	2023-2022
ITALY			
Training hours provided (N)	3,111	3,143	-1.0%
Number of employees trained (N)	146	134	9.0%
Average hours of training per employee	22.5	24.4	-7.5%
Costs incurred for trainings (€)	111,473	183,715	-39.3%
ROMANIA			
Training hours provided (N)	156	146	6.8%
Number of employees trained (N)	16	17	-5.9%
Average hours of training per employee	5	5	-0.7%
Costs incurred for trainings (€)	6,364	1,700	274.4%
IGD			
Training hours provided (N)	3,267	3,289	-0.7%
Number of employees trained (N)	162	151	7.3%
Average hours of training per employee	21.2	20.8	-3.1%
Costs incurred for trainings (€)	117,837	185,415	-36.4%

In Italy all the employees were involved in at least one training activity, reaching the target established in the 2022-2024 Sustainability Plan.

The overall reduction in training costs recorded by the Group in 2023 was particularly influenced by Italy. This reduction was the result of the completion of a coaching project and of a specific project on soft skills, which, since 2021 had involved the entire workforce. In 2023, in particular, this involved the office workers.

The main training activities carried out during the year also included the participation of 3 IGD individuals in the first edition of the Academy for Shopping Centre Managers, an inter-company project organised by the *Consiglio Nazionale dei Centri Commerciali* (National Association of Shopping Centres).

English language training was also intensified in order to enhance professional development. Refresher/update courses on specific role-related skills also continued (especially those regarding regulatory/legal fields, sustainability, marketing, communication and sales). During the Company Convention (see following page) all the employees were updated with regard to digital marketing and innovation in the retail field.

Most of the staff in Italy were also involved in a training activity on the new HCM clock-in/out and attendance management software.

In Romania training continued in commercial, marketing and legal areas with particular focus on technical and legislative updates.

// TABLE 7- BREAKDOWN OF AVERAGE HOURS OF TRAINING (GRI 404-1; EPRA EMP-TRAINING) - DATA AS AT 12/31

2023

Hours of training	No. of hours Male	Total employees Male	No. of hours per capita Male	No. of hours Female	Total employees Female	No. of hours per capita Female	No. of hours Total	Total employees	No. of hours per capita
Directors (Italy)	82	4	20.5	3	1	2.5	85	5	16.9
Directors (Romania)	-	-	-	-	-	-	-	-	-
Total directors IGD	82	4	20.5	3	1	2.5	85	5	16.9
Managerial staff (Italy)	279	16	17.4	133	7	19.0	412	23	17.9
Managerial staff (Romania)	8	2	4.0	44	3	14.7	52	5	10.4
Total managerial staff	287	18	15.9	177	10	17.7	464	28	16.6
Department heads (Italy)	689	30	22.9	653	28	23.3	1,342	58	23.1
Department heads (Romania)	28	7	4.0	12	5	2.4	40	12	3.3
Totale department heads IGD	717	37	19.4	665	33	20.2	1,382	70	19.7
Office workers (Italy)	209	12	17.4	1,064	40	26.6	1,273	52	24.5
Office workers (Romania)	-	2	-	64	12	5.3	64	14	4.6
Totale office workers IGD	209	14	14.9	1,128	52	21.7	1,337	66	20.3
TOTAL	1,295	73	17.7	1,972	96	20.5	3,267	169	19.3

2022

Hours of training	No. of hours Male	Total employees Male	No. of hours per capita Male	No. of hours Female	Total employees Female	No. of hours per capita Female	No. of hours Total	Total employees	No. of hours per capita
Directors (Italy)	157	4	39.3	8	1	8.0	165	5	33.0
Directors (Romania)	-	-	-	-	-	-	-	-	-
Total directors IGD	157	4	39.3	8	1	8.0	165	5	33.0
Managerial staff (Italy)	306	15	20.4	248	8	31.0	554	23	24.1
Managerial staff (Romania)	8	2	4.0	78	3	26.0	86	5	17.2
Total managerial staff	314	17	18.5	326	11	29.6	640	28	22.9
Department heads (Italy)	575	30	19.2	569	29	19.6	1,144	59	19.4
Department heads (Romania)	28	6	4.7	12	3	4.0	40	9	4.4
Totale department heads IGD	603	36	16.8	581	32	18.2	1,184	68	17.4
Office workers (Italy)	435	10	43.5	845	32	26.4	1,280	42	30.5
Office workers (Romania)	-	3	0.0	20	12	1.7	20	15	1.3
Totale office workers IGD	435	13	33.5	865	44	19.7	1,300	57	22.8
TOTAL	1,509	70	21.6	1,780	88	20.2	3,289	158	20.8

The multiple types of training provided resulted in the involvement of all corporate roles. The average training hours per employee were slightly lower compared to the figure recorded in 2022, which indeed was the highest figure in the last 4 years.

The investment in training per capita, in Italy, was equal to €808. This figure, although lower than the €1,182 of the previous year, was, however, the second highest for IGD over the last 10 years.

// 2.3 INTERNAL COMMUNICATION -THE TOOLS

<p>Company Convention - Annual</p>	<p>In December 2023, the company convention was held at Porta a Mare, in Livorno, the new retail part of which had been inaugurated in September 2023. The programme combined moments of more detailed discussion together with those aimed more at team building. The former involved the contribution of external experts who examined issues like the trend of physical stores and new habits regarding omnichannel commerce. The latter made it possible for the entire workforce to become acquainted with the entertainment and food and beverage activities offered by the structure.</p>	<p>Company Intranet - Continuous</p>	<p>In 2023 the new company intranet was fully operational after having been completely renewed in 2022 so as to increase its usability. The new portal increased the visibility of information thanks to a more modern and intuitive interface, allowing for innovative future developments. In addition to operational and service information, the intranet is equipped with a FAQ system to facilitate the search for timely and accurate answers.</p>
<p>Newsletter - Quarterly</p>	<p>In 2023 the periodic newsletter was also circulated on LinkedIn, with an increase in the number of views. The main issues focused on during the year included:</p> <ul style="list-style-type: none"> economic-financial performance and results; breaking news on sustainability and innovation; interviews given by the top management on specific topics. 	<p>Press releases - Ad hoc</p>	<p>In 2023, 8 price sensitive press releases and 6 regarding the main corporate initiatives and undertakings (including the inaugurations, restyling work and particular projects carried out during the year) were forwarded to all the employees.</p>
		<p>Specific meetings - Ad hoc</p>	<p>In April 2023, an online meeting was organised involving the entire workforce, where the Chief Executive Officer described the Group's main developments.</p>

// 2.4 INTERNAL COMMUNICATION - PEOPLE PROJECT



In 2022, an internal atmosphere assessment was carried out in Italy with a participation rate of 85%. The areas requiring improvement that emerged concerned primarily internal communication, personal development plans and remuneration policies, corporate organisation and transparency.

In response to this feedback, in 2023 the Group launched the «People Project», an initiative aimed at defining management and development tools and processes to support corporate strategies and unite them with the employees' professional development programmes.

The essence of the project was to define a ranking of the complexity of the roles (job grading) along with internal and external remunerative benchmarking.

The analysis was carried out in cooperation with an independent partner and was based on the Global Grading System™, one of the most recognised methods at international level.

At the same time, the job descriptions were reviewed and rationalised; furthermore, a salary review was carried out, where deemed necessary, following the outcome of the job description definition. The second phase of this project, which is currently underway, involves the redefinition of the Performance Management system. For this purpose, all the IGD employees in Italy were involved in a virtual focus group with the aim of examining in detail the matter of corporate responsibilities and skills. In the light of also what emerged from the above, «People Project» will continue in 2024.

// 2.5 ASSESSMENT AND DEVELOPMENT

// TABLE 8 - SKILLS ASSESSMENT

(GRI 404-3; EPRA EMP-DEV) - DATA AS AT 12/31

	2023					
	Males that undergo performance assessment	% Males assessed out of total	Females that undergo performance assessment	% Females assessed out of total	Total employees that undergo performance assessment	% out of Total employees
Directors (Italy)	-	0%	-	0%	-	0%
Directors (Romania)	-	0%	-	0%	-	0%
Total directors IGD	-	0%	-	0%	-	0%
Managerial staff (Italy)	11	8%	6	4%	17	12%
Managerial staff (Romania)	-	0%	2	6%	2	6%
Total managerial staff IGD	11	7%	8	5%	19	11%
Department heads (Italy)	18	13%	17	12%	35	25%
Department heads (Romania)	-	0%	1	3%	1	3%
Total department heads IGD	18	11%	18	11%	36	21%
Office workers (Italy)	-	0%	-	0%	-	0%
Office workers (Romania)	-	0%	2	6%	2	6%
Total office workers IGD	-	0%	2	1%	2	1%
TOTAL	29	17%	28	17%	57	34%

The incentive scheme active in the entire Group assesses both the targets assigned as well as the skills and responsibilities. This scheme, which has been present in the Company for several years, is constantly updated, by introducing even greater elements of objectivity. More specifically, Management By Objectives is active for Managerial Staff, Department Heads and Office Workers and it assigns both targets that are common to all the company and those that are specific to offices or to individual employees on permanent contracts who have been in the company for more than 6 months. Reaching these targets has an impact on variable pay. In 2023, in Italy, the variable pay distributed during the year, referring to the targets assigned in 2022, represented 67% of the total payable amount.

	2022					
	Males that undergo performance assessment	% Males assessed out of total	Females that undergo performance assessment	% Females assessed out of total	Total employees that undergo performance assessment	% out of Total employees
Directors (Italy)	-	0%	-	0%	-	0%
Directors (Romania)	-	0%	-	0%	-	0%
Total directors IGD	-	0%	-	0%	-	0%
Managerial staff (Italy)	12	9%	8	6%	20	16%
Managerial staff (Romania)	2	7%	3	11%	5	18%
Total managerial staff IGD	14	9%	11	7%	25	16%
Department heads (Italy)	27	21%	23	18%	50	39%
Department heads (Romania)	6	21%	3	11%	9	32%
Total department heads IGD	33	21%	26	16%	59	37%
Office workers (Italy)	-	0%	-	0%	-	0%
Office workers (Romania)	2	7%	12	43%	14	50%
Total office workers IGD	2	1%	12	8%	14	9%
TOTAL	49	31%	49	31%	98	62%

Furthermore, Managerial Staff and Department Heads undergo every year a skills assessment. The percentage of employees that received such assessment went from 62% in the previous year to 34% in 2023. This was due to the staff turnover: assessment on performance is not applicable to newly-hired employees, outgoing staff or those that have changed or are in the process of changing roles (indeed, in all of these cases any assessment would be incomplete).

In Italy, in 2023, 14 new professional development programmes were initiated and 15, which had been assigned in the previous years or current one, were completed.

// 2.6 GENDER AND AGE DATA

// **TABLE 9- BREAKDOWN OF STAFF BY GENDER AND POSITION**
(GRI 405-1; EPRA DIVERSITY-EMP) - DATA AS AT 12/31

Employees (Headcount) per professional category and gender	Number of people						Trend
	As at 31 December 2023			As at 31 December 2022			
	Males	Females	Total	Males	Females	Total	
Directors (Italy)	4	1	5	4	1	5	0%
Directors (Romania)	-	-	-	-	-	-	-
Total directors IGD	4	1	5	4	1	5	0%
Managerial staff (Italy)	16	7	23	15	8	23	0%
Managerial staff (Romania)	2	3	5	2	3	5	0%
Total managerial staff IGD	18	10	28	17	11	28	0%
Department heads (Italy)	30	28	58	30	29	59	-2%
Department heads (Romania)	7	5	12	6	3	9	33%
Total department heads IGD	37	33	70	36	32	68	3%
Office workers (Italy)	12	40	52	10	32	42	24%
Office workers (Romania)	2	12	14	2	12	14	0%
Total office workers IGD	14	52	66	12	44	56	18%
TOTAL	73	96	169	69	88	157	8%

IGD is committed to fostering gender balance and to counter ageism practices.

In line with the principles of non-discrimination established within its Code of Ethics, as well as in the EU Directive 2000/43, enforced in Italy by Legislative Decree 215/2003, IGD does not gather information regarding the ethnicity of its employees or candidates for recruitment.

// **TABLE 10- BREAKDOWN OF STAFF BY POSITION AND AGE** (GRI 405-1; EPRA DIVERSITY-EMP) - DATA AS AT 12/31

Employees (Headcount) per professional category and age group	Number of people							Trend	
	As at 31 December 2023				As at 31 December 2022				
	<30 years	30-50 years	>50 years	Total	<30 years	30-50 years	>50 years		Total
Directors (Italy)	-	3	2	5	-	3	2	5	0%
Directors (Romania)	-	-	-	-	-	-	-	-	-
Total directors IGD	-	3	2	5	-	3	2	5	0%
Managerial staff (Italy)	-	12	11	23	-	15	8	23	0%
Managerial staff (Romania)	-	4	1	5	-	5	-	5	0%
Total managerial staff IGD	-	16	12	28	-	20	8	28	0%
Department heads (Italy)	-	39	19	58	1	39	19	59	-2%
Department heads (Romania)	-	11	1	12	-	9	-	9	33%
Total department heads IGD	-	50	20	70	1	48	19	68	3%
Office workers (Italy)	2	39	11	52	4	28	10	42	24%
Office workers (Romania)	1	8	5	14	1	8	5	14	0%
Total office workers IGD	3	47	16	66	5	36	15	56	18%
TOTAL	3	116	50	169	6	107	44	157	8%

// TABLE 11- BREAKDOWN OF STAFF BY GENDER AND AGE (GRI 405-1; EPRA DIVERSITY-EMP) - DATA AS AT 12/31

Number of people	Employees per gender and age group								Trend
	As at 31 December 2023				As at 31 December 2022				
	<30 years	30-50 years	>50 years	total	<30 years	30-50 years	>50 years	Total	
Males (Italy)	1	42	19	62	3	39	17	59	5.1%
Males (Romania)	-	8	3	11	-	8	2	10	10.0%
Total males IGD	1	50	22	73	3	47	19	69	5.8%
Females (Italy)	1	51	24	76	2	46	22	70	8.6%
Females (Romania)	1	15	4	20	1	14	3	18	11.1%
Total females IGD	2	66	28	96	3	60	25	88	9.1%
TOTAL	3	116	50	169	6	107	44	157	7.6%

// TABLE 12 - BREAKDOWN OF STAFF BELONGING TO THE PROTECTED CATEGORIES BY POSITION (GRI 405-1; EPRA DIVERSITY-EMP) - DATA AS AT 12/31

Protected categories	Employees per gender and age group						Trend	
	As at 31 December 2023			As at 31 December 2022				
	Males	Females	Total	Males	Females	Total		
Directors (Italy)	-	-	-	-	-	-	23-22	
Directors (Romania)	-	-	-	-	-	-		
Total directors IGD	-	-	-	-	-	-		
Managerial staff (Italy)	-	-	-	-	-	-		
Managerial staff (Romania)	-	-	-	-	-	-		
Total managerial staff IGD	-	-	-	-	-	-		
Department heads (Italy)	1	-	1	1	-	1		0.0%
Department heads (Romania)	-	-	-	-	-	-		
Total department heads IGD	1	-	1	1	-	1		0.0%
Office workers (Italy)	-	5	5	-	5	5		
Office workers (Romania)	-	-	-	-	-	-		
Total office workers IGD	-	5	5	-	5	5	0.0%	
TOTAL	1	5	6	1	5	6	0.0%	

Two trends established over the course of time were further consolidated in 2023: the prevalence of females was confirmed (the number of females present in the company grew by 9.1%, compared to an increase of 5.8% in males); the 30-50 age group was the largest one, with an additional increase of more than 8% in 2023 compared to 2022.

In compliance with the current regulations and with the principles of equal opportunities which underpin the company's policies, 6 employees belonging to protected categories were present in the Group, all in Italy. More specifically, one male department head and 5 female office workers.

This data remained unchanged compared to 2022.

// 2.7 REMUNERATION

// TABLE 13- RATIO BETWEEN BASIC SALARY + OCCUPATIONAL ALLOWANCE FOR FEMALES COMPARED TO THAT FOR MALES

(GRI 405-2 – EPRA DIVERSITY-PAY) - DATA AS AT 12/31

Average overall remuneration	Ratio females compared to males 2023	Ratio females compared to males 2022	23-22
Directors (Italy)	0.66	0.65	1%
Directors (Romania)			
Total directors IGD	0.66	0.65	1%
Managerial staff (Italy)	0.92	0.96	-4%
Managerial staff (Romania)	0.64	0.70	-9%
Total managerial staff IGD	0.76	0.93	-19%
Department heads (Italy)	1.01	1.01	0%
Department heads (Romania)	1.10	1.30	-15%
Total department heads IGD	1.08	1.06	2%
Office workers (Italy)	1.01	1.02	-1%
Office workers (Romania)	0.90	1.04	-13%
Total office workers IGD	0.98	1.01	-3%

// TABLE 14- RATIO BETWEEN THE TOTAL ANNUAL SALARY OF THE PERSON THAT RECEIVES THE MAXIMUM SALARY AND THE MEDIAN OF THE TOTAL ANNUAL SALARY OF ALL THE EMPLOYEES*

(GRI 2-21) - DATA AS AT 12/31

	2023	2022
Annual total remuneration ratio TOT IGD	9.3	9.8

*In the annual remuneration of the employee that receives the maximum salary both the gross fixed salary and the gross variable salary have been included; to calculate the remuneration of the other employees both the gross annual salary and the gross variable salary have been considered.

Remuneration is assigned to the employees by following principles of equal treatment and of fairness. This calculation takes into account objective factors like the level of responsibility, role and length of service, without taking into consideration aspects associated to gender.

The ratio referring to Directors in Italy was due to the recent appointment of the new female director with minor seniority in the specific framework.

The slight year on year changes in the female/male remuneration ratio were due to individual professional developments or the incoming/outgoing of corporate staff.



In 2023 the total annual remuneration of the highest paid person in the Company decreased. The information required by GRI2-21B indicator is not, therefore, applicable.

○ WELLBEING, HEALTH AND SAFETY

// 2.8 POLICIES AND MEASURES FOR THE PROTECTION OF STAFF (GRI 403-1/2/3/4/5/6/7/8)

IGD adopted a Safety at Work Management System (*Sistema di Gestione della Sicurezza sul Lavoro - SGSL*), in accordance with Article 30 of Consolidated Safety Act 81/2008.

In this context, the Company defined the role of Workers' Safety Supervisor, elected by the workers, who interacts directly with the employer and is the point of reference for the workers with regard to this issue. Furthermore, the workers undergo specific training on the risks, both when newly hired and subsequently, at periodic intervals as required by the laws in force, to share the processes to be implemented in order both to prevent the risk of injury and to define the procedures should this occur. The Company also established the role of Person-in-charge of Safety in the workplace, whose tasks are to oversee, monitor, verify, report and to ask the employer for specific actions to be taken. In addition, it established the role of the Prevention and Protection Service Manager, who assists the employer, overseeing the definition of the Risk Assessment Document. The Manager-in-charge and the Doctor-in-charge complete the organisational chart of the prevention and protection service. The workers must notify the Workers' Safety Representatives of any risky/dangerous situations and they are responsible for looking after their own safety.

The Company defined the Risk Assessment Document to identify and manage risks at work. The worker is informed about the contents of this document by means of specific training. The Prevention and Protection Service Manager, in particular, appointed by the employer, annually carries out inspections,

using specific check lists, to ensure that the conditions laid down by the Risk Assessment Document are respected.

The elements of risk considered in the Risk Assessment Document are related to work hygiene, accident prevention and organisational aspects. The risk factors, intended as categories of material and/or environmental and organisational elements which could potentially cause damage, are identified for each element.

Furthermore, to safeguard the workers' health, the Company defined a health monitoring process by means of a procedure that offers medical visits for VDT users, either periodically or on request, following a change in duties, during the pre-hiring phase and upon return to work in the event of absence exceeding the limit defined by law. The results of these visits are filed and updated by the Doctor-in-charge in each workers' medical and risk file. With regard to the engagement of workers, the Company identifies training as the moment in which consultation and dialogue is carried out with regard to safety at work issues. The Workers' Safety Supervisor is the person the workers should notify regarding any situations of risk. Furthermore, every year a periodic meeting is organised with all the people involved in the safety management process in order to assess the actions carried out during the year and to examine any areas in need of improvement. From 2022 onwards, specifically with regard to the management of the network, the trade unions requested and were granted the possibility of appointing a second Workers' Safety Supervisor, in order to cover the national territory more effectively.

// **TABLE 15 - TRAINING ON HEALTH AND SAFETY** (GRUPPO IGD) - DATA AS AT 12/31

	2023	2022	23-22
Total hours of training on safety provided (N) IGD	828	346	139%
Total number of people involved (N) IGD	125	26	381%
Total costs incurred for training (€) IGD	20,575	4,251	384%

In 2023, in Italy, 125 employees were involved in training activities regarding safety. More specifically, the activities involved:

1. Training for Directors.
2. Training for new workers (newly-recruited).
3. Training for persons-in-charge.
4. Refresher and skill update course for Workers' Safety Representatives.
5. Refresher and skill update course for level II and level III fire risk operators.
6. Five-yearly refresher and skill update training course for workers.

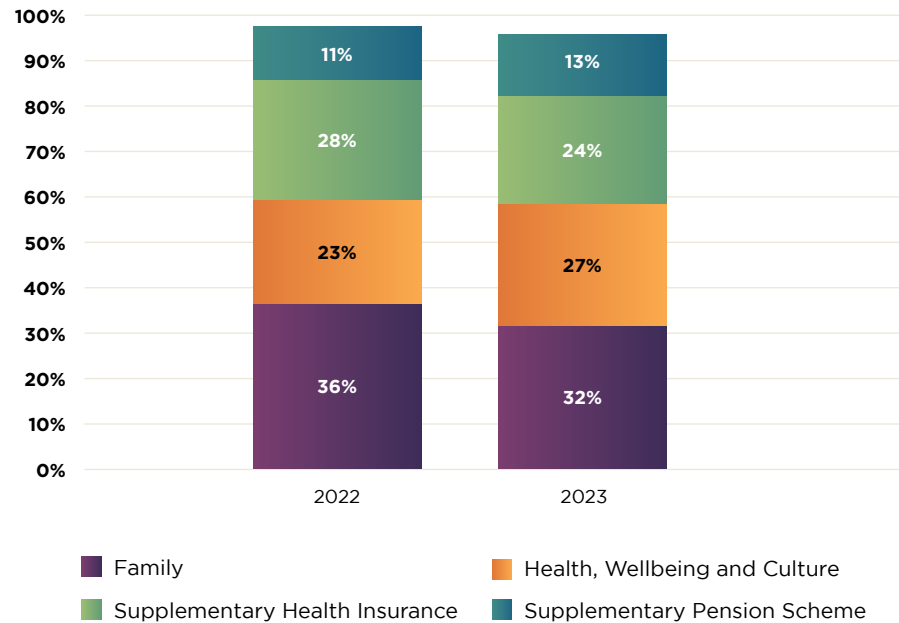
// **TABLE 16 - INJURIES** (GRI 403-9 E EPRA H&S-EMP) _DATA AS AT 12/31

Italy	Total		Male		Female	
	2023	2022	2023	2022	2023	2022
Injuries	0	2	0	1	0	1
Serious injuries	0	0	0	0	0	0
Number of hours worked	223,127	205,520				
Injury rate	0	2.0	0	2.0	0	1.9
Number of work-related deaths	0	0	0	0	0	0
Romania						
Injuries	0	0	0	0	0	0
Serious injuries	0	0	0	0	0	0
Number of hours worked	60,656	61,056				
Injury rate	0	0	0	0	0	0
Number of work-related deaths	0	0	0	0	0	0
Total IGD						
Injuries	0	2	0	1	0	1
Serious injuries	283,783	266,576				
Injury rate	0	2.0	0	2.0	0	1.9
Number of work-related deaths	0	0	0	0	0	0

The significant increase in the number of people trained (the number was 26 in 2022), which is also reflected in the number of training hours (828 compared to 346) and in the investment incurred (over 20 thousand euros as opposed to approximately four thousand), was mainly due to the significant incoming turnover in 2023, which led to the training of newly-recruited workers, in some cases also in view of the renewal of their respective certificates.

In the reporting year, no injuries occurred, neither at work nor on the journey to/from work in Italy or Romania.

// CHART 5: WELFARE SERVICES USED



// TABLE 17- CORPORATE WELFARE (ITALY)

	2023	2022	trend 23-22
Number of employees involved (Italy)	133	127	5%
Utilisation rate - users out of total entitled (Italy)	99%	100%	0%

// Corporate Welfare

The aim of the Corporate Welfare Plan, which IGD has provided since 2017, is to increase the wellbeing of the employees and of their families. Each employee on a permanent contract (excluding the Directors) can utilise a budget that is equal for all (in proportion to full-time and part-time) to benefit from packets regarding education, leisure time, supplementary pension scheme, social and health care assistance, all accessed by way of a designated portal.

// 2023 results

In 2023, 99% of the employees in Italy made use of corporate welfare and 97% of the available funds were used.

Compared to 2022, luncheon vouchers were digitalised. The result of this was an increase in value for the employees, in addition to being a tax benefit in accordance with the regulations in force.

New services were also made available on the platform, the effect being that the types of services utilised were rebalanced. Compared to the previous year, in 2023 services for the family decreased in terms of percentage out of the total but still remained the most used (32% compared to 36% in 2022). The percentage regarding supplementary health insurance also decreased (from 28% to 24%) whereas services regarding health, wellbeing and culture increased (from 23% to 27%) and the supplementary pension scheme recorded little difference (from 11% to 13%).

// WELLBEING MEASURES AND INDICATORS: SMART WORKING AND WORK-RELATED STRESS

// SMARTWORKING

On 30 June 2023, the second experimental 9-month phase of the smart working agreement was successfully concluded (the first phase took place from January to October 2022). Smart working was introduced following an agreement signed with the trade unions in the second half of 2021.

On account of the positive results obtained in terms of balancing work and private life, the agreement was again extended from 1 July 2023 until 31 December 2024.

This agreement establishes an alternation between smart working and on-site working in the headquarters, setting a maximum number of 2 days of smart working per week. It is intended for the headquarter employees and it is on a voluntary basis. For 2023, this agreement was signed by 100% of the eligible employees.

For the workers in the Shopping Centres, whose work requires them to be on-site in the structure, exceptional cases are taken into consideration for those that request individual days and for particular needs.

// WORK-RELATED STRESS

In 2023, a three-yearly analysis was carried out on work-related stress with the involvement of the Workers' Safety Representatives and of workers chosen by the Workers' Safety Supervisors as being a representative sample. The results of this assessment placed all the IGD staff in the «green zone», with no particular conditions detected which could determine the presence of work-related stress.

// 2.9 SAFETY MEASURES FOR THE PROTECTION OF WORKERS AND VISITORS IN THE SHOPPING CENTRES

// BIO SAFETY CERTIFICATION

Since 2021 IGD has followed the Bio Safety Certification scheme developed by the accreditation body RINA, the first management model introduced into the market which is designed to prevent and mitigate biohazards.

In 2022, the BIOSAFETY TRUST CERTIFICATION Management System was extended to 100% of IGD's assets, including the headquarters situated in Bologna. The commitment to extend this certification to the entire portfolio resulted in further improvement in numerous organisational parameters, like the optimisation of cleaning and sanitisation specifications and procedures.

This certification was renewed for 2023 and it is expected to be confirmed also for 2024, with possible new versions adapted to the evolution of biohazards.

// 2.9 SAFETY POLICIES IN THE SHOPPING CENTRES

// TABLE 18- HEALTH AND SAFETY CHECKS IN THE SHOPPING CENTRES

(GRI 416-1 / GRI 416-2 E EPRA H&S-ASSET/H&S-COMP) - DATA AS AT 12/31

Italy	2023	2022
Percentage of assets (Shopping Centres) where impacts on health and safety are assessed or reviewed with regard to compliance or improvement during the year	100%	100%
Number of cases of non-compliance to health and safety regulations or voluntary standards	0	0
Romania	2023	2022
Percentage of assets (Shopping Centres) where impacts on health and safety are assessed or reviewed with regard to compliance or improvement during the year	0%	0%
Number of cases of non-compliance to health and safety regulations or voluntary standards	0	0
IGD	2023	2022
Percentage of assets (Shopping Centres) where impacts on health and safety are assessed or reviewed with regard to compliance or improvement during the year	65%	65%
Number of cases of non-compliance to health and safety regulations or voluntary standards	0	0

Focus placed on the safety of its structures is a fundamental prerequisite for IGD, both with regard to compliance with regulations in force and with regard to the definition of adequate policies and procedures. All the Shopping Centres have been built and are managed in full compliance with safety regulations (Legislative Decree 81/2008 and Ministerial Decree 10/03/1998).

On the one hand, safety in the structures is guaranteed during the opening hours by the security guards, and on the other, the security staff and fire prevention staff are qualified to intervene in the event of accidents or sudden illnesses involving customers or workers.

Safety management in the Shopping Centres, which was modified in 2022, is assigned to the Prevention and Protection Service Managers, who are outsourced and appointed by means of invitation to tender, with focus on the geographical areas of origin. Their work flanks that of the Persons-in-Charge, identified as the Area Managers. This new management method, which was fully operational in 2023, obtained positive results both in terms of security at individual Shopping Centre level and in terms of circulation of information by means of the organisation of periodic meetings with all the people involved.

This model involves and guarantees the safety of all the people that frequent the Shopping Centres, both visitors and workers. The tenants, in particular, participate in Health and Safety management in the Shopping Centres: they are involved, for example, in the periodic emergency drills, in biohazard management, in the cleaning of the various systems, in the scheduled activities in compliance with ISO 14001 etc..

Furthermore, the assessment of the conditions of the properties' enclosures and dome skylights continued during the year, with work being completed in ESP Shopping Centre (Ra).



ethical

// WHAT WE DID IN 2023



UNI ISO 37001 CERTIFICATION

The three-yearly renewal of the UNI ISO37001 anti-bribery certification was obtained.



CYBERSECURITY

The internalisation project of the IT services continued. With regard to networking, specific and stringent security measures on the wi-fi and wired networks were applied aimed at monitoring any possible vulnerabilities and at preventing any cyberattacks.



RISK MANAGEMENT

The «Enterprise Risk Management Policy of the Group» was adopted and new management methods of the ERM model were defined, following the introduction of the role of Risk Manager. The first phase of the integration process of the risks monitored by means of the ERM system and ESG risks was carried out.



SUPPLY CHAIN POLICY

The «Responsible Supply Chain Policy» was defined with the aim of sharing both internally and externally a corporate standard which promotes sustainable and ethical business along the entire supply chain.

GOVERNANCE, ETHICS AND ANTI-CORRUPTION

// 3.1 GOVERNANCE

// GOVERNANCE STRUCTURES AND THEIR COMPOSITION

(GRI 2-9; 2-10; 2-11; 2-16; EPRA GOV-SELECT)

IGD identified the traditional model as being the most suitable corporate governance structure in order for it to achieve its business targets in a responsible manner. The structure is made up of the following bodies: Shareholders' Meeting, Board of Directors and Board of Statutory Auditors. Account auditing is assigned to an auditing firm.

The Board of Directors in office was appointed by the Shareholders' Meeting on 15 April 2021 by means of the "list voting" system. It will remain in office until the approval of the Financial Statements as at 31/12/2023.

Rossella Saoncella, who holds no executive role in the Company, is the current Chair. Her name was put forward by the shareholder Coop Alleanza 3.0, taking into account the guidance expressed by the outgoing Board of Directors as well as her experience gained during her time as Vice Chair in the previous mandate.

The Board is made up as follows:

- > 11 Directors;
- > 7 Independent Directors, amongst which the Chair, representing 64% of the total;
- > 1 role of Executive Director assigned to the Chief Executive Officer, the recipient also of proxies regarding the internal control and risk management system;
- > 3 Directors elected by the minority;

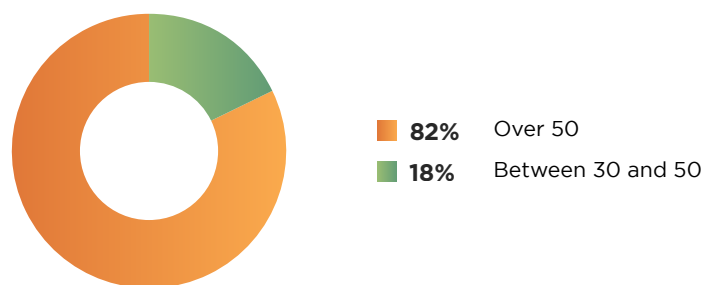
> 5 Directors belonging to the least represented gender: the female percentage represents, therefore, 45% out of the total number of Directors.

With regard to the executive/non-executive role, please refer to: <https://www.gruppoigd.it/governance/consiglio-di-amministrazione/composizione/>.

In compliance with the developments in legislation, in 2020 the Board of Directors modified the Articles of Association, introducing measures to foster gender balance. The structure of the current Board already complies with the criteria for diversity. Therefore, the Company has not deemed it necessary thus far to adopt a specific diversity policy. The average age as at 31 December 2023 was equal to 59 years of age, with the following breakdown by age group:

// CHART 1 - BREAKDOWN OF BOARD OF DIRECTORS BY AGE GROUP

(GRI 405-1)



IGD, from when it was listed, followed the Corporate Governance Code, adopting, moreover, its own Governance Procedure, drawn up in line with the recommendations of Borsa Italia (the Italian Stock Exchange) and with the best practices in the sector.

In accordance with the Code, The Board of Directors established, within the Board itself, committees with propositional and advisory functions, which are: (i) Control and Risks Committee, (ii) Nomination and Compensation Committee, which incorporates the functions that the Code attributes to the Nomination Committee and to the Compensation Committee and (iii) Committee for Related Party Transactions. The Committees are made up exclusively of Independent Directors.

The Board of Directors and the Board of Statu-

tory Auditors are informed about the activities carried out, the company's general operating performance and its expected developments. They are also informed about transactions carried out by the Company or by its subsidiaries which, due to their magnitude or particular features, are of great economic, financial and asset-related importance. In particular, the delegated body makes a report during the meetings of the Board of Directors, which occur, at least, quarterly: in this way, the information given coincides with the approval of the draft Statutory and Consolidated Financial Statements, the half year Financial Report and the Interim Operating Reports.

// Organizational and management model and supervisory board

As far back as 2006, IGD adopted the Organisational, Management and Control of Risks Model, in ac-

cordance with Legislative Decree 231/2001. In line with the model, therefore, the Board of Directors appointed a Supervisory Board which is responsible for controlling the performance, effectiveness, adequacy and compliance of the Model.

The current Supervisory Board in office was appointed on 20 April 2021 and is made up of 3 external members.

As an additional control with regard to risk management, in 2022 a central role of Risk Management, reporting to the Chief Executive Officer, was created and outsourced.

For further information on IGD's Board of Directors and corporate governance, please refer to the section on the company website: <http://www.gruppoigd.it/Governance>.

// Roles and expertise of The Board of Directors

(GRI 2-12; 2-13; 2-14; 2-17; 2-18)

The Board of Directors has an actively stimulating role in the company's decision-making process with the aim of accomplishing its corporate objective, with the exception of those actions that are reserved, by law or by the Articles of Association, to the Shareholders' Meeting. It also has a decisive role in the determination, approval and updating of the Company's values, mission, strategies, policies and targets. The Board of Directors, amongst its various responsibilities:

- > has an active role in defining the Company's strategy, first and foremost, by means of in-depth Board debates with the participation, upon request, of the Company management in order for more detailed information to be provided regarding specific topics on the agenda;
- > assesses the Company's general operating performance;
- > defines the nature and level of risk, compatible

with the strategic targets of the Group in terms of medium to long-term sustainability of corporate activity;

> is the promotor of the Group's commitment to sustainability, it approves the sustainability strategy and the sustainability report, assessing annually social-environmental performance. Since 2017, the approval of the sustainability report has been carried out at the same time as that of the financial statements (<https://www.gruppoigd.it/sostenibilita/la-nostra-strategia-di-sostenibilita/la-governance-di-sostenibilita/>).

On 23 February 2023 the Board of Directors approved the Sustainability Report referring to 2022, together with the Annual and Consolidated Financial Statements. Furthermore, it also carried out a six-monthly analysis on the development of the sustainability targets during the assessment on the progress status of the Business Plan.

Although the Board of Directors has not formally delegated the management and monitoring of the

impacts, these are, however, monitored by various corporate functions, like for example the individual corporate Divisions and the Sustainability Committee, as described in section «Sustainability Strategy» in this document.

Following the induction session organised in 2022 to examine together with the management the sustainability policies and the marketing strategies, in 2023 the BoD did not take part in any other in-depth discussions regarding sustainable development.

In 2023 The Board of Directors met 14 times.

In compliance with the Corporate Governance Code, in 2023 the Board carried out once again the Board Review on the size, composition and performance of the Board itself and of its Committees, with the assistance of the consultancy firm Egon Zehnder. Of the aspects assessed in 2023, particular focus was placed on the renewal of the Board of Directors, scheduled to take place in 2024.

// Risk management (GRI 2-12)

The Internal Control and Risk Management System is integrated into the other corporate governance tools, according to principles defined by the Board of Directors consistent with the strategic approaches.

// CHART 2 - CORPORATE BODIES INVOLVED IN RISK MANAGEMENT



In accordance with ISO 37001 standard, the Operating Management and the Compliance Function for the prevention of corruption are also involved (see further on).

IGD Group adopted an Enterprise Risk Management model (ERM) made up of a combination of people, rules, procedures and organisational structures aimed at the assessment and management of corporate risks.

In 2023, the Company adopted the «Enterprise Risk Management Policy of IGD Group», the objective of which is to describe the Group's policies and management strategies regarding risks, and it includes the Organisation, the processes and the tools used to ensure that the model is deployed at all corporate levels.

The Enterprise Risk Management model implemented is characterised by three fundamental components:

- > Risk Governance & Culture, which defines the actions, the processes, the rules, the roles and the responsibilities with which authority is exercised and decisions are made and implemented;
- > Risk Policy & Strategy, which defines, in line with the Group's targets, the management policies regarding risks and opportunities;
- > Risk Management Process & Framework Review, which describes the operating process by means of which IGD manages risks.

The establishment of the Role of Risk Management in outsourcing, operative since the beginning of 2023, enabled some new features to be introduced compared to the model previously in use. More specifically:

1. The list of monitored risks was revised, following an analysis of the scenario and specific risk assessment activities.
2. A new quantitative model was adopted for the assessment of the entity of the risks.
3. A forecast model was defined, based on scenarios, especially with regard to financial risks.
4. The first phase of the integration process involving the ERM system and the ESG risks was carried out (see section «Sustainability Strategy»).

This procedure resulted in a reporting process, upon the basis of which the control bodies and the Board of Directors assessed the adequacy and correct functioning of the Internal Control and Risk Management System in relation to the characteristics of the business and the risk profile assumed.

(See also <http://www.gruppoigd.it/governance/sistema-di-controllo-interno-e-gestione-dei-rischi/>).

// Remuneration and incentives

(GRI 2-19; 2-20)

IGD defined its own «Remuneration Policy», to serve the purpose of pursuing the sustainable success of the Company. The Policy takes into account the need to have, retain and motivate individuals with the skills and expertise required for the role.

In particular, the remuneration of key management roles aims to:

- > attract, retain and motivate high level professional management;
- > engage and stimulate the management;
- > promote the creation of value for the shareholders in the medium to long term;
- > create a close connection between remuneration and performance.

The Policy is reviewed yearly with regard to the short-term period; instead, the medium-long term part is linked to the duration of the Business Plan. Following the inclusion in the Policy of sustainability performance, which occurred for the first time in 2021, also in 2023 a CSR target associated to the achievement of sustainability targets was for-

malised for the Chief Executive Officer and for the directors. KPIs with a 2024 time horizon, which include ESG indicators, were also introduced with regard to the medium-long term period.

The Ordinary Shareholders' Meeting on 13 April 2023 approved the first section of the Report on the remuneration policy and on the salaries paid, already approved by the Board of Directors on 23 February 2023, regarding the remuneration of the members of the Board of Directors and the Board of Statutory Auditors and the Top Managers with strategic responsibilities in reference to the 2023 financial year.

For the procedures regarding the definition of the regulations concerning remuneration and for further information on the remuneration policy, please refer to the corporate website:

<https://www.gruppoigd.it/governance/remunerazione/>.

// 3.2 ETHICS

// Values and the Code of Ethics (GRI 2-23; 2-25; 2-26)

The Code of Ethics officialises and clearly explains the values that characterise the conduct of the entire IGD Group in relations with its stakeholders, and it represents, therefore, a fundamental element of its corporate identity.

The Code, updated in 2020, also includes the Company's «Charter of Values».

Charter of Values

- > Reliability
- > Autonomy
- > Fair competition
- > Correct conduct
- > Excellence and continuous improvement
- > Impartiality
- > Integrity
- > Far-sightedness
- > Honesty
- > Responsibility
- > Confidentiality
- > Seriousness
- > Sustainability
- > Trasparency
- > Optimisation

// Focus on whistleblowing

The Supervisory Board is responsible for verifying notifications regarding any potentially unlawful behaviour by means of a designated whistleblowing system, which guarantees anonymity. In 2023 the management procedure regarding whistleblowing notifications adopted by the Company was modified, in accordance with legislative decree 24/2023, especially in order to broaden the range of individuals who can submit a notification, by revising the steps of the internal notification management process and introducing, as an alternative to the online platform, the possibility of directly meeting and notifying the Supervisory Board or the Compliance Function for the prevention of corruption.

In 2023 no notification of potentially unlawful behaviour was received by the Supervisory Board by means of this channel.

For further details on the Code of Ethics, please refer to the section <https://www.gruppoigd.it/governance/etica-dimpresa/codice-etico/>.

// Focus on management of conflicts of interest (GRI 2-15; EPRA GOV-COL)

IGD has identified the following measures aimed at preventing situations of conflicts of interest:

1. Organisational, Management and Control Model, of which the Code of Ethics is an integral part;
2. Supervisory Board, which verifies the continuous full independence of the Company (through declarations made periodically by all the employees) from suppliers, service providers or clients or partners.
3. Anticorruption Policy and Function, in accordance with UNI ISO 37001 – Anti Bribery Management Systems.
4. Due diligence procedure in accordance with UNI ISO 37001 certification with regard to staff, selection of suppliers of goods and services, contractors, consultants and professionals, sponsorships/donations/charities and members of the administrative bodies.
5. Procedure for transactions with Related Parties approved by the Board of Directors, which defines rules, methods and principles designed to ensure transparency and substantive and procedural fairness of the relative transactions.

The stakeholders acquire information regarding the membership of the Board in various other Boards of Directors by means of the report on Corporate Governance. Furthermore, any shares acquired by related parties (top management with strategic responsibilities and members of the Board of Directors/Board of Statutory Auditors), are stated in the Report on remuneration. In the event that an important shareholder (exceeding 5%) acquires IGD shares, they are legally bound to inform Consob and Borsa (Stock Exchange) of the acquisition.

No further information regarding the ownership of shares by suppliers/clients is required. The existence of shareholders with power of control shall be reported both in the Report on corporate governance (part of the financial statements dossier) and on the corporate website. In the same way, also the transactions with related parties shall be declared in the Notes to the Annual and Consolidated Financial Statements.

// Sustainability Protocol in Winmarkt

As far back as 2012, Winmarkt adopted the “Protocol to promote business sustainability”: a document that is appended to the contract committing new suppliers to behave in such a manner that is consistent with the ethical principles in the document itself. Failure to comply with the provisions within the document shall constitute a breach of contract.

Between 2012 and 2023 a total of 421 sustainability protocols were signed. In 2023 alone, 15% of the contracts signed by Winmarkt involved new suppliers, who signed the Protocol. During the reporting year, no company was entered on Winmarkt’s blacklist, that is, the list of suppliers resulting non-compliant with corporate processes, and who therefore will be excluded from future competitive tenders or selections.

// TABLE 1 – SUSTAINABILITY PROTOCOL PERFORMANCE (ROMANIA)

	2023	2022	2021	2020	2019	2018
Number of Sustainability Protocols signed	31	39	19	27	11	9

** composed of Property Manager, Asset Manager, Legal Manager, Corporate Accounting Manager and Tax&Control Manager.*

// 3.3 RESPECT FOR HUMAN RIGHTS, ANTI-CORRUPTION AND OTHER ACTIONS TO SAFEGUARD LEGALITY (GRI 2-23; 2-24)

Since the beginning of 2021, in the light of the principles stated in the Code of Ethics and of the conduct adopted in its business, IGD has participated in Global Compact, the highest reference at international level on issues of respect for human rights, labour conditions and active policies against corruption.

In contractual relations with suppliers and tenants, the Company has included specific areas to be monitored to safeguard legality and ethics. In relations with both these stakeholders, the Company is working in order to develop procedures and policies to safeguard these aspects.

Both suppliers and tenants are subjected to due diligence before the relative contract and/or agreement is signed, to assess the nature and entity of the risk of corruption.

CURRENT SUSTAINABILITY CONTROLS ON SUPPLIERS

- 1 A general system of **supplier rotation**, in order to ensure continuous control of the requisites.
- 2 Obligation to issue a surety in service contracts (cleaning and security), also to guarantee the use of **legal forms of employment**.
- 3 Obligation to present, in the preselection of contracts, documentation declaring compliance with the **labour laws**.
- 4 Express termination clauses in the event of non-compliance with the traceability of **financial flows** procedure.
- 5 Express termination clauses in the event of conviction, even if it has not yet become final, for **Mafia association** felonies.



FURTHER CONTROLS STARTING FROM 2024

At the end of 2023, IGD started defining a Responsible Supply Chain Policy, with the aim of sharing both internally and externally a tool that determines those which, for the Company, are considered to be the standards for healthy and safe work conditions and for environmental responsibility throughout the entire supply chain. The Policy was approved at the beginning of 2024 and refers to all the supply contracts of the Group and of the Shopping Centre Consortiums for purchases exceeding 10,000. Signing this Policy is one of the essential elements in order for the contract to be signed.

For further information please refer to <https://www.gruppoigd.it/sostenibilita/bilancio-di-sostenibilita/>

CURRENT SUSTAINABILITY CONTROLS ON TENANTS

- > Inclusion of a clause in the rental and/or lease contracts in Italy which expressly requires the tenants to comply, with regard to their employees, with labour standards laid down by the National Collective Labour Agreement;
- > Express termination clauses are present in the event of conviction, even if it has not yet become final, for Mafia association felonies against the contracting firm itself and its corporate representatives.

Furthermore, in contracts with the tenants, it is required that they acknowledge IGD's economic, environmental and social sustainability process, in the hope of an effective involvement of its stakeholders in the policies adopted by the Company.

For more detailed information, please visit the dedicated section on the website: <https://www.gruppoigd.it/governance/etica-dimpresa/>

NEXT STEPS

In 2023 IGD promoted and contributed both at national level (by means of CNCC - The National Association of Shopping Centres) and at European level (with ECSP) in order to define «Green leases». The initial objective is to identify precise initiatives, strategies or policies between landlords and tenants aimed at improving sustainability aspects in the Shopping Centre. Following this, the process will involve the inclusion of these commitments into contractual documentation in order to be signed by all the parties concerned.

The process will be completed in the first few months in 2024.

// Anti-corruption and UNI ISO 37001 certification

(GRI 205-2; 205-3; 206-1 EPRA GOV-COL)

Both in relations with the private sector and in those with the public administration, prevention and the fight against corruption, in addition to the spread of a culture of legality, are an indispensable priority for IGD.

For this reason, over the years, IGD SIIQ S.p.A has introduced increasingly stringent measures on this issue:

1. It adopted Model 231.
2. It defined an Anti-Corruption Policy which helps to ensure compliance with laws and with best international practices.
3. It obtained UNI ISO 37001 certification for its Romanian subsidiary Win Magazin Spa in 2018.
4. It obtained UNI ISO 37001 certification for its own management system, issued to IGD in 2020 by RINA Services S.p.A. upon completion of a voluntary verification process.

The UNI ISO 37001 - Anti Bribery Management Systems standard, which was established in 2016, is, to date, the only international standard that enables a certified system of measures and controls to be implemented, to render more efficient the prevention of corruption in corporate activities.

In line with the provisions laid down by the certification the Company outsourced the role of Compliance Function. This function has, amongst others, the role of supporting the Company in the definition of actions needed to reduce the risk of corruption, starting from the identification of the so-called «sensitive areas».

Actions carried out in 2023 on the issue of anti-corruption:

- > UNI ISO 37001 certification was renewed, with a validity of three years, following a specific audit;
- > training continued involving all the employees in the 2022-2023 two-year period (in 2023, 80% of the employees participated in training in Italy);
- > the internal procedure on due diligence activities

in relation to newly-hired employees was defined and officialised.

In 2023 no incidents related to corruption were observed. Furthermore, IGD SIIQ S.p.A was not involved in any legal actions regarding anti-competitive behaviour or violation of antitrust and anti-monopoly laws.

Further information on the Anti-Corruption Policy can be found on the IGD website: <http://www.gruppoigd.it/governance/etica-dimpresa/anticorruzione/>.

// Recognitions: Legality Rating, Bloomberg ESG Disclosure Rating and FTSE Russell ESG Rating

IGD's Governance and ethical commitment are periodically assessed by means of the Legality Rating (at national level) and by specific Ratings at global level.

Legality Rating of AGCM (Antitrust Authority)

In 2022 IGD renewed for the fourth time its **Legality Rating**, which is also recorded on the Company's Chamber of Commerce registration details, obtaining the maximum score - 3 stars - as it had done in the previous editions.

The Rating is awarded by the *Autorità Garante della Concorrenza e del Mercato* (AGCM) - the Antitrust Authority, and it is a renowned indicator of an enterprise's commitment to compliance with the law.

About 10 thousand organisations in Italy have received this rating, and of these, 8% have obtained the maximum score.

For more detailed information, please visit the AGCM website: <https://www.agcm.it/competenze/rating-di-legalita/>.

ESG Rating with focus on the issue of «Governance»

As described in the Section «Sustainability Strategy», every year the Company receives specific solicited and unsolicited Ratings with regard to ESG performance. Amongst these, in 2023, 11 were ratings that assessed IGD's performance on the issue of «Governance», carried out by 9 companies: Bloomberg, Esgbook, FTSE Russel, ISS, Ethifinance, MSCI, Refinitiv, S&P, Vigeo.

Compared to 2022, 9 ratings were comparable. Of these, the Company recorded an improvement in 3 cases, in 5 cases it maintained the same rating as the previous year and in one case it recorded a slight decrease.

Throughout the year, IGD establishes and maintains continuous relations with rating companies, in order to analyse the results obtained and to define any improvement actions to be taken, especially with regard to procedures or methods of communication, in the interest of transparency.

// Cybersecurity

The internalisation process of IGD's IT systems, which began in 2022, continued in 2023. With the introduction of the new role of IT Network & Security Specialist, security measures were applied aimed at protecting wi-fi and wired networks and preventing possible cyberattacks:

- > monitoring of any new vulnerabilities concerning the network devices and consequent patch installation;
- > segmentation of the networks and implementation of restrictive access policies;
- > monitoring in real time of any potential viruses/malware/spyware in all the devices connected to the corporate network, also in VPNs, with a consequent risk analysis and, if deemed necessary, the quarantine of the device;
- > introduction of multi-factor authentication to protect VPN access, permitting access only to Italian IP addresses, and with restrictive policies for external consultants and freelancers;
- > implementation of the IPS (Intrusion Prevention System) engine to detect/prevent cyberattacks in real time.

Furthermore, all the Wi-Fi networks are protected by WIDS (Wireless Intrusion Detection System) profiles which prevent attacks by users that are not in possession of valid credentials. The most dangerous websites identified by Fortinet regarding web browsing and surfing have been blocked.

// GDPR

IGD continued developing its privacy management model in 2023, with a view to ever increasing accountability. In particular, activities aimed at monitoring and maintaining continuous compliance with obligations were carried out, as were those regarding the updating of the documentation regarding new projects and organisational changes.

Audit sessions were also held with the purpose of verifying compliance with the procedures and documentation regarding personal data by those suppliers whose activities could have an impact on privacy. Other sessions were organised to map the data processing to be subjected to DPIA (Data Protection Impact Assessment) and to proceed with the consequent activities.

Furthermore, mapping activities continued, and action was taken regarding any data processing which could lead to the transfer of personal data to Non-EU countries.

In the reporting year, no data breaches occurred, and no instances were reported of people being affected.

// **Taxation** (GRI 207-1; 207-2; 207-3; 207-4)

IGD, in line with the principles defined in its Code of Ethics, acts in accordance with the values of honesty, legality and fairness also in the management of fiscal aspects. In order to further safeguard legality, the Holding Company IGD SiiQ S.p.A. introduced careful monitoring of potential tax-related felonies into its Organisational Management Model ex legislative decree 231/01. In accordance with the principle that the payment of tax constitutes an important channel through which it is possible to contribute to the economic and social development of Countries and communities, the Group constantly monitors compliance with all the applicable tax laws, acting in a responsible manner in the jurisdic-

tions in which it is present. The Company annually declares its income taxes in its Financial Statements. In Italy, as at 31 December 2023, the Director of Administration, Legal and Corporate Affairs of IGD SiiQ S.p.A is responsible for ordinary tax management and for relations with the tax authorities. Decisions regarding extraordinary management are defined by the Operating Management of IGD SiiQ S.p.A.. In Romania, relations with the tax authorities are directly managed by the subsidiaries Winmarkt Management S.r.l. and Win Magazin S.A.. The Group has not defined an official tax strategy or policy at Group level and the individual companies operate in compliance with the local tax laws. With regard to compliance with fiscal aspects, please refer to table 2. The risks regarding fiscal issues are analysed and managed in accordance with the

Enterprise Risk Management model. The corporate whistleblowing channels can also be used to report any critical issues regarding unethical or unlawful behaviour towards the integrity of the organisation on tax matters. To date, the Group has not received any solicitations from its stakeholders with regard to taxation matters. Should such an event occur, the matter would be dealt with by the corporate functions in charge of compliance regarding such matters. Relations with the tax authorities are based on principles of fairness and compliance with the applicable laws in the Countries in which the Group operates. It should be noted that the Group does not carry out advocacy activities on fiscal issues.

GOVERNANCE, ETHICS AND ANTI-CORRUPTION

// TABLE 2 - TAX REGIME (GRI 207-1; 207-2)

	Tax Regime	Italy 2023	Romania 2023
GRI 207-1	Brief description of tax regime.	Please refer to paragraph 2.8 in the report on management as at 31.12.2023 and to paragraph 5.6.2.23 in the notes to the separate Financial Statements of IGD SIIQ as at 12.31.2023.	Ordinary regime: 16% flat corporate income tax rate.
GRI 207-2	Corporate area responsible for tax affairs.	The Administration, Legal and Corporate Affairs, Contracts, HR and IT Division is responsible for all tax affairs. More specifically, this is carried out by the Administrative Procedures and Accounting Systems Tax Office.	The CFO is responsible for all tax affairs.
GRI 207-2	(Potential analysis of risks related to the tax regime).	Please refer to paragraph 2.12 in the report on management as at 31.12.2023.	Please refer to paragraph 2.12 in the report on management as at 31.12.2023.
GRI 207-2	Assurance process on tax policy.	All the statements regarding direct and indirect taxes, with the exception of IMU (Italian property tax), are prepared by the Administration Office and reviewed by the Administrative Procedures and Accounting Systems Tax Office with the support of external consultants if required.	All the statements regarding direct and indirect taxes are prepared by the Administration Office and reviewed by the CFO with the support of external consultants if required.
GRI 207-4	EBIT (€/000)	-41,119*	-837**
GRI 207-4	Taxes (€/000)	189*	-114**
GRI 207-4	% rates	N/A	N/A
GRI 207-4	Disclosure - reference to the page in the statutory financial statements where it is possible to find this data.	*Aggregate figure regarding the Italian companies of the Group.	**Aggregate figure regarding the Romanian companies of the Group.

// TABLE 3 - REPORTING BY COUNTRY (GRI 207-4)

Country	Company	Revenue vs third parties	Revenues vs related companies	Number of collaborators	Material activities	Pre-Tax profit (loss)	Income taxes paid	Current income taxes
		€/000	€/000	N	€/000	€/000	€/000	€/000
Italy	IGD SIIQ S.p.A.	I 87,852	37,365	77	1,822,064	(72,229)	81	277
	IGD Service S.r.l.*	S 22,855	3,490	60	22,844	-10,598	68	363
	Porta Medicea S.p.A.*	C 6,293	32,100	1	0	6,850	0	(373)
	Arco Campus S.r.l.*	I 253	0	0	3,555	-227	3	3
	Total Italy	117,253	72,955	138	1,848,463	(89,904)	152	270
Romania	Win Magazin S.A.*	I 10,079	0	0	122,315	(721)	871	871
	Winmarkt Management S.r.l.*	S 4	1,351	31	12	11	7	7
	Total Romania	10,083	1,351	31	122,327	-710	878	878
Consolidated	Effects of consolidated entries	0	(44,934)	0	0	8,851	0	0
	Total consolidated	127,336	29,372	169	1,970,790	-81,763	1,030	1,148

*Data of reporting package organised on the basis of the international accounting principles for the purposes of being included in the IGD Group consolidated financial statements
P/S/C: P - Property; S - Services; C - Constructional.



attractive

// WHAT WE DID IN 2023



NEW BRANDS

22 new brands were introduced in Italy, following scouting activities carried out by the Company during the year.



NEW OPENINGS

The retail part and entertainment facilities were inaugurated in Officine Storiche, within the Porta a Mare complex in Livorno, with particular attention placed on the social and environmental impacts of the work carried out.



INNOVATION

The digital strategy was updated, with the aim of broadening the visitors' knowledge in order to personalise their shopping experience and their visit to the Shopping Centres with new tools. Focus was placed on cooperation with the tenants and on the engagement of the IGD employees involved in these issues.



RESTYLING

The restyling of Portogrande Shopping Centre in San Benedetto del Tronto (AP) was inaugurated, with new green areas, internal and external relamping with a highly energy-efficient LED lighting system and with the use of materials in line with the highest standards with regard to reducing environmental impact.



EVENTS AND SOCIAL-ENVIRONMENT

There was an increase in on-site events compared to 2022, with a significant rise in the percentage of those of a social-environmental nature out of all the events organised in the Malls.

○ ENHANCEMENT OF THE PORTFOLIO

// 4.1.1 ACTIONS CARRIED OUT AND RESULTS OBTAINED

Over the last 10 years, since 2014, IGD has defined a periodic programme of work to be carried out on its assets with the purpose of enhancing their attractiveness, adapting them to the visitors' new needs and habits. Right from the planning stage, the aim of the work carried out is to improve energy efficiency and reduce the environmental impact of the properties. Altogether, 10 Shopping Centres have undergone restyling or remodelling work over this period, in addition there have also been 3 new openings (Clodi retail park in Chioggia - VE, Maremà Shopping Centre in Grosseto - GR - and the retail part in Porta a Mare, in Livorno).

In 2023, in particular, the restyling of Portogrande, in San Benedetto del Tronto (AP) and the retail part of Officine Storiche in the Porta a Mare complex were inaugurated.



Structure	Work carried out to increase attractiveness	Work carried out to increase environmental sustainability
Portogrande Shopping Centre	<ul style="list-style-type: none"> > New internal and external coverings and flooring; > The central walkway was enhanced thanks to new lighting elements with a strong visual impact; > Restyling of the external façades and porches. 	<ul style="list-style-type: none"> > Relamping with the installation of LED lighting in the external and internal areas; > New external green areas.

// 4.1.1 ACTIONS CARRIED OUT AND RESULTS OBTAINED

OFFICINE STORICHE - PORTA A MARE LIVORNO

Multifunctional Waterfront with areas dedicated to entertainment, food and beverages, leisure and shopping, along with residential units.



SOCIAL IMPACT

The property conversion of an area that is central to the city and which was once a shipyard, enabling the population now to utilise redeveloped areas that had been inaccessible for years.



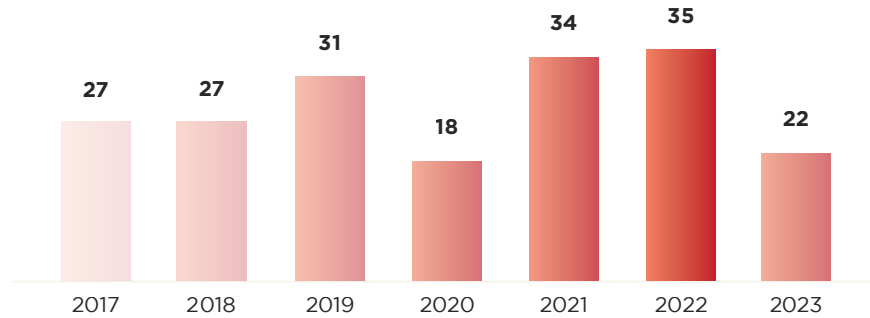
ENVIRONMENTAL IMPACT

- > Centralised heating and cooling systems which can be individually managed, using offshore geothermal energy as the preferred source;
- > Utilities in the common areas of the residential units and the retail part are powered by photovoltaic systems;
- > Led lighting.



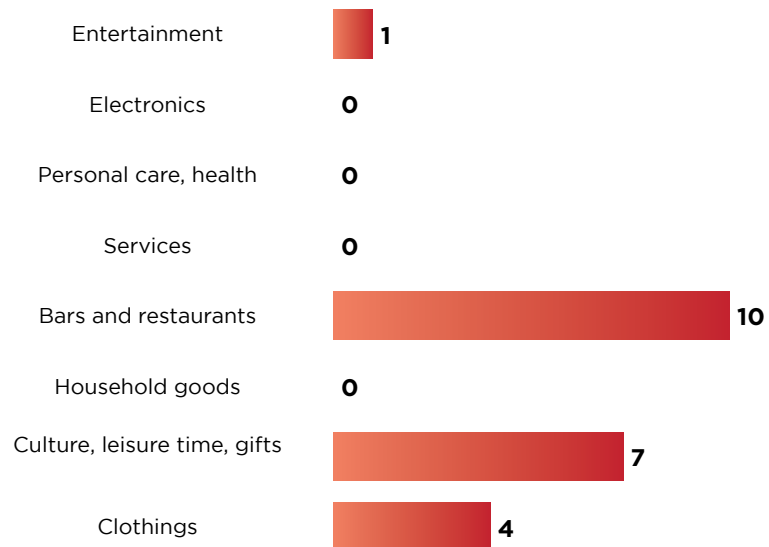
// 4.1.2 ADAPTING THE MERCHANDISING MIX (ITALY)

// CHART 1 - NEW BRANDS INTRODUCED EACH YEAR (ITALY)



Between 2021 and 2023, 91 new brands were introduced (22 in 2023 alone), corresponding to 13% of the total tenants present in the Malls, bearing witness to IGD's commitment to constantly adapt the retail offer in its structures. In particular, new national and international retailers opened their stores in the shopping mall of Officine Storiche in Porta a Mare, having been attracted by the uniqueness of the structure and their interest aroused by the distinctness of the merchandising mix.

// CHART 2 - NEW BRANDS INTRODUCED IN 2023 BY MERCHANDISING TYPE



After updating the merchandising mix in 2022, which had in particular witnessed the introduction of medium to large stores specialised in household goods, the adaptation process of the merchandising mix in the IGD Shopping Centres continued also in 2023, a year in which the majority of the new openings regarded bars/restaurants (capable of attracting new visitors thanks to a diversified offer), leisure time / gifts (with good performance by jewellers and bookstores) and clothing (with new brands and new formats).

// 4.1.3 ADAPTING THE MERCHANDISING MIX (ROMANIA)

In 2023, to guarantee the attractiveness of the retail offer in its Shopping Centres, Winmarkt took action by introducing stores and formats that previously had not been present in its Malls. This commitment led to the introduction of:

- > a Hungarian brand which was well known locally in the «gym and fitness» sector, the second most popular in Romania, in 3 Shopping Centres;
- > an international clothing brand in two structures;
- > an area dedicated to job hunting, the first ever opened in a Shopping Centre;
- > new brands regarding artisan footwear and opticians.



// 4.2.1 MARKETING AND EVENTS - ITALY

// TABLE 1 - EVENTS HELD IN THE SHOPPING CENTRES

	2023	2022	Difference 2023/2022
Total number of events	555	530	4.7%

€ 3,648,440

*Total € spent by the Shopping Centre Consortiums
for the organisation of events throughout 2023
(excluding communication)*

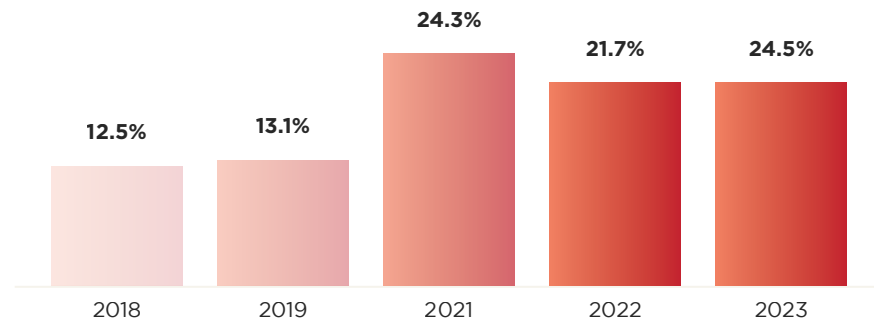
In 2023, on average, 1 event was organised every two weeks in the IGD Shopping Centres, with a total of 555 initiatives, an increase compared to 2022. The types of events organised are changed over time in order to respond to the current trends in the field of entertainment.

During the year, the activities carried out enabled us to:

1. cultivate the loyalty of visitors also by utilising the opportunities offered by the tools within the Digital Plan;
2. work with and for the community;
3. offer evolved recreational experiences, reinforcing the role of the Shopping Centre as a place for gathering, for entertainment and for culture;
4. increase the opportunities for the visitors and the brands present in the Malls to converge together by means of shared online and offline events.

The events organised, participation in which is nearly always free for the visitors, enabled the Shopping Centres to interact with diversified targets, therefore becoming an important multiplier in the ability to attract visitors and not only those within the primary catchment area.

// CHART 3 - SOCIAL-ENVIRONMENTAL EVENTS - % OUT OF TOTAL (ITALY)



Right from the definition of the first Sustainability Plan in 2013, IGD considered it appropriate to include social-environmental matters in the organisation of entertainment activities in its Shopping Centres.

For this reason, more than one event out of 10 have always been of that nature.

With the new 2022-2024 Business Plan, the Company decided to intensify this commitment, with the knowledge that the Shopping Centres could utilise these events to raise awareness in the visitors on issues like energy efficiency, water saving, gender equality etc..

In 2023 approximately a quarter of the events organised were of this nature and social-environmental aspects were included in a variety of occasions (like awards for competitions, workshops, themed shows, animations connected to specific projects).

These initiatives are sometimes organised together with local associations or with other non-profit organisations, also at national level. They are often designed for and aimed at local schools.

// 4.2.2 MARKETING AND EVENTS - ROMANIA

In Romania, Winmarkt organised overall more than 100 marketing initiatives/ events/campaigns, with a total expenditure of approximately 80,000 euros, these included:

- > 40 co-marketing campaigns, in line with 2022 (18 voucher campaigns and 22 personalised co-branding campaigns);
- > a 200 m² video wall was installed on the façade of Ploiesti Omnia Shopping Centre showing advertisements and information for the visitors;
- > 10 fairs (1 more than 2022), based on traditional festivals, regarding charity or recreational issues;
- > an artistic exhibition on «peace».

// TABLE 2 - SUPPORT GIVEN TO LOCAL EVENTS (ROMANIA)

Support given to local events (Romania)	2023	2022	Difference 2023/2022
Contributions for sponsoring or supporting local events	5,600	2,000	180%

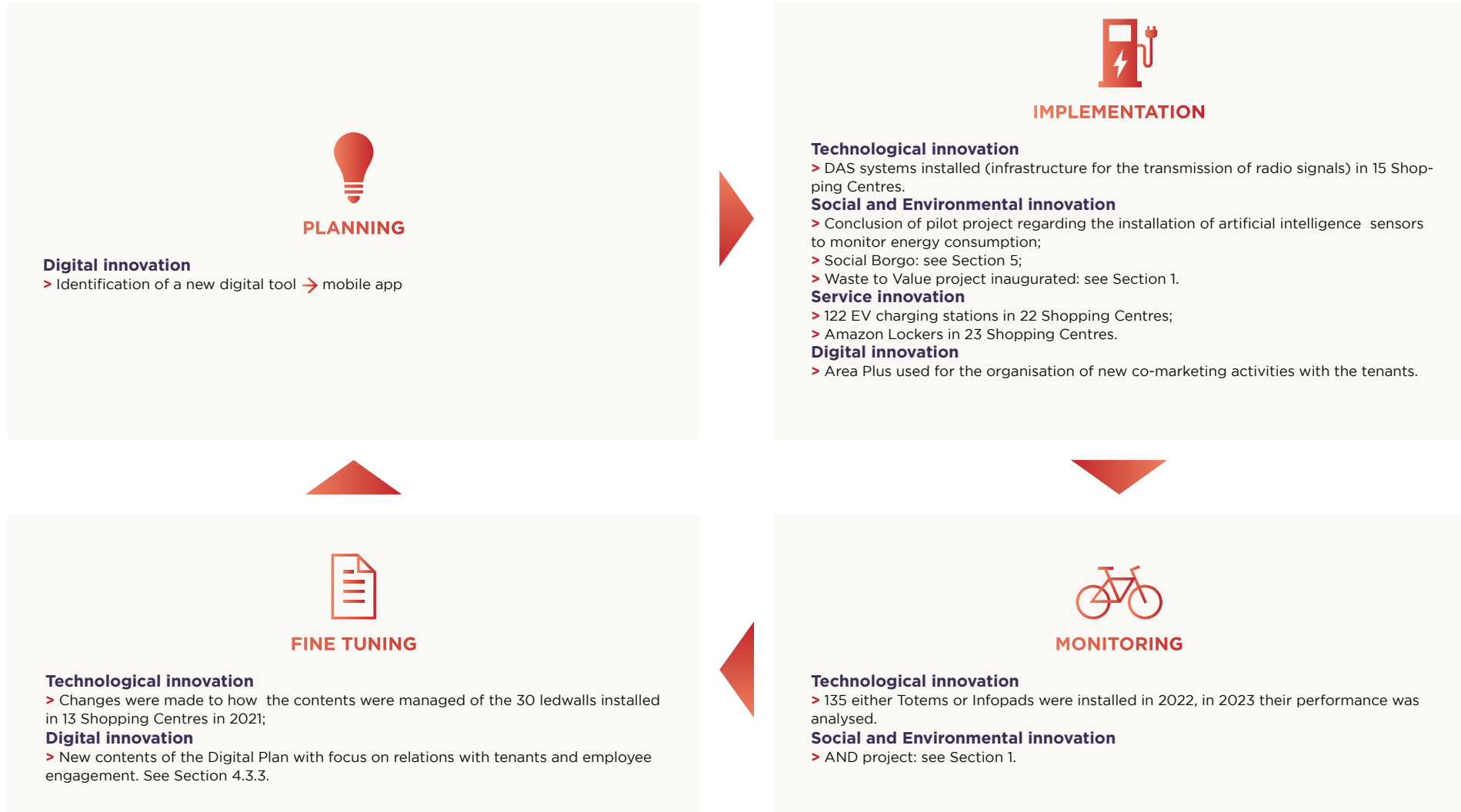


Video wall installed on the façade of Ploiesti Omnia Shopping Centre

○ INNOVATION

// 4.3.1 AREAS OF WORK

IGD uses a matrix approach to manage innovation: the one shown below provides a continuous progress report of the actions carried out, cross-referencing the 4 areas which the Company has decided to work on (technological, social and environmental, service and digital innovation) with the PLAN-DO-CHECK-ACT approach. It is constantly updated and enables the work in progress to be continuously monitored.



// 4.3.2 WEB - CORPORATE

IGD, by means of web channels at corporate level, is committed to communicating with its stakeholders in a prompt and transparent manner on matters regarding corporate policies as well as those regarding the main events that have occurred and any new relevant developments. The main channels used are: the website (www.gruppoigd.it), and LinkedIn as the primary corporate social network.



// CHART 4 - THE WEBSITE TRENDS (SOURCE: MATOMO)



Following the change in 2023 regarding the system used to analyse the website traffic, no data comparison with previous years is possible.



// TABLE 4 - LINKEDIN NUMBERS (SOURCE: LINKEDIN ANALYTICS)

LinkedIn	2023	2022	Difference 2023/2022
Page views	10,993	7,337	119.5%
Number of visits (single visitors)	4,085	3,798	77.4%

In 2023 IGD continued to fine-tune the web tools used to communicate institutional information. More specifically:

> **Website:** the section “Work with us” was enriched in order to ensure that IGD’s identity emerged and to make the employer proposition attractive to new talents.

> **LinkedIn:** internal cooperation was intensified to promote the sharing and continuous updating of activities both scheduled and carried out.

Remaining on the topic of LinkedIn, in 2023 both the page views and the single visitors increased. Particular attention was placed on the information that the Company published regarding the work carried out following the flooding in the month of May which affected the Shopping Centres located in the Romagna area.

In 2023 the posts strictly regarding sustainability represented 14% of the total posted.

// 4.3.3 WEB - SHOPPING CENTRES

In 2023 IGD fine-tuned its digitalisation strategy started in 2020. The aim was to broaden the potential of its Customer Relationship Management System which IGD adopted in 2021, increasing the visitors' knowledge so as to personalise their shopping experience and their visits to the Shopping Centres and to profile the constantly evolving customer journey thanks to the new digital tools. This project, called «Project Spotlight», was created with the help of two other projects, which were also fine-tuned in 2023 as compared to how they had previously been formalised in the 2022-2024 Business Plan.



PROJECT SPOTLIGHT

Main driving force behind the digital strategy, aimed at improving customer relations and increasing CRM data

- > **+52,168 new contacts** in the CRM (+28%) by means of touchpoints already in use;
- > a new **marketing automation tool** was launched;
- > an annual loyalty programme is being defined by means of a **mobile app** (which will be launched in the first few months in 2024 in 7 Shopping Centres).



PROJECT PARTNER

Tenants' relations and loyalty project

- > For the second year running a **co-marketing Project with Coop Alleanza 3.0 was organised** focused on communication, promotions and digital matters;
- > the co-marketing initiative with Coop also included **cooperation with a tenant** (18 thousand people involved as target audience in 6 Shopping Centres);
- > **co-marketing initiatives with tenants** increased with both physical and on-line events.



PROJECT PEOPLE

Engagement of IGD employees in training and co-creation projects, in the digital field

- > An **across-the-board team** was created to work on the development of the new App with the aim of sharing ideas and future implementation;
- > **smaller weekly meetings** were established regarding the evolution of the digital projects.



together

// WHAT WE DID IN 2023



MEETINGS

Over 1,100 meetings were organised, either face-to-face or online, with more than 700 retailers.



VISITORS INVOLVEMENT

Involvement of approximately 1,600 people in 5 Shopping Centres with regard to their level of satisfaction.



GREEN FINANCE

Green finance: the Green Financing Framework was defined in 2022, in May 2023 the second green loan was obtained (for 250 million euros), following the one for 215 million euros obtained in the month of August 2022, both associated with Eligible Green Projects, in the Green Building category.



INTERACTION WITH THE LOCAL TERRITORY

Interaction with the local territory was strengthened: engagement activities with the local community were organised in 96% of the Italian Shopping Centres and 37% out of the total events organised were of a local nature (highest figure in the last 10 years).

○ RELATIONS WITH THE COMMUNITY AND STAKEHOLDERS

// 5.1. STAKEHOLDERS (GRI 2-29)

For IGD, its continuous commitment to listen to its stakeholders and to interpret their needs results in a careful assessment of the issues that are important to them and that affect them more. The Company has identified the people, companies and other organisations that qualify as its stakeholders as those that add value to IGD, that are influenced by its activities or are otherwise interested in them. The results that emerge from stakeholder engagement are assessed and, where applicable, integrated into corporate strategies and business operations.



Bearing witness to the importance that IGD gives to structured relations with its interlocutors who, in various capacities, interact with the company, Stakeholder engagement is an integral part of IGD's strategy. In order to follow a functional approach with regard to the business targets, each individual Division is responsible for implementing and monitoring the initiatives regarding its own area.

// 5.2 ACTUAL ENGAGEMENT AND THE RESULTS OBTAINED FOR EACH STAKEHOLDER (GRI 2-29)

// Financial institutions

Stakeholders engaged

In 2023 IGD worked with 8 credit institutions which belong to the top 10 banking groups in Italy (source: Milano Finanza 2023, with reference to administered funds).

It also involved 104 investors (debt) in the organisation of scouting meetings in relation to refinancing needs.

Time period

Throughout 2023.

Methods used

> 37 conference calls or virtual meetings.

// CHART 1 - MEETINGS WITH BANKS



Objectives

- > Cover financial needs;
- > assess the best conditions to access credit.

Was engagement carried out for the Sustainability Report?

No.

Results

See following page.

// CHART 2 - NUMBER OF INVESTORS MET (DEBT)*



// Financial institutions: RESULTS OBTAINED

Engagement activities carried out in 2023 were particularly focused on the identification of the most appropriate solutions to satisfy the Company's refinancing needs and on the subsequent implementation phase. There were two main results obtained during the year: the issuance of the second green loan and the refinancing of the bond.

GREEN LOAN

On the basis of the results obtained from IGD's approach to sustainability undertaken for more than 10 years, the Company defined, at the beginning of 2022, its own Green Financing Framework, in which it included the characteristics of the Eligible Green Projects, with the aim of enabling green financing tools to be issued.

In August 2022, IGD signed with a pool of leading national and international lenders a green loan agreement for 215 million euros connected to assets of an equal value defined in accordance with the parameters of the Eligible Green Projects.

Furthermore, during the first half of 2023, the company also signed with leading national and international lenders a secured green loan agreement for 250 million euros.

This loan will be used to finance and/or refinance, in whole or in part, the so-called "Eligible Green Projects", as per the Company's "Green Financing Framework", developed in compliance with the Green Bond Principles (ICMA), and with the Green Loan Principles (LMA), as well as for general cashflow needs.

Green financing, taking into consideration the two transactions in 2022 and 2023, rose to 465 million euros altogether, equal to 41% of the Company's total indebtedness, confirming IGD's commitment to its transition towards a sustainable economy and to the achievement of the sustainability targets and ambitions identified in the 2022-2024 Business Plan.

REFINANCING OF BOND

In November the company also completed the refinancing of the 400 million euro bond maturing in November 2024 by means of a transaction consisting of an exchange and tender offer of the existing notes and of a consent solicitation, which was concluded successfully: the overall take-up of the exchange and tender offer was equal to 85.5% of the nominal amount of the notes issued, while the approval of the consent solicitation by the Bondholders Meeting enabled the maturity and economic provisions of the non-exchanged existing notes to be aligned to the new bond.

RELATIONS WITH THE COMMUNITY AND STAKEHOLDERS

// Investors and analysts

Stakeholders engaged

Italian and foreign investors, analysts and specialised press.

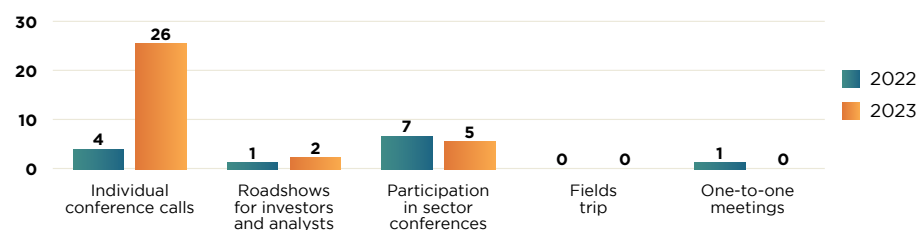
Time period

Throughout 2023.

Method used

> Conference calls, roadshows for investors and analysts, field trips and participation in specific financial conferences.

// CHART 3- SUMMARY OF INVESTOR RELATIONS ACTIVITIES



// TABLE 1 - CONFERENCE CALL PARTICIPANTS

	2023 (N)	2022 (N)	Difference 2023/2022
Number of participants	138	116	19.0%
of which Italian	86	73	17.8%
of which foreign	52	43	20.9%
of which investors	101	77	31.2%
of which analysts	15	18	-16.7%
other (credit institutions, consultants and IGD employees)	22	21	4.8%

In 2023 Investor Relations activities focused on the financial strategy, as well as on the operational metrics. Dialogue with investors was carried out both off-line (by means of participating in meetings held in the financial centres of Milan and London), and on-line (for example with conference calls, the number of which rose significantly compared to the previous years).

In 2023 the Company participated once again in the Italian Sustainability Week, where it met 3 investors, notably regarding ESG issues.

Both on this occasion and during the meetings organised with investors during the year, IGD continued its discussion with regard to its own sustainability approach, focusing, in particular, on sustainability planning up to 2024 and on the actions already taken. Particular attention was placed on environmental policies, on certifications obtained and on policies adopted, in addition to cooperation with tenants with regard to shared policies to reduce the environmental impact of the Shopping Centres and with regard to governance.

Participation in conference calls increased (+19% compared to 2022). Without considering the years of the pandemic, incomparable as remote communication was the only form possible, both in 2022 and in 2023, the participants exceeded the pre-pandemic data (105 in 2019).

Objectives

- > Share information in a transparent and direct manner, as well as provide answers that can help reach a better understanding of IGD's business;
- > Share IGD's vision with investors on issues regarding the company's core business, highlighting economic performance, as well as social and environmental performance.

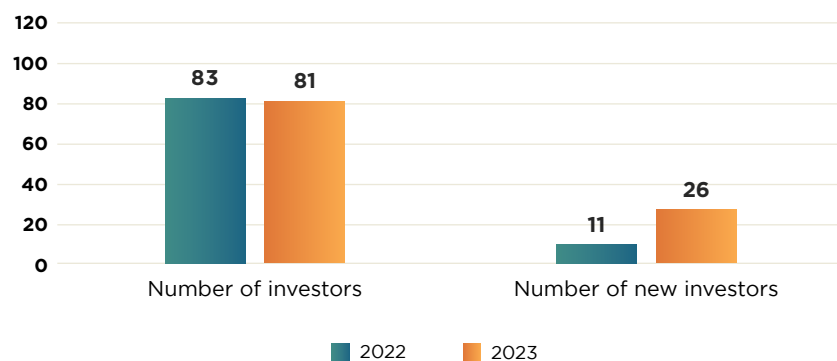
Was engagement carried out for the Sustainability Report?

No.

Results

In 2023 IGD met with 81 investors, of which 26 were new, approximately a third of the total (32%) and more than double compared to 2022. Altogether 93 new investors have been met over the last five years.

// CHART 4 - TOTAL AND NEW INSTITUTIONAL INVESTORS



// Visitors to the Centres

Stakeholders engaged and time period

> 1,587 were interviewed in 5 IGD Shopping Centres in 2023. More specifically, 1,504 were interviewed in 4 Shopping Centres in the first half of 2023; 83 were interviewed in a Shopping Centre in November 2023.

Methods used

> CAWI (Computer Assisted Web Interviewing) and CAPI (Computer Assisted Personal Interviewing).

Objectives of the visitor survey

The aim of engagement was to examine in-depth:

- > visitors' new habits (frequency of visits, way in which the Shopping Mall is used, inclination to travel further afield etc.);
- > preferences regarding food and non-food purchases;
- > strong and weak points of the individual Shopping Centres;
- > wishes for the future.

The results obtained were compared with the same type of analysis carried out in 2022. The outcome of this comparison showed that several trends which had emerged in the post-pandemic phase regarding frequenting Shopping Centres had become stable in 2023. Furthermore, it emerged that other areas, the magnitude of which had significantly increased during the pandemic (like for example on-line shopping or low participation in events in person) had returned to levels that preceded the 2020-2021 two-year period.

Was engagement carried out for the Sustainability Report?

No.

Results

The results that emerged enabled an in-depth analysis of the current trends to be carried out, making it possible to define strategies capable of responding to the needs that had arisen, with particular focus on the catchment areas.

// Tenants

Stakeholders engaged

700 tenants.

Time period

Throughout 2023.

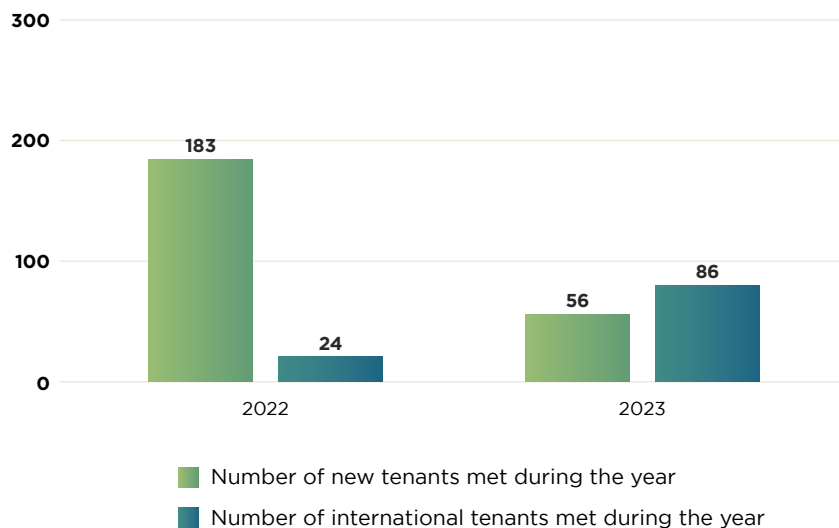
Methods used

1,136 one-to-one meetings.

Was engagement carried out for the Sustainability Report?

No.

// CHART 5 - MEETINGS WITH NEW TENANTS AND INTERNATIONAL TENANTS



Objectives

Over 1,100 meetings were organised in 2023 by IGD with 700 retailers in the Shopping Centres both face-to-face and online. The meetings enabled information on performance and developments to be shared and they also helped to promote the introduction of new brands capable of adapting the tenant/merchandising mix in the Shopping Centres.

Furthermore, during the year, IGD participated both in the Italian edition and the international edition of MAPIC, the most important trade fair in the sector. Collectively, in the two editions, 166 tenants were met: 105 during the Italian edition in Milan in May and 61 in the international one in Cannes in November.

Following the peak of meetings during the pandemic years, linked in particular to the circumstances of that period, in 2023 the interactions returned to relative «normality» both in terms of numbers and in terms of issues dealt with. The significant data regarding meetings with international tenants can be linked to the marketing of Porta a Mare.

Results

- > High financial occupancy maintained (Italy): 95.4% as at 31 December 2023.
- > 22 new brands introduced during the year (see Section 4.2).

// 5.3 LOCAL COMMUNITIES

Each Shopping Centre establishes and maintains continuous relations with its local community, which can be measured on 3 aspects:

SOCIAL - MEETING PLACE



EMPLOYMENT



COMMERCIAL



// 5.4 SOCIAL/MEETING PLACE ASPECT

// TABLE 2 - SHOPPING CENTRES IN WHICH ENGAGEMENT PROCESSES WERE INITIATED AT LOCAL LEVEL (ITALY AND ROMANIA)

(GRI 413-1 and EPRA COMTY-ENG)

	2023	2022
Percentage of IGD Shopping Centres in which engagement processes were initiated at local level	96%	90%
Percentage of Winmarkt Shopping Centres in which engagement processes were initiated at local level	36%	39%
Percentage of IGD Group Shopping Centres in which engagement processes were initiated at local level	76%	74%

The data reports the number of Shopping Centres in which cooperation actually took place with at least one entity active at local level.

Establishing long-term relations with the players in the local territory is a priority for the IGD Shopping Centres. To achieve this, by following a defined procedure, each asset identifies the most appropriate guidelines in order to manage relations, taking into consideration the particularities of their local community.

Once defined, the guidelines are discussed and approved by the governing bodies of each Consortium (the legal entity that presides over the management of each individual Shopping Centre) both with regard to the budget in the planning stage and, upon completion, to the actual investments carried out and results obtained.

Each Centre then carries out the activities identified and approved, with the involvement of local associations (see Table 4), local authorities and local citizens. During this process, the Shopping Centres continuously consult with their local stakeholders: the aim is to understand their specific needs and to define what response the structure can offer, so as to transform them, where feasible, into events (see Table 3), fundraising activities, initiatives etc., of a more temporary or less temporary nature. The initiatives carried out are then reported annually both at local and corporate level.

In 2023 nearly all the Italian Shopping Centres (96%, +6 p.p. compared to 2022) initiated engagement processes. In Romania this process was followed in 5 Shopping Centres.

// 5.5 SOCIAL/MEETING PLACE ASPECT

// TABLE 3 - PERCENTAGE OF LOCAL EVENTS

Events held in the centres	2023	2022	Difference 2023/2022
Cultural, recreational-sports events held with local associations	205	153	34.0%
% of local events out of the total	37%	28%	30.5%

Data not reported in 2020 due to the difficulty in organising events in the Shopping Centres.

// TABLE 4 - ASSOCIATIONS AND OTHER NON-PROFIT ORGANISATIONS RECEIVED (ITALY)

Associations and other non-profit organisation received	2023	2022	Difference 2023/2022
Local associations involved	204	149	36.9%
Other non-profit organisations	105	98	7.1%
Total	309	247	25.1%

// TABLE 5 - SPONSORSHIPS AND DONATIONS MADE BY THE SHOPPING CENTRES AND BY THE HEADQUARTERS (ITALY)

Sponsorships and donations made by the shopping centres and by the headquarters (Italy)	2023	2022	Difference 2023/2022
Sponsorships and donations made by the Consortiums to local bodies and associations for events	174,178	153,742	13.3%
Donations made by the headquarters	12,000	10,000	20.0%
Total	186,178	163,742	13.7%

Bearing witness to the importance of relations with the local territory, in 2023 the events of a local nature represented, for the first time, 37% out of the total activities within the Marketing programmes organised in the Shopping Centres.

Similarly, the number of local associations and other non-profit organisations received in the Malls also increased (+37% compared to 2023).

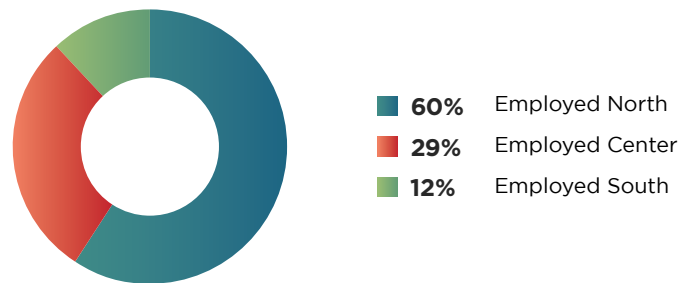
The main initiatives were fundraising activities connected to sales events, promotion of local artists, as well as cooperation on cultural projects. Contacts with the local social fabric regarding the Social Borgo Project, defined in 2019 at Centro Borgo in Bologna and interrupted due to the pandemic, were resumed throughout 2023, the aim being for actual implementation to take place in 2024.

At corporate level, IGD continued to cooperate in 2023 with PMG Italia on the partnership agreement «Oltre le Barriere» (Beyond the barriers) with the Municipality of Bologna, regarding the loan for use of vehicles for the transportation of fragile people.

Overall, in 2023 in Italy, the Shopping Centres contributed over 170 thousand euros to the creation of projects and to the support of social activities at local level, reporting a constant increase over the last three years.

// 5.6 EMPLOYMENT ASPECT

// CHART 6 - GEOGRAPHICAL BREAKDOWN OF THOSE EMPLOYED IN THE IGD SHOPPING CENTRES (ITALY)



// TABLE 6 - LOCAL SUPPLIERS (ITALY)

	2023	2022	Difference 2023/2022
Number of local suppliers	893	862	3.6%
% out of total suppliers	43%	44%	-3.3%

As at 2023, it is estimated that the IGD Italian Shopping Centres give employment to at least 16,600 people, of which approximately 60% in the northern regions.

On average, in the cities in which each Centre is located, IGD gives employment to 630 people.

Those employed for each city in which an IGD Shopping Centre is present - Italy

630

In addition to the direct work offered by jobs in the stores, the Shopping Centres generate an employment impact on their respective local areas in terms of induced economic activity at local level.

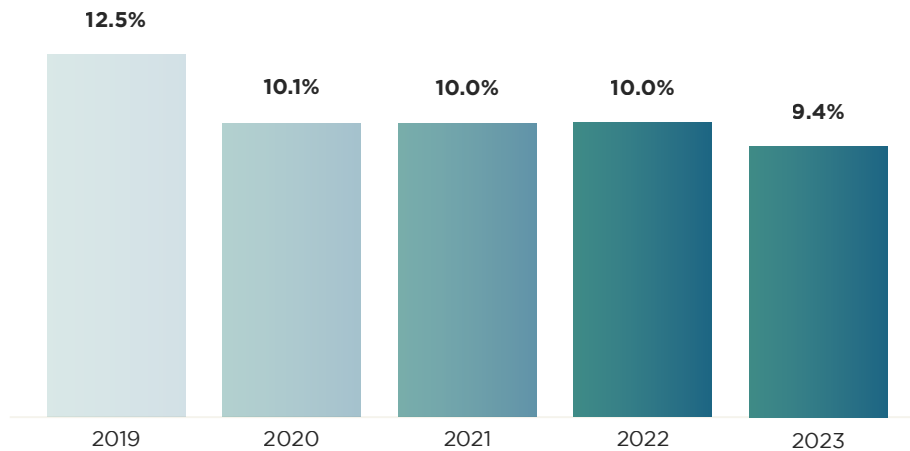
In 2023 the weight of the local suppliers out of the total was equal to 43%, substantially in line with 2022.

In total, the Consortiums established within the IGD Shopping Centres invest approximately 16 million euros* in terms of expenditure associated to the supply of services where local suppliers or local personnel are used.

** The data includes security, cleaning, safety and, in part, marketing, communication and events.*

// 5.7 COMMERCIAL ASPECT

// CHART 7 - LOCAL TENANTS' WEIGHT ON IGD'S TOTAL REVENUES (% ITALY)



A significant contribution to the local economy given by the Shopping Centres derives also from their role as a sales platform for local retailers.

Over the last few years their contribution has been equal to approximately 10% of the overall revenues of the IGD structures. The slight decrease in 2023 (9.4%) was due to the opening of the new retail part in Porta a Mare in Livorno, the tenant mix of which is more of a national or international nature. The percentage of local stores out of the total was equal 38% in 2023.

In particular, these include local entrepreneurs, primarily from the food and beverage, services and clothing sectors, with particular reference to the stores that are small in size.



Appendix

// GRI STANDARDS TABLE

Since 2010, IGD’s Sustainability Report has been drawn up following the GRI guidelines. The 2023 Sustainability Report has been drawn up «in accordance» with the guidelines compiled by the Global Reporting Initiative GRI Standards. The correspondence between material aspects and GRI Standards can be seen below.

The GRI Standards indicators reported in this Report, along with their reference in the sections, are listed in the table below.

Statement of use	IGD Group has reported in accordance with the GRI standards for the period from 1/1/2023 to 31/12/2023.
GRI 1 used	GRI 1: Foundation 2021.
Applicable GRI Sector Standard(s)	No applicable Sector Standards.

GRI Standard	Disclosure	Location pag.	Omission		
			Requirement(s) omitted	Reason	Explanation
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	17			
	2-2 Entities included in the organization's sustainability reporting	8; 9			
	2-3 Reporting period, frequency and contact point	8; 9			
	2-4 Restatements of information	10			
	2-5 External assurance	10; 145			
	2-6 Activities, value chain ad other business relationships	17; 20			
	2-7 Employees	18; 74-76			
	2-8 Workers who are not employees	76			
	2-9 Governance structure and composition	95 https://www.gruppoigd.it/governance/consiglio-di-amministrazione/composizione/			
	2-10 Nomination and selection of the highest governance body	95			
	2-11 Chair of the highest governance body	95			
	2-12 Role of the highest governance body in overseeing the management of impacts	97-98			

// GRI STANDARDS TABLE

GRI Standard	Disclosure	Location pag.	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-13 Delegation of responsibility for managing impacts	97			
	2-14 Role of the highest governance body in sustainability reporting	45; 97 https://www.gruppoigd.it/sostenibilita/la-nostra-strategia-di-sostenibilita/la-governance-di-sostenibilita/			
	2-15 Conflicts of interest	101			
	2-16 Communication of critical concerns	96; 100			
	2-17 Collective knowledge of the highest governance body	97			
	2-18 Evaluation of the performance of the highest governance body	97			
	2-19 Remuneration policies	99 https://www.gruppoigd.it/governance/remunerazione/			
	2-20 Process to determine remuneration	99 https://www.gruppoigd.it/governance/remunerazione/			
	2-21 Annual total compensation ratio	87			
	2-22 Statement on sustainable development strategy	4; 22			
	2-23 Policy commitments	20; 100; 102-103			
	2-24 Embedding policy commitments	102 https://www.gruppoigd.it/governance/etica-dimpresa/			
	2-25 Processes to remediate negative impacts	50-134			
	2-26 Mechanisms for seeking advice and raising concerns	100			
	2-27 Compliance with laws and regulations	18			
	2-28 Membership associations	20			
	2-29 Approach to stakeholder engagement	123-129			
2-30 Collective bargaining agreements	79				

// GRI STANDARDS TABLE

GRI Standard	Disclosure	Location pag.	Omission		
			Requirement(s) omitted	Reason	Explanation
Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	24			
	3-2 List of material topics	24			
Road to zero emissions					
GRI 3: Material Topics 2021	3-3 Management of material topics	25-28; 36			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	58; 59			
	302-3 Energy intensity	59			
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		304-1 a	The KPI refers to processes that have not been activated	Data is currently not available at the Group level; in 2024, the Company will consider actions to be taken with regard to the reporting of information required by the indicator
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	60			
	305-2 Energy indirect (Scope 2) GHG emissions	60			
	305-3 Other indirect (Scope 3) GHG emissions	62-63			
	305-4 GHG emissions intensity	61			
Zero Waste					
GRI 3: Material Topics 2021	3-3 Management of material topics	25-28; 36			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	67-68			
	306-2 Management of significant waste-related impacts	67-68			
	306-3 Waste generated	67-68			
Good Employment					
GRI 3: Material Topics 2021	3-3 Management of material topics	25-28; 36			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	76-78			
	403-1 Occupational health and safety management system	88			
	403-2 Hazard identification, risk assessment, and incident investigation	88			
	403-3 Occupational health services	88			
	403-4 Worker participation, consultation and communication on occupational health and safety	88			
	403-5 Worker training on occupational health and safety	88			
	403-6 Promotion of worker health	88			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	88			
	403-8 Workers covered by an occupational health and safety management system	88			
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	89			
	404-1 Average hours of training per year per employee	80-81			
GRI 404: Training and Education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	84			
	405-1 Diversity of governance bodies and employees	74; 85; 95			
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	87			

// GRI STANDARDS TABLE

GRI Standard	Disclosure	Location pag.	Omission		
			Requirement(s) omitted	Reason	Explanation
Wellbeing, health and safety					
GRI 3: Material Topics 2021	3-3 Management of material topics	25-28; 36			
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	92			
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	92			
Governance, ethics and anti-corruption					
GRI 3: Material Topics 2021	3-3 Management of material topics	25-28; 36			
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	104			
	205-3 Confirmed incidents of corruption and actions taken	104			
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	104			
GRI 207: Tax 2019	207-1 Approach to tax	107-108			
	207-2 Tax governance, control, and risk management	107-108			
	207-3 Stakeholder engagement and management of concerns related to tax	107			
	207-4 Country-by-country reporting	107-108			
Relation with the community and stakeholders					
GRI 3: Material Topics 2021	3-3 Management of material topics	25-28; 36			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	131-132			

// EPRA TABLE

The environmental, social and governance indicators referred to in IGD's 2023 Sustainability Report are in compliance with the third edition of EPRA ("Best Practices Recommendations on Sustainability Reporting"), published in September 2017.

The indicators, the correspondence with the GRI Standards indicators and their reference in the sections, are reported in the following table. The methodological preface for environmental data is also applicable for the interpretation of this table.

Aspect	Indicator	EPRA	Unit of measurement	2023	2022	Difference from 2022	Coverage	Estimate level	Reference in section	Data subjected to assurance	Notes
Environmental	Total electricity consumption	Elec-Abs	kWh annual	37.224.994	39.788.658	-6%	26/26	0%	Sec. Green, § 1.1.2, tab 1		
	Like for like electricity consumption	Elec-LfL	kWh annual	36.979.590	39.788.658	-7%	25/25	0%	Sec. Green, § 1.1.2, tab 1		
	Total district heating and cooling consumption	DH&C-Abs	kWh annual	7.942.934	8.937.545	-11,1%	5/5	0,0%	Sec. Green, § 1.1.2, tab 2		
	Like for like district heating and cooling consumption	DH&C-LfL	kWh annual	7.942.934	8.937.545	-11,1%	5/5	0,0%	Sec. Green, § 1.1.2, tab 2		
	Total fuel consumption	Fuels-Abs	kWh annual	11.639.201	13.369.460	-12,9%	16/16	0,0%	Sec. Green, § 1.1.2, tab 3		
	Like for like fuel consumption	Fuels-LfL	kWh annual	11.639.201	13.369.460	-12,9%	15/15	0,0%	Sec. Green, § 1.1.2, tab 3		
	Building energy intensity	Energy-Int	kWh/ (m ² common areas+GLA)	113,4	127,7	-11,2%	13/13	1%	Sec. Green, § 1.1.2, tab 5		Energy intensity of all 26 Centres within the absolute boundary. Estimated electricity consumption of 16 Centres' car parks and the actual electricity consumption of 10 Centres' car parks were subtracted from the total. The standardised consumption data of Officine Storiche_ Porta a Mare, Livorno, opened in September 2023, and the GLA of the building were used for 2023. 2022 data restated.
	Direct GHG emissions (total) - Scope 1	GHG-Dir-Abs	tonnes CO ₂ e	2.324	2.614	-11,1%	16/16	0%	Sec. Green, § 1.1.3, tab.6		
	Indirect GHG emissions (total) - Scope 2	GHG-Indir-Abs	tonnes CO ₂ e	10.455	11.254	-7,1%	26/26	0%	Sec. Green, § 1.1.3, tab.6		
	Direct GHG emissions - (like for like) - Scope 1	GHG-Dir-LfL	tonnes CO ₂ e	2.324	2.614	-11,1%	15/15	0%	Sec. Green, § 1.1.3, tab.6		
	Indirect GHG emissions (like for like) - Scope 2	GHG-Indir-LfL	tonnes CO ₂ e	10.392	11.254	-7,7%	25/25	0%	Sec. Green, § 1.1.3, tab.6		
	Indirect GHG emissions (total) - Scope 3	GHG-Indir-Abs	tonnes CO ₂ e	49.828	49.666	0,3%	-	0%	Sec. Green, § 1.1.3, tab.8		

// EPRA TABLE











Aspect	Indicator	EPRA	Unit of measurement	2023	2022	Difference from 2022	Coverage	Estimate level	Reference in section	Data subjected to assurance	Notes
Environmental	Building GHG emissions intensity	GHG-Int	Kg CO ₂ e/ (m ² common areas+GLA)	27	30	-10.4%	26/26	1%	Sec. Green, § 1.1.3, tab.7		The standardised consumption data of Officine Storiche_Porta a Mare, Livorno, opened in September 2023, and the GLA of the building were used for 2023
	Total water consumption	Water-Abs	m ³	505,074	517,827	-2.5%	26/26	0%	Sec. Green, § 1.1.4, tab.9		2022 data restated
	Like for like water consumption	Water-LfL	m ³	489,792	517,827	-5.4%	25/25	0%	Sec. Green, § 1.1.4, tab.9		2022 data restated
	Building water consumption intensity	Water-Int	m ³ /(m ² common areas+ GLA)	1.07	1.10	-2.5%	26/26	0%	Sec. Green, § 1.1.4, tab.11		
	Weight of waste by disposal route (total)	Waste-Abs	tonnes	2,485	2,431	2.2%	17/26	0%	Sec. Green, § 1.2, tab.14		
			of which sent to recycling	2,209	2,016	9.6%		0%	Sec. Green, § 1.2, tab.14		
			of which sent to incinerator	-	-			0%	Sec. Green, § 1.2, tab.14		
			of which sent to landfill	276	414	-33.4%		0%	Sec. Green, § 1.2, tab.14		
	Weight of waste by disposal route (like for like)	Waste-LfL	tonnes	2,485	2,431	2.2%	13/25	0%	Sec. Green, § 1.2, tab.16		
			of which sent to recycling	2,209	2,016	9.6%		0%	Sec. Green, § 1.2, tab.16		
			of which sent to incinerator					0%	Sec. Green, § 1.2, tab.16		
			of which sent to landfill	276	414	-33.4%		0%	Sec. Green, § 1.2, tab.16		
Type and number of certified assets	Cert-tot	% of total m ² of the portfolio	92%	92%	0.0%	24/26	0%	Sec. Green, § 1.1.1			

// TABELLA EPRA

Aspect	EPRA code	Indicator	2023	2022	Reference in section
Social	Diversity-Emp	% male employees	45%	46%	Sec. Responsible § 2.6, Tab. 11
		% female employees	55%	54%	
	Diversity-Pay	Pay ratio - Directors	0.66	0.65	Sec. Responsible § 2.7, Tab. 13
		Pay ratio - Managerial staff	0.92	0.96	
		Pay ratio - Department heads	1.01	1.01	
		Pay ratio - Office workers	1.01	1.02	
	Emp-Training	Average hours per employee	22.5	24.4	Sec. Responsible § 2.2, Tab. 6
	Emp-Dev	% out of total employees	38%	54%	Sec. Responsible § 2.5, Tab. 8
	Emp-Turnover	Number of recruitments	19	10	Sec. Responsible § 2.1, Tab. 3
		Number of resignations	10	16	
		Recruitment rate	14.0%	8.0%	
		Resignation rate	7.0%	12.0%	
	H&S-Emp	Injury rate	0	2	Sec. Responsible § 2.8, Tab. 16
		Lost days rate	0	0.02	Sec. Responsible § 2.8, wording p. 89
Absenteeism rate		0.0%	4.3%	Sec. Responsible § 2.8, wording p. 89	
Injuries		0	2	Sec. Responsible § 2.8, Tab. 16	
H&S-Asset	% of assets	100%	100%	Sec. Responsible § 2.9, Tab. 18	
H&S-Comp	Number of incidents	0	0		
Governance	Gov-Board	Number of board members	11	11	Sec. Ethical, § 3.1
	Gov-Board	Number of executive directors	1	1	Sec. Ethical, § 3.1
	Gov-Board	Number of independent directors	7	7	Sec. Ethical, § 3.1
	Gov-Select	Narrative on process			Please refer to the 2023 Financial Statements, Report on Corporate Governance and Ownership Structure, paragraph 3.4.1. Board of Directors - Appointment and Replacement.
	Gov-Col	Narrative on process			Sec. Ethical, § 3.2

// SDGs TABLE

The SDGs included in the 2023 Report, their correspondence with IGD’s material issues and their reference within this document, are reported in the table below.

SDGs included in Report	IGD’s material issue	Reference in sections (paragraph)
 3. Good health and wellbeing	Wellbeing, health and safety	Section Responsible, § 2
 4. Quality education	Good employment	Section Responsible, § 1
 5. Gender equality	Good employment	Section Responsible, § 1
 7. Affordable and clean energy	Road to zero emissions	Section Green, § 1
 8. Decent work and economic growth	Good employment	Section Responsible, § 1
	Governance, ethics and corruption	Section Ethical, § 1
 9. Industry, innovation and infrastructure	Innovation	Section Attractive, § 5.3
 11. Sustainable cities and communities	Road to zero emissions	Section Green, § 1 e 3
 12. Responsible consumption and production	Road to zero emissions	Section Green, § 1
 13. Climate action	Road to zero emissions	Section Green, § 1
 16. Peace, justice and strong institutions	Governance, ethics and corruption	Section Ethical, § 1



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INDEPENDENT AUDITOR'S REPORT ON THE SUSTAINABILITY REPORT

To the Board of Directors of
Immobiliare Grande Distribuzione SIQ S.p.A.

We have carried out a limited assurance engagement on the Sustainability Report of IGD Group (hereinafter also "Group") as of December 31, 2023.

Responsibility of the Directors for the Sustainability Report

The Directors of Immobiliare Grande Distribuzione SIQ S.p.A. are responsible for the preparation of the Sustainability Report in accordance with the "Global Reporting Initiative Sustainability Reporting Standards" established by GRI - Global Reporting Initiative (hereinafter "GRI Standards"), as stated in the paragraph "Methodological preface" of the Sustainability Report.

The Directors are also responsible, for such internal control as they determine is necessary to enable the preparation of the Sustainability Report that is free from material misstatement, whether due to fraud or error.

The Directors are also responsible for the definition of the IGD Group objectives in relation to the sustainability performance, for the identification of the stakeholders and the significant aspects to report.

Auditor's Independence and quality management

We have complied with the independence and other ethical requirements of the *International Code of Ethics for Professional Accountants (including International Independence Standards)* (IESBA Code) issued by the *International Ethics Standards Board for Accountants*, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies *International Standard on Quality Management 1*, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Auditor's responsibility

Our responsibility is to express our conclusion based on the procedures performed about the compliance of the Sustainability Report with the GRI Standards

Ancona Bari Bergamo Bologna Brescia Cagliari Firenze Genova Milano Napoli Padova Parma Roma Torino Treviso Udine Verona

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We conducted our work in accordance with the criteria established in the "International Standard on Assurance Engagements ISAE 3000 (Revised) - Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (hereinafter "ISAE 3000 Revised"), issued by the International Auditing and Assurance Standards Board (IAASB) for limited assurance engagements.

The standard requires that we plan and perform the engagement to obtain limited assurance whether the Sustainability Report is free from material misstatement.

Therefore, the procedures performed in a limited assurance engagement are less than those performed in a reasonable assurance engagement in accordance with ISAE 3000 Revised ("reasonable assurance engagement"), and, therefore, do not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

The procedures performed on the Sustainability Report are based on our professional judgement and included inquiries, primarily with Company personnel responsible for the preparation of information included in the Sustainability Report, analysis of documents, recalculations and other procedures aimed to obtain evidence as appropriate.

Specifically we carried out the following procedures:

- 1) analysis of the process relating to the definition of material aspects disclosed in the Sustainability Report, with reference to the methods of analysis and understanding of the context, identification, evaluation and prioritization of actual and potential impacts and to the internal validation of the process results;
- 2) comparison between the economic and financial data and information included in the paragraph "Introduction: about IGD and brief outline on economic performance" of the Sustainability Report with those included in the Group's consolidated financial statements;
- 3) understanding of the processes underlying the origination, recording and management of qualitative and quantitative material information included in the Sustainability Report.

In particular, we carried out interviews and discussions with the management of Immobiliare Grande Distribuzione SIIQ S.p.A. and with the employees of Win Magazin S.A. and we carried out limited documentary verifications, in order to gather information about the processes and procedures, which support the collection, aggregation, elaboration and transmittal of non-financial data and information to the department responsible for the preparation of the Sustainability Report.

In addition, for material information, taking into consideration the Group's activities and characteristics:

- at the parent company's and subsidiaries' level:
 - a) with regards to qualitative information included in the Sustainability Report, we carried out interviews and gathered supporting documentation in order to verify its consistency with the available evidence;
 - b) with regards to quantitative information, we carried out both analytical procedures and limited verifications in order to ensure, on a sample basis, the correct aggregation of data;

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- for the following companies and sites, Le Maioliche Shopping Centre (RA), ESP Shopping Centre (RA), Tiburtino Shopping Centre (RM), Puntadiferro Shopping Centre (FC), Conè Shopping Centre and Retail Park (TV) and Sarca Shopping Centre (MI) for Immobiliare Grande Distribuzione SIIQ S.p.A., and Winmarkt Grand Omnia Center (Romania) for Win Magazin S.A., which we selected based on their activities, their contribution to the performance indicators at the consolidated level and their location, we carried out site visits or remote meetings, during which we have met the management and have gathered supporting documentation on a sample basis with reference to the correct application of procedures and calculation methods used for the indicators.

Conclusion

Based on the work performed, nothing has come to our attention that causes us to believe that the Sustainability Report of IGD Group as of December 31, 2023 is not prepared, in all material respects, in accordance with the GRI Standards as stated in the paragraph "Methodological preface" of the Sustainability Report.

DELOITTE & TOUCHE S.p.A.

Signed by
Silvia Dallai
Partner

Bologna, Italy
April 12, 2024

This report has been translated into the English language solely for the convenience of international readers.

// HEADQUARTERS

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> For information and comments on this Report and on IGD Group's sustainability please contact the following email: sustainability@gruppoigd.it.

> Further information on IGD's sustainability can be found on the Group's website on the page: <http://www.gruppoigd.it/en/sustainability/>.

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