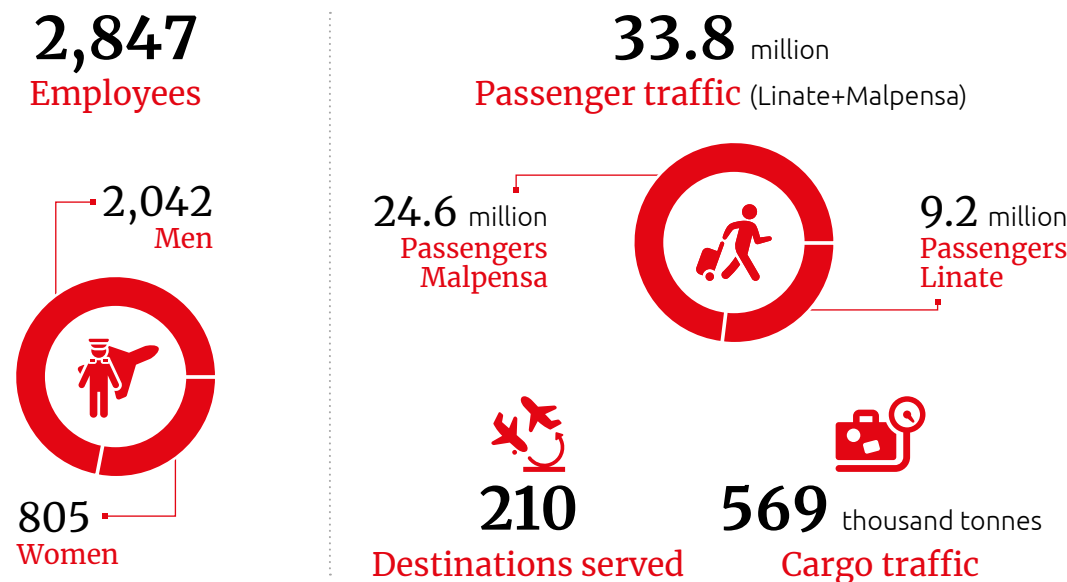# 1 Who we are

SEA, the leading airport manager in Northern Italy

Our Group manages Milan Linate and Milan Malpensa airports.
Among the top 10 airport managers in Europe by passenger and cargo traffic volumes, second in Italy by passenger numbers and third by cargo transported.
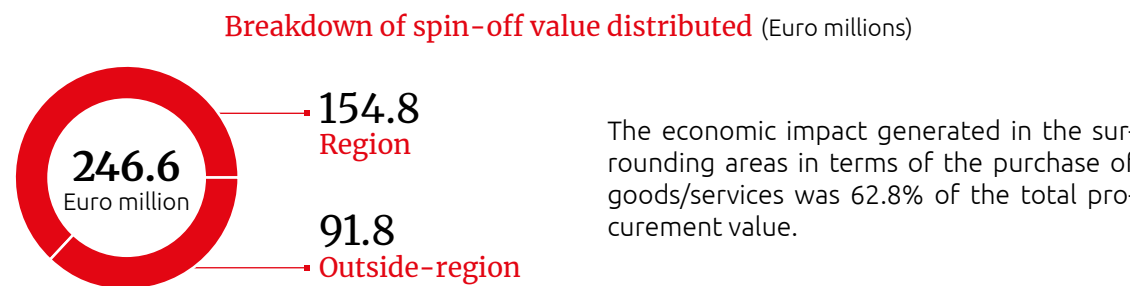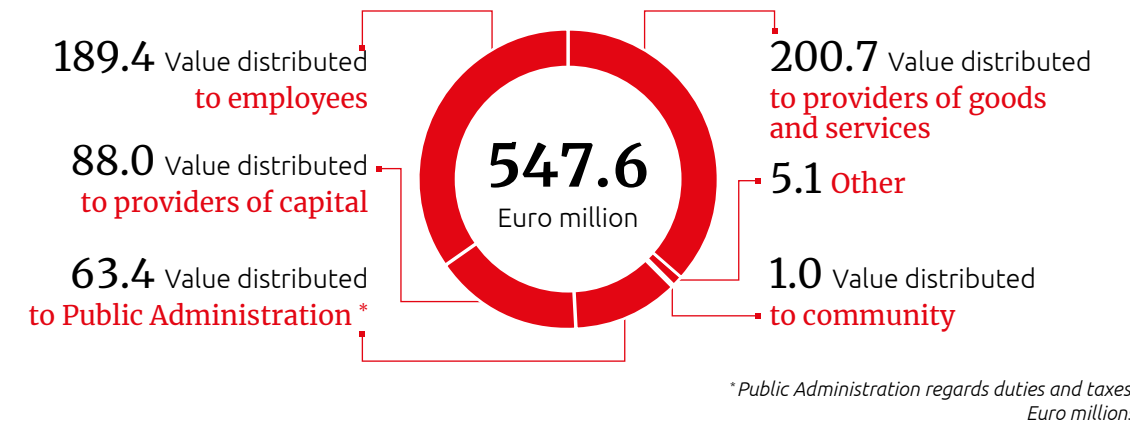
Euro **684** million
Operating Revenues

Euro **281.9** million
Ebitda

Euro **136.1** million
Net Profit

2,847
Employees

33.8 million
Passenger traffic (Linate+Malpensa)

2,042
Men

24.6 million
Passengers Malpensa

9.2 million
Passengers Linate

805
Women

210
Destinations served

569 thousand tonnes
Cargo traffic

Certified Management Systems

	Environment	Safety	Social	Quality	Governance
SEA	Airport Carbon Accreditation - Neutrality Level [1] ISO 14001 [2] ISO 50001 [3]	OHSAS 18001 [4]	Dasa Register [5] Service Certification [6] Family Audit [10]	ISO 9001:2015 [7]	ISO 37001:2016 "Anti-bribery Management System [9]
SEA Energia	EMES Registration [8] ISO 14001 ISO 50001	OHSAS 18001			

[1] Carbon Footprint
[2] Environmental management system
[3] Energy management system
[4] Safety and health of workers management system
[5] Accessibility of airports to passengers with reduced mobility
[6] Assistance quality service to passengers with reduced mobility
[7] Service quality management system
[8] Environmental management system
[9] Anti-bribery management system
[10] Work-life balance

2 Socio-economic impact

Economic value distributed

In 2018, we generated an economic value of Euro 684 million (+5.5% on 2017). The value distributed to stakeholders was Euro 547.6 million (80.1% of the value generated).
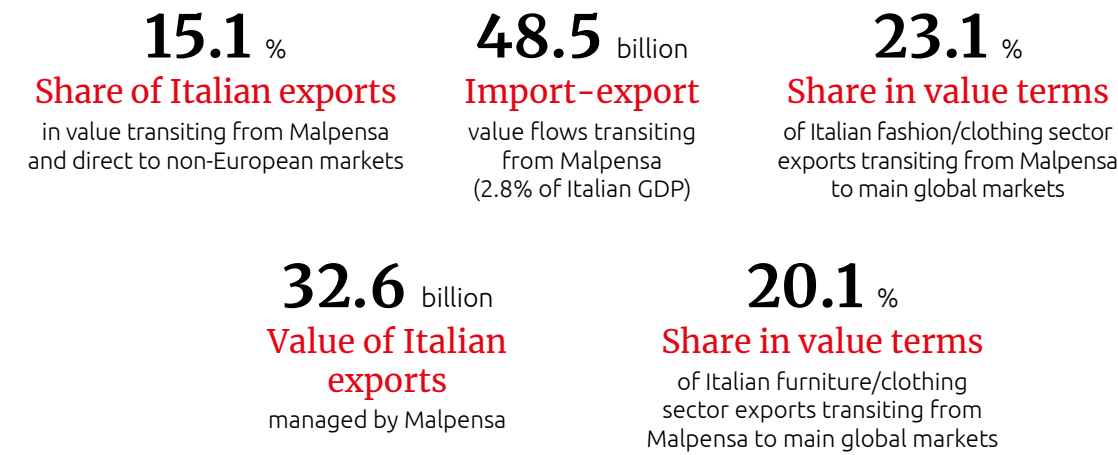
189.4 Value distributed to employees

88.0 Value distributed to providers of capital

63.4 Value distributed to Public Administration *

547.6
Euro million

200.7 Value distributed to providers of goods and services

5.1 Other

1.0 Value distributed to community

*Public Administration regards duties and taxes.
Euro millions*

Breakdown of spin-off value distributed (Euro millions)

246.6
Euro million

154.8 Region

91.8 Outside-region

The economic impact generated in the surrounding areas in terms of the purchase of goods/services was 62.8% of the total procurement value.

Direct impact generated by our "Airport cities"

MALPENSA

5 billion
economic value generated

20,540 labour units
jobs created

LINATE

2.4 billion
economic value generated

11,547 labour units
jobs created

2 Socio-economic impact

Benefits generated for the Italian manufacturing sector

15.1 %
Share of Italian exports
in value transiting from Malpensa and direct to non-European markets

48.5 billion
Import-export
value flows transiting from Malpensa (2.8% of Italian GDP)

23.1 %
Share in value terms
of Italian fashion/clothing sector exports transiting from Malpensa to main global markets

32.6 billion
Value of Italian exports
managed by Malpensa

20.1 %
Share in value terms
of Italian furniture/clothing sector exports transiting from Malpensa to main global markets
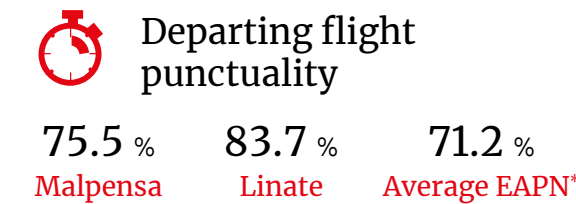
Impact on tourism sector

7 million: number of **tourists** arriving in Lombardy through Malpensa airport in 2018 (of which **1.4 million from outside Europe**).
2.3 million: number of **tourists** arriving in Lombardy through Linate airport in 2018.
The impact of our airports on tourism sector, mainly Lombardy and North West Italy, translates into:

MALPENSA

7.3 billion of
value generated

109,390
jobs created

LINATE

1.0 billion of
value generated

14,688
jobs created
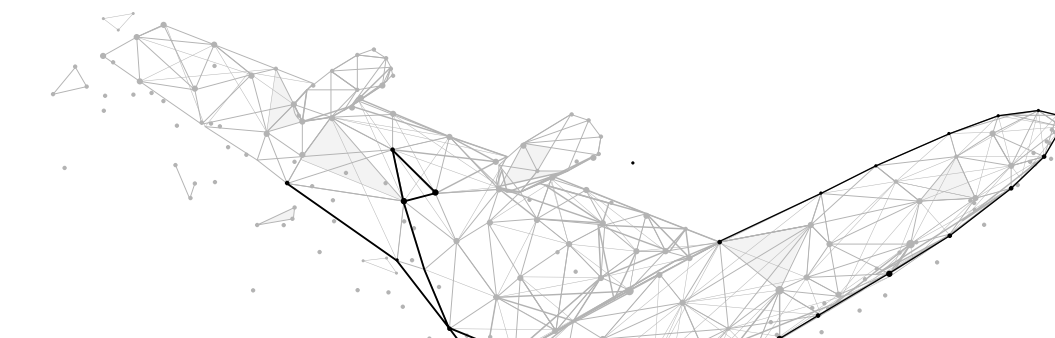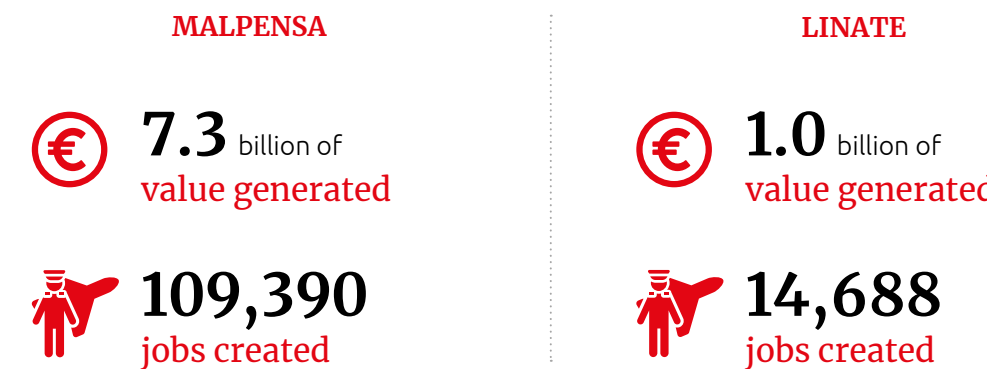
3 Connectivity area

SEA is ranked among the leading European airport systems

with nearly **34** million **passengers carried** in 2018

Passenger traffic
2nd in Italy
10th in Europe

Cargo traffic volumes
1st in Italy
5th in Europe

Departing flight punctuality

75.5 %
Malpensa

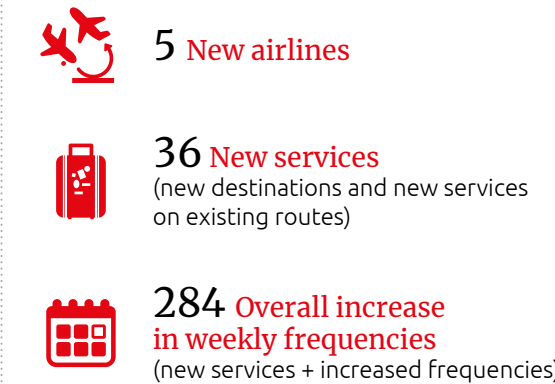**83.7** %
Linate

71.2 %
Average EAPN*

Malpensa in 2018 ranked above the European average and is the best among the European airports in its category (15-25 million pax).
Linate, with 83.7% of punctual departing flights, was first in terms of departing punctuality among all European airports.

* European Airport Punctuality Network

Increase in connectivity level of Malpensa in 2018

5 New airlines

36 New services
(new destinations and new services on existing routes)

284 Overall increase in weekly frequencies
(new services + increased frequencies)

European GDP accessibility

With **81.8% of European GDP** reachable within **2 hours**, Malpensa (as the only Italian airport) placed 9th in the European top 20.
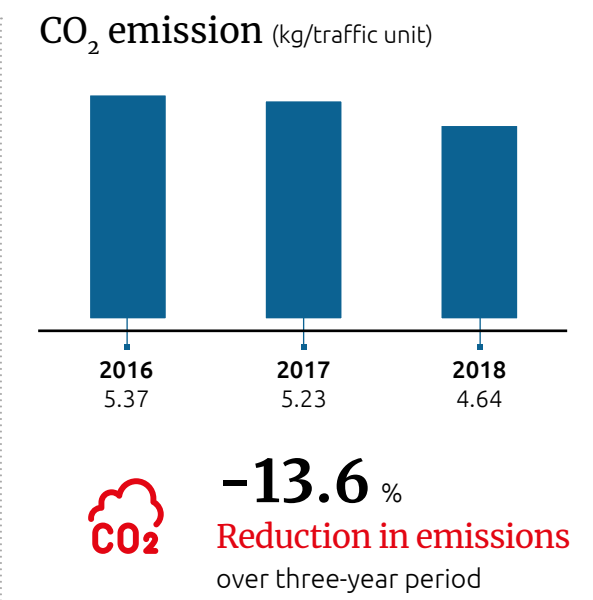
Destinations and flight time in Europe

	Malpensa	Linate
No. European airports connected by same day outbound and return travel	380	371
Average connection time (minutes)	333	359

Malpensa best Italian airport (22nd in Europe).
Linate: 4th nationally.

top 20
European ranking

4 Protection of the environment and region

Airport Carbon Accreditation

SEA participates in the Airport Carbon Accreditation initiative launched by ACI Europe (Airport Council International) to promote the fight against climate change.

In 2018, we confirmed the European leadership of our airports of Linate and Malpensa within the **"3+ neutrality"** Group, together with 40 other airports (out of a total of over 500 European airports).
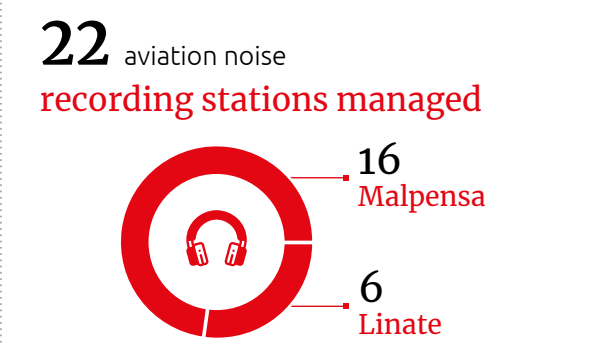
CO_2 emission (kg/traffic unit)

2016	2017	2018
5.37	5.23	4.64

−13.6 %
Reduction in emissions
over three-year period

Energy consumption

−4.1 %
Reduction of energy consumption
of our airport system on 2017
Positive containment trend started in 2009 confirmed

Noise

22 aviation noise
recording stations managed

16 Malpensa
6 Linate

Additionally **4** mobile specific
measuring campaign stations
We operate in collaboration with ARPA (Environmental Regional Protection Agency) to improve the monitoring of noise emissions and to protect the region.

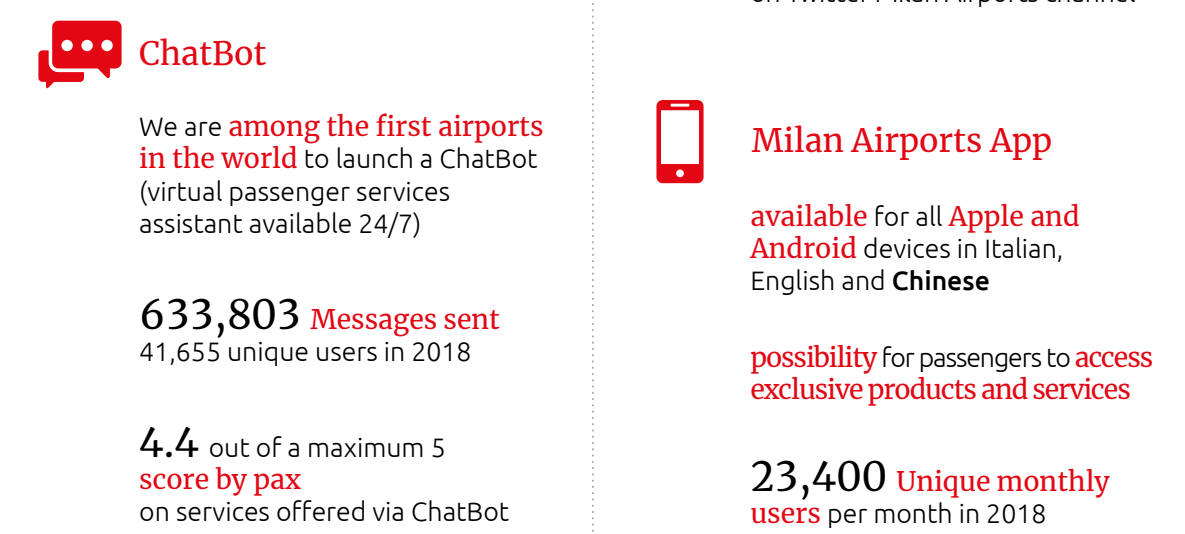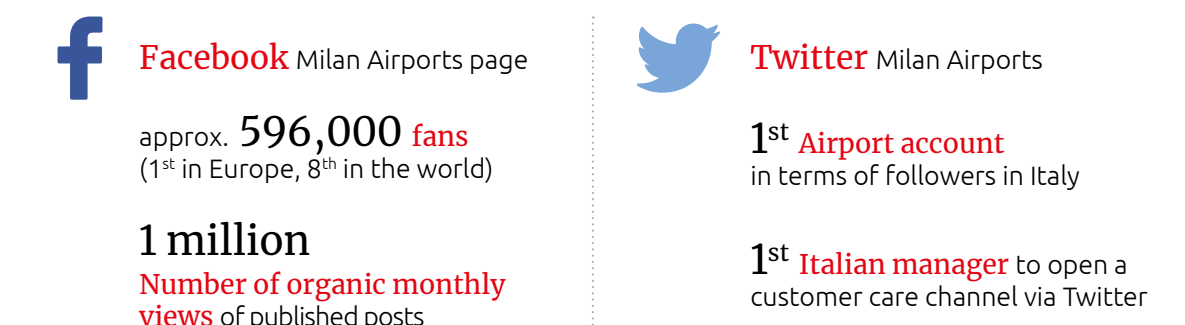# 5 Quality and innovation of passenger services

Best in Italy – Service Champions 2018/2019*

SEA's airports came top of the consumer rankings in terms of the quality of services offered in the "Large Airports" category according to the "2018-2019 Service Champions", the widest survey in Europe in terms of services offered by businesses.

Milan Malpensa
Rank **1**
SES Score **87.2** %

Milan Linate
Rank **2**
SES Score **85.9** %

*Survey conducted by the German Quality and Finance Institute which assessed satisfaction with the services of **900 companies** in over **100 different economic sectors** through an online survey on a sample of **200,000 persons** representative of the Italian population. From the answers thus obtained, the percentage of customers assessing the service of each company as very good was calculated. The resulting index constitutes a **Service Experience Score (SES)**.

Passenger digital services

f Facebook Milan Airports page
approx. **596,000 fans**
(1st in Europe, 8th in the world)

1 million
Number of organic monthly views of published posts

ChatBot
We are **among the first airports in the world** to launch a ChatBot (virtual passenger services assistant available 24/7)

633,803 Messages sent
41,655 unique users in 2018

4.4 out of a maximum 5
score by pax
on services offered via ChatBot

Twitter Milan Airports
1st Airport account
in terms of followers in Italy

1st Italian manager to open a customer care channel via Twitter

approx. **32,000 Followers**
on Twitter Milan Airports channel

Milan Airports App
available for all **Apple and Android** devices in Italian, English and **Chinese**

possibility for passengers to **access exclusive products and services**

23,400 Unique monthly users per month in 2018

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6 Work well-being and work-life balance

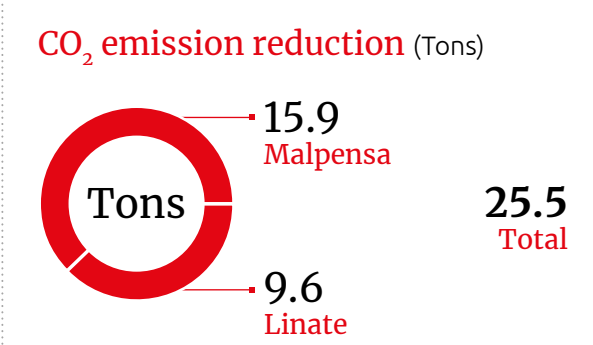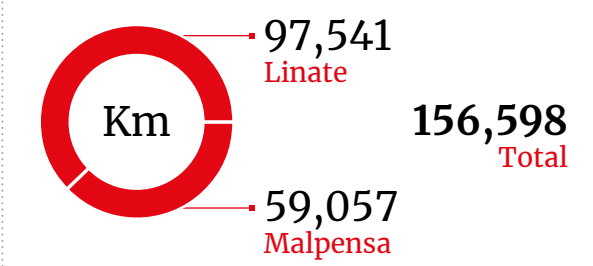**416** employees **involved in a pilot project on smart working** launched in 2018

Over **50** % **annual share of administrative personnel involved in project experimentation**

Social benefits of smart working*

Euro **71**
Economic saving

5.5 hours'
Time saving

*Average monthly values per employee concerning 4 days/month implementation

Certification Family Audit
Family Audit®

From 2016, we acquired the Family Audit certification, which reflects our constant commitment to the work-life balance of our staff.

22 Activities in favour
of work-life balance
Some of the issues dealt with in 2018:
- Flexible start times
- Smart working
- Choice of work office
- Vacation and leave options

Environmental benefits of smart working*

Reduction travel distances (Km)
97,541 Linate
59,057 Malpensa
Km
156,598 Total

CO_2 emission reduction (Tons)
15.9 Malpensa
9.6 Linate
Tons
25.5 Total

*Cumulative data concerning entire company population involved in 2018

SEA
Milan Airports

SUSTAINABILITY
HIGHLIGHTS
2018