



GROUPE ADP

QUALITY & CSR APPROACH

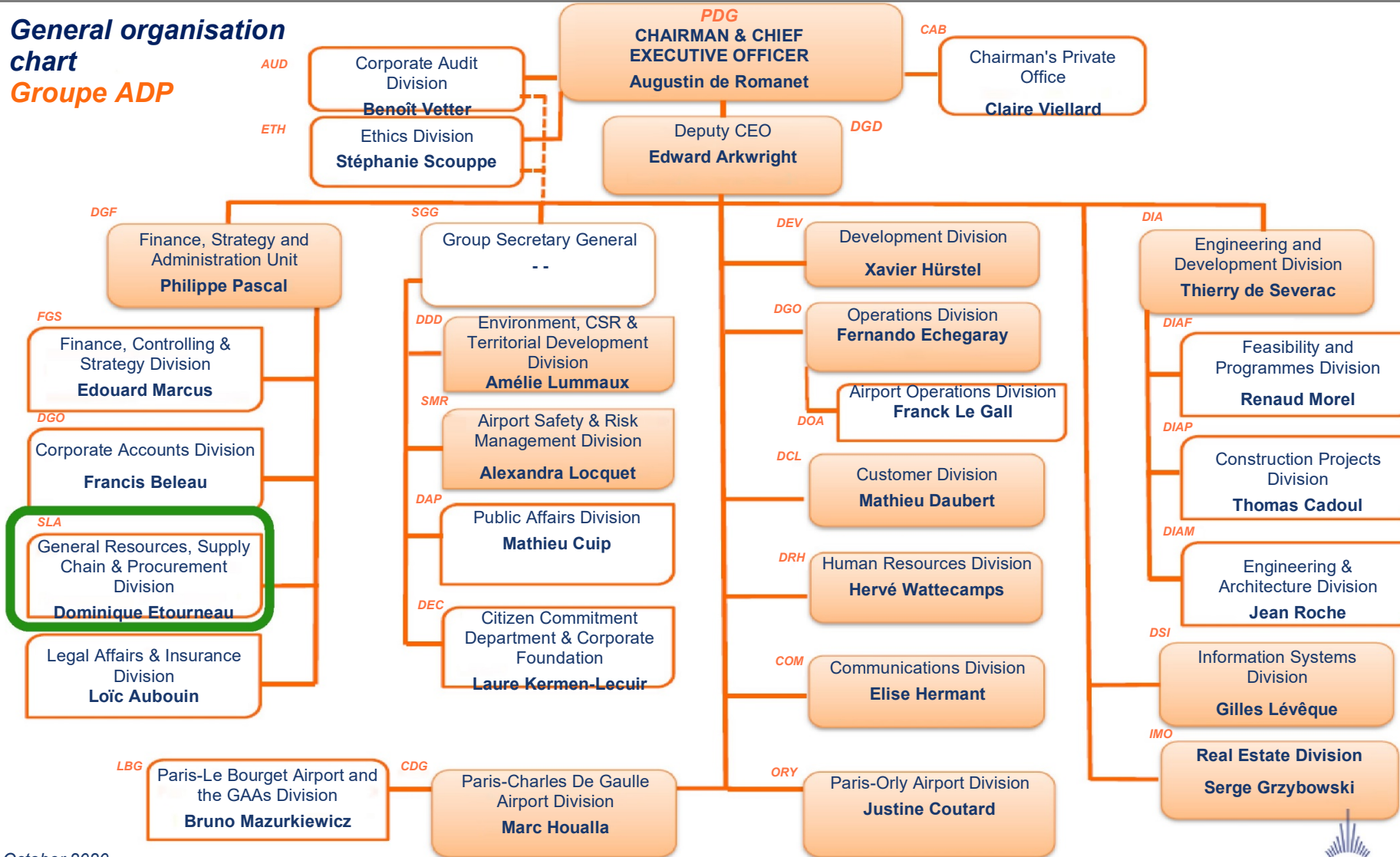
**GENERAL RESOURCES,
SUPPLY CHAIN &
PROCUREMENT DIVISION
(SLA)**

VERSION 2 - 02/04/2021

ADP S.A. ORGANISATION CHART & POSITIONING OF THE SLA DIVISION

General organisation chart

Groupe ADP



October 2020



QUALITY & CSR COMMITMENT General Resources, Supply Chain & Procurement Division

The General Resources, Supply Chain & Procurement Division (SLA) provides services to internal customers whether they are based in functional divisions or in ISO 9001 certified airport divisions.

The SLA Division aims to ensure continuity and unity in the quality of its services, and to meet the expectations and requirements of its internal and external stakeholders.

The SLA Division's commitment to quality is based on:

- The quality of the services provided,
- Ongoing dialogue with internal customers,
- Constantly striving to improve customer and partner satisfaction,
- Human resources management committed to the development of employees and their skills,
- A process of progress and continuous improvement of our practices,
- Taking into account and dealing with problems and malfunctions,
- The inclusion of all employees.

The Procurement Division has been ISO 9001 certified since 2016. The quality management system (QMS) has been extended to the SLA Division since its creation in 2018 in order to continue to apply its quality policy and ensure its process of continuous improvement.

The QMS is used across the entire scope of ADP SA's SLA Division. It ensures organisational and managerial consistency in quality management and supports its policy.

The SLA Quality Management System includes:

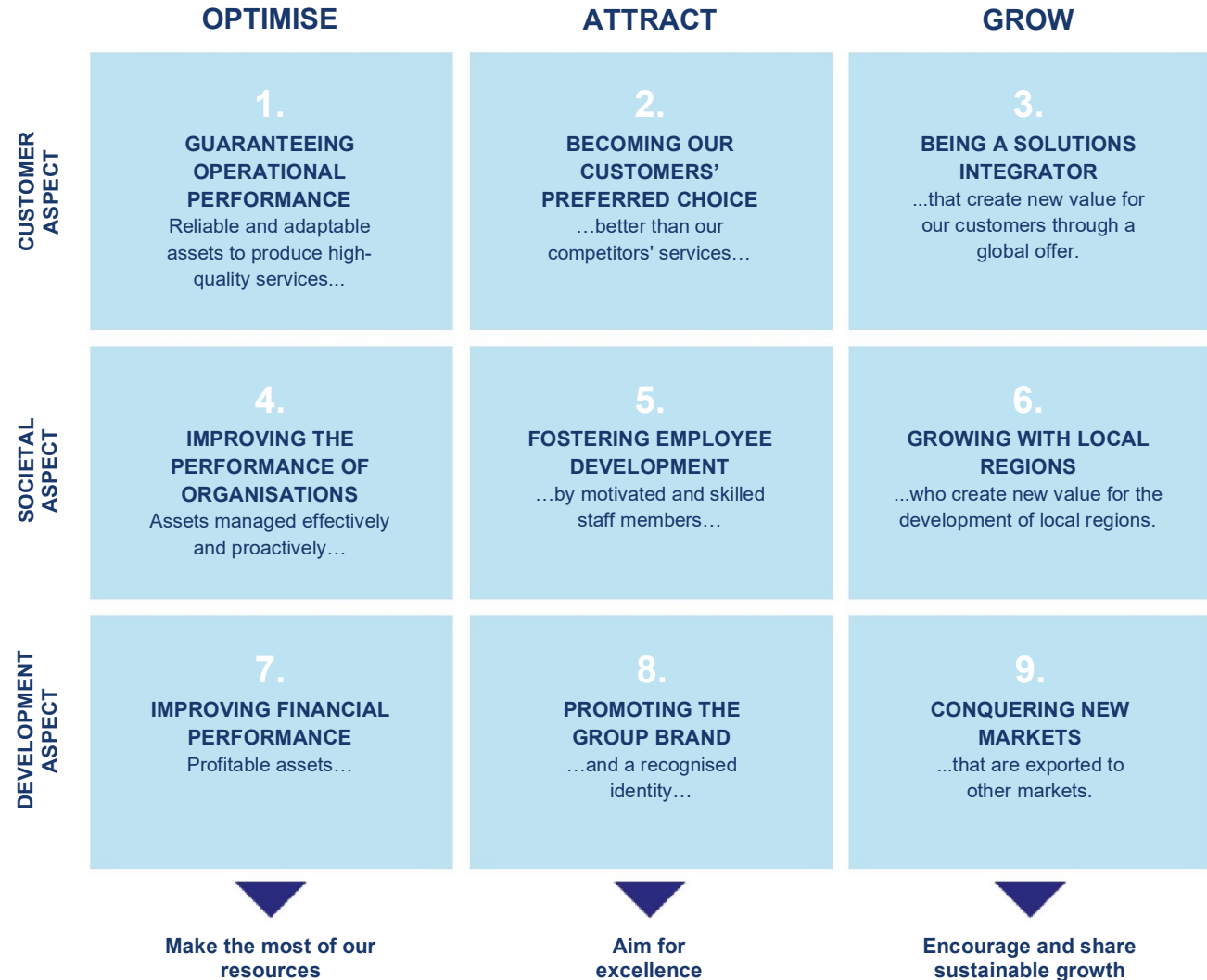
- A detailed description of the processes and procedures to be implemented,
- An annual support and verification programme: internal audits, quality management indicators,
- The assessment and analysis of quality performance indicators,
- Communication of results as part of Management reviews with the Executive Committee and regular meetings with all employees, internal customers and suppliers.

ADP & SLA's PURPOSE & CSR APPROACH

Our Connect 2020 strategic plan sets out our 3 priorities in 9 commitments:

◆ CONNECT 2020 & GROUPE ADP'S PURPOSE

“To welcome passengers while operating and designing airports in a responsible way all around the world”



QUALITY & CSR: 2020-21 HIGHLIGHTS (RESULTS & COMMITMENTS)

◆ DJSI (Dow Jones Sustainability Index)

- Change: 66 => 69 points

◆ Extra-financial rating (Ethifinance)

- Procurement / Customer rating increase: 87 => 91 points
- CSR level “Excellent” (overall score 89/100)



◆ RFAR label (Sustainable Procurement - ISO 20400)

- **EVIDENCE** level (50/4000 labels)
- Supplier risk mapping



◆ Commitments made by the Executive Committee:

- New “**Act4Nature international**” commitments (October 2020)
 - Biodiversity footprint
 - “Zero Phyto” roll-out
 - Feasibility study of “Zero net artificialisation”
- New “**EEN**” commitments (Companies Committed to Nature: submission Dec 2020)
- Extension of ADP’s sustainable development policy to One Group (2021)
- Implementation of an environmental and societal roadmap 2021 => 2025 (development 2021, deployment 2022)

◆ “Airports for Trust” Charter (December 2020)

PRESS RELEASE

19 January 2021

23 airports in the Groupe ADP network launch the “**Airports for Trust**” Charter and commit to building a sustainable and responsible future.

SIGNATURE END 2020 BY 23 AIRPORTS IN OUR NETWORK OF THE “AIRPORTS FOR TRUST” CHARTER FOR THE CONSTRUCTION OF A SUSTAINABLE AND RESPONSIBLE FUTURE

- ✓ Charter signed in December 2020 by the representative of each “asset” and Augustin de Romanet
- ✓ Concrete ambitions for the “environmental” and “societal” areas of focus
- ✓ A lever based on the strength of the international network of airports is prioritised



"AIRPORTS FOR TRUST"

A collective commitment to build a sustainable and responsible future

Groupe ADP has recently adopted a new corporate purpose: “To welcome passengers while operating and designing airports in a responsible way all around the world”. Our responsibility extends not only to our employees, customers and suppliers, but to all of our other stakeholders, including local communities and future generations.

After having been impacted, in 2020, by the worst crisis in the history of air transport, the signatories of Groupe ADP’s network of airport operators consider that this crisis is a unique opportunity to work together to build a more sustainable and responsible future.

Protecting the planet

We, the signatories, share an international ambition: to be the industry leader in environmental protection. This means being exemplary in our scope of responsibility, whilst taking additional measures to go further and extend our policy to our entire value chain. We are therefore committed to four ambitions:

- **Striving to operate with zero impact on the environment**, notably through our commitment to achieve carbon neutrality by 2030 at the latest, **within our scope of responsibility and that of our service providers.**

