



INTEGRATED REPORT 2020



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For any information and in-depth analysis with regard to the contents of the
Integrated Reports you are invited to turn to Simona Bondanza Sustainability Manager
of Costa Edutainment at the mail address sbondanza@costaedutainment.it

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GRAPHIC CONCEPT

Light and shadows: huge strips, historical cracks create new virtuous shapes with non-obvious consequences.

This is how, looking at activities and data of a particularly hard year, we can glimpse the contours outlining the future.

Specific ideas and goals are guiding our hand on bumpy and complex surfaces, up to obtain the profiles of key topics standing out in a context never faced before.

Light and shadows take turns by drawing the direction, which is becoming increasingly clear and unchanged.



LETTER OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER



Cari Stakeholder,

telling our 2020 and describing its results in the seventh edition of the Integrated Report is a complex challenge for many aspects: there are dramatic numbers due to the Covid-19 effects on the tourism and culture industry, the consequences of the pandemic on the whole business system, on people even more than on the income statement and, finally, there is the uncertainty on future, since we do not know yet what tools will be available to us for recovery and when we can do it.

The data of the first four months of the fiscal year 2019/2020 had registered a very positive trend compared to the last years, but the following lock down has actually stopped the spring season, period for us very favourable considering long weekends, Easter holiday and visits of groups of students and tourists. The trend of the parks in Summer was basically positive in the facilities of the Adriatic coast even though with some difficulty for Oltremare. But most of all, it was our most visited facility, Acquario di Genova, to suffer the consequences of the pandemic and also serious damages due to the unpredictability and stable increase of construction yards in all the highways, which made it hard to reach the city and move inside and outside the region in the only months in which it was allowed.

As soon as it was possible to reopen, on 28th May, we immediately endeavoured to make even safer the visiting path and Acquario di Genova was the first tourism-cultural facility in the world to obtain from the RINA Institute the Biosafety Trust Certification, a voluntary certificate with which give confidence about the quality of our organization in managing biological risks both to the public and our partners, besides the specialists providing their services within the facilities of Costa Edutainment such as veterinaries, biologists and technicians. The Costa Edutainment group as a whole has welcomed 44% of the visitors compared to last year. Even if the company has continued the ordinary activities of maintenance of facilities and care for animal wellness with estimated annual costs of more than 6 million euros. For the first time in my experience as entrepreneur I had to resort, like many companies, to the Wage Integration Fund for almost all the categories of employees and remarkably reduce the number of seasonal employees. And drastic consequences were suffered by our partners and suppliers, who saw the suspension of service agreements with the uncertainty on recovery also of their activity.

And my thought and deepest thanks go to them, for the way they showed to be close to our company showing attachment and ability to adapt to new remote ways of working

and smart working, but above all accepting very hard months of redundancy, which unfortunately we still must have recourse to. We had planned many investments and only some of them have continued, in particular those intended to improve and renew the attractions of the parks Italia in Miniatura, Aquafan and Mediterraneo Marine Park in Malta.

Although the hard time we could continue our activities of disclosure and environmental awareness and start, in 2020, important projects such as the Tuscan Biodiversity Observatory in cooperation with the Tuscany Region that has at Acquario di Livorno its information point and the Centre for research and higher education MaRHE Center, already present in the Maldives, in cooperation with Università Milano-Bicocca for the study and conservation and re-integration in nature of corals. We have been for years a reference point able to welcome, rehabilitate and return to their natural habitat the animals in need: indeed, we have ongoing relationships with the Ministry of the Environment, the Cites service of Carabinieri, Harbour master's office and still others.

We are confident to be able to resume soon all our activities and initiatives on damages caused by the dispersion of waste in the environment (whether marine or not) and on the responsible consumption of ichthyic resources, always in line with the goal 14 of the UN Agenda 2030 for the sustainable development, focused on life underwater and resources of our oceans. From the energetic point of view, we have continued our commitment by starting an important transition towards renewable sources, which today concerns 33% of the facilities and which during 2021 will achieve, whether purchased or self-produced, 50%, to confirm how important it is for us the progressive reduction in impacts that very complex facilities like ours can produce on the environment.

2020 has been also a year of evolution of scenario with regard to the strategic role that the sustainability may assume in the business choices. On the one side the public and consumers that pay more and more attention to the criteria used to make their choices of consumption, on the other side the awareness of deep interconnections between pandemic, environmental crisis, collapse of economic models at global level, which are guiding in an increasingly sustainable way the European policies (green deal, sustainable finance) and those of our government (PNRR). Hence, the sustainability becomes a substantial element within big banking groups and the finance world, which start to consider more and more the environmental, social and governance (ESG) components in the investments and it starts to influence the business models of large companies. The desire to recover and extend our edutainment approach to other realities to contribute to the construction of a collective environmental consciousness has seen this year also our participation in the start of the project Il parco del Mare [the park of the sea] in Trieste.

The wish addressed to us but also to the whole tourism-cultural sector that makes Italy a unique Country in the world, is to not be left alone to maintain jobs and control on territories and think in a new way to become open places where living unique experiences, enjoying and examining in depth knowledges that may affect positively our behaviours and habits, without forgetting everything that this hard year has obliged us to review, reassess, rethink of ourselves and our activities.

Giuseppe Costa
President and Chief Executive Officer
Costa Edutainment SpA

GUIDE FOR READING

Costa Edutainment voluntarily publishes for the seventh consecutive year its **Integrated Report** with a view to explain the way how **the company commits to create value** in the broad and diversified sense not only in the short term but also in the medium and long term for all the stakeholders. The "broaden" concept of creation of value refers to all those significant results for the purposes of **competitiveness** (for instance in terms of innovation and development of know-how, skills and sense of belonging of people, care of customers, commitments to environmental sustainability), which, conversely, are not sufficiently reflected in the traditional statutory reporting tools.

The Integrated Report of Costa Edutainment, in line with the evolutions of reporting at international level, is prepared in compliance with the International *<IR> Framework* issued in December 2013 by the International *Integrated Reporting Council (IIRC)* and uses a set of indicators, selected among those proposed by the Global Reporting Initiative (GRI) Sustainability Reporting Standards. The scope of reporting includes the activities of the holding company Costa Edutainment SpA and of subsidiaries under its control – as per Consolidated Financial Statements – and **refers to the fiscal year 2020 (1/11/2019 - 31/10/2020)**.

Furthermore, it was deemed necessary the inclusion in the Integrated Report of information considered of major importance concerning some facts occurred after the fiscal year end and until the date of publication of this document.

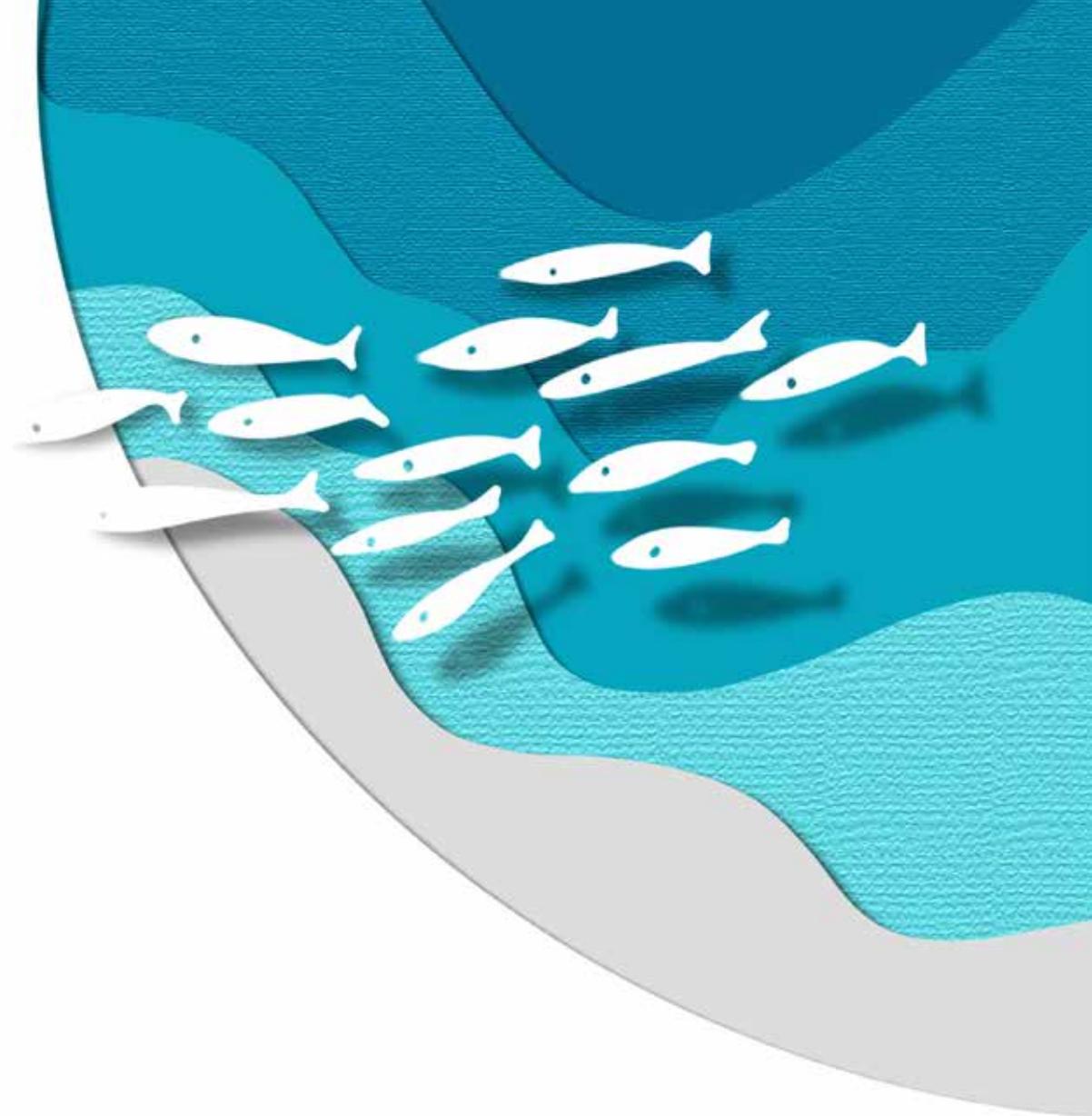
The main sources of data and information indicated in the Integrated Report are:

- Corporate management and accounting systems
- Corporate Integrated Management system for Quality, Environment and Safety certified according to the ISO9001, ISO14001 and OHSAS18001 standards
- Information and data supplied by each Data Owner

The Integrated Report has been prepared in cooperation by an interfunctional task force, established ad hoc to develop the integrated reporting process, coordinated by the Sustainability Manager who used the Microsoft Teams of Office 365 as a shared repository of information and data. In order to align the reporting process of Costa Edutainment with the best practice of non-financial disclosure, even though released from legal obligations, we deemed it appropriate to entrust to a third party, identified in the company PwC, an auditing process based on the limited assurance according to the ISAE 3000 principles.

The audit assessed the correspondence of the Integrated Financial Statements of the Costa Edutainment Group for the fiscal year 2020 with the *<IR> Framework* of the Integrated Reporting Council and, for the sustainability information contained in the latter, with the Sustainability Reporting Standards (version 2016 of the Global Reporting Initiative (GRI)).

The contents of the Integrated Report have been submitted to the BoD along with the Financial Statements as at March 31, 2021. The Integrated Report 2020 is available in digital format in the website www.costaedutainment.it and was printed in 200 copies, in the sustainability disclosure present in the Integrated financial statements, according to the ISAE 3000 principles.

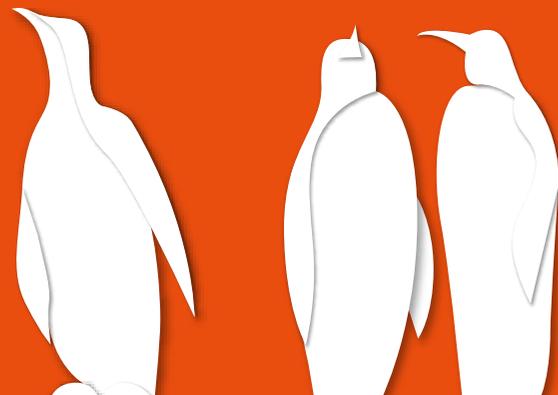


IDENTITY & BUSINESS ENVIRONMENT

ABOUT US

Costa Edutainment is leader in Italy in managing public and private facilities for **recreational, cultural, educational, study and scientific research activities.**

The leadership of the company finds its roots in the original **entrepreneurial spirit** tied to the name of the **Costa family**, which was born in the oil sector to achieve the cruise tourism, establishing itself as one of the **most important** and quality **brands** in Italy and in the world and acquiring over the years a **transversal know-how** in various sectors.



THE IMPACT OF COVID19 ON THE COSTA EDUTAINMENT GROUP

COST FOR ANIMAL CARE

ALMOST **500.000 €** PER MONTH

6.000.000 € PER YEAR

USE OF THE WAGE INTEGRATION FUND

99.000 HOURS

16% OF WORKED HOURS COMPARED TO **2019***

As for most of the realities of the tourism industry, 2020 has been for the Costa Edutainment group an extremely difficult year due to the COVID-19 emergency. In the fiscal year 2020 the Group has lost 55,7% of revenues, equal to more than 33 million Euros of turnover.

We made a great effort to reduce costs but the reduction did not exceed 36%. After a very promising initial start, all the facilities of the Group have been closed during the lockdown period from March 8, 2020 in compliance with the decrees issued by the Government. Between the end of May and the beginning of July, all of them were reopened when the government and regional provisions allowed it and after operating the necessary upgrade to welcome visitors in safety. The decision to reopen has immediately responded to the will of the company to give a signal of commitment to restart a sector, the tourism and cultural industry, which has a significant economic and social value for our Country, besides a symbolic value, not only for the same company and stakeholders directly involved, but also for the territories where it operates in a perspective of corporate social responsibility.

* The fiscal year 2019 is from November 2018 to October 2019.
The percentage would be even more significant if we considered the incidence of the FIS [Wage Integration Fund] hours used in 2020 compared to the worked hours in the period March-October 2019.

THE NUMBERS OF COVID CONSEQUENCES COMPARED TO 2019

REVENUES



OPENING DAYS



COST CONTAINMENT

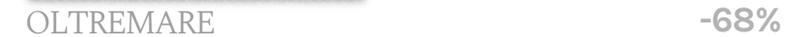


Here below there is some food for thought about 2020 that provides a true picture of the pandemic's impact on the business life:

- In terms of number of visitors, the facilities have registered a remarkable drop either due to the period of closure or due to restrictions and a quota system for visitors adopted to allow the compliance with the rules on social distancing. The Costa Edutainment group as a whole has welcomed 44% of the visitors compared to last year. The percentage is different considering each facility. Acquario di Genova has welcomed 43% of visitors compared to last year, with a further pejorative impact compared to the estimates due to the serious problems of the highway system registered in the month of July and until mid-August. In the Romagna Cost, Oltremare has welcomed 32% of visitors compared to last year, Italia in Miniatura 36%, Acquario di Cattolica 50%, Aquafan 53%. In Tuscany, Acquario di Livorno has welcomed 48% of visitors compared to 2019. In Malta, Mediterraneo Marine Park has registered a drop of 67% of visitors compared to 2019.
- However, the full closure for the months of lockdown has not resulted in zero cost, above all for the facilities, such as Aquariums and Oltremare park, which host animals, whose care has continued in a substantially unchanged manner, with an estimate of annual costs for the company of almost 6 million euros.
- For the first time in its entrepreneurial history, Costa Edutainment had to resort, as many companies, to some exceptional tools, provided by the Decreto Cura Italia [Cure Italy Decree], such as the Wage Integration Fund for almost any category of employee and has significantly reduced the use of seasonal employees in the parks of the Adriatic Coast.
- The Group, as all the Italian parks, has not received any type of support from the Government in the form of non-refundable aids: because of this situation, the company had to increase its indebtedness turning to credit institutions to ask for important funding and loans backed by SACE guarantees as provided by the Decreto Cura Italia.

THE CONSEQUENCES OF COVID ON VISITS COMPARED TO 2019

TOTAL VISITORS



- The difficult situation caused by the pandemic led Costa Edutainment to review the modalities to organize some sectors performing activities in support of our customers' experience of visiting, as well as in the development of some activities with the aim of reducing costs. Among the tools used, that the company intends to maintain also for the future, there is smart working for functions not directly related to welcome visitors and animal care. This process, which had been already implemented before the emergency, underwent a deep acceleration during the pandemic and foresees further developments in the concerned processes also in the coming years.
- The adjustment to regulations on preventing contagion allowed to review some aspects of the exhibition itineraries of the facilities to improve the experience of visiting.
- The commitment of the company in the following years is to continue the process of improvement and evolution of the proposal to the visitor also through the implementation of other platforms and digital tools that may enhance the level of service to the visitor on the one side and define customized communication campaigns on the other side, oriented to a rapid recovery and a business optimization.
- In order to protect, also in addition to the applicable regulations, our employees and visitors' health, Costa Edutainment has voluntarily chosen to adopt the first Infection Prevention and Control Management System prepared by RINA and Acquario di Genova has been the first tourist facility to receive the Biosafety Trust Certification.

OUR HISTORY

1849

Beginning of the activity of the Costa Family in trade of olive oil in particular in the markets of North and South America with the trademark Dante; in early '900 it was the most important operator of the world in trade of olive oil

1910

Incorporation of the partnership Giacomo Costa fu Andrea; the Costa Family has maintained this legal form for all its activities until 1986

1930

The business activity has diversified in the shipping (cargo ships), textile and property development sectors

1948

The motor vessel "Anna C" departs for South America, the first ocean liner in history to cross the southern Atlantic Ocean from the end of the conflict: the "C line" had created the first cruise

1959

The motor vessel "Franca C" is turned into the roots of the cruise activity are In the '70s and '80s the Costa cruises were among the first ranked in the world

ORIGINS

1986

Costa Crociere SpA was born with the assignment of the cruise activity and interest in the share capital by third-party investors. This year the partnership turned into a public limited company

1989

Costa Crociere is admitted to the Stock Exchange listing

1993

Costa Crociere establishes a temporary business enterprise with Polo Tecnologico Marino Marittimo, Soprogest and Orion, for the management of Acquario di Genova

1995

Costa Aquarium was born for the management of Acquario di Genova and Bigo

1997

Carnival and AirTours replace the Costa family in the control of Costa Crociere

COSTA EDUTAINMENT



1997



Some members of the Costa Family incorporate Costa Edutainment (initially Costa Aquarium) for the management of Acquario di Genova and Bigo. Incoming Liguria is incorporated as tour operator supporting the activity of tourist accommodation



1998

Costa Edutainment establishes along with the Municipality of Rome the company Bioparco Spa, toady Fondazione Bioparco di Roma. Extension of Acquario di Genova with the opening of Nave Italia. The company Zetema was born with the commitment in managing museum services



2001-04

Costa Edutainment is enriched by La Città dei Bambini e dei Ragazzi (modelled on the Cité des Enfants de Paris) managed until 2014 and Galata Museo del Mare (from 2004). After these acquisitions "AcquarioVillage" takes shape in Porto Antico of Genoa



2005

Entrance in Civita Servizi (today Civita Cultura), company characterized by the offer of integrated services in the cultural heritage sector



2006

The management of Biosfera is awarded to Costa Edutainment



2010



Costa Edutainment extends further with Acquario di Livorno and the delivery of the Nazario Sauro submarine to Galata Museo del Mare. This year it also extends to the Adriatic area by acquiring Parco Navi, company holding Acquario di Cattolica

2012



Costa Edutainment looks abroad and acquires Mediterraneo Marine Park of Malta



2012-13

Costa Edutainment transfers to Civita Cultura 50% of its participating share in Incoming Liguria. C-Way was born as operator specialized in tourism proposals with high art and cultural contents



2013



Costa Parchi was born: with the acquisition of Aquafan and Oltremare in Riccione and the integration with Acquario di Cattolica an edutainment pole is realized also in the Romagna coast

2014



With the acquisition of the management of Italia in Miniatura the offer of Costa Parchi is enhanced



2015

Merger of Costa Edutainment with Costa Parchi, Costa Edutainment becomes part as shareholder of Italian Entertainment Network (IEN), a new international operator leading the creation, design and production of great shows, conventions, Olympic ceremonies and in advertising production and digital communication

2016

Entrance in the capital of Costa Edutainment of the Investment Fund VEI CAPITAL (with share equal to 16%)

2019

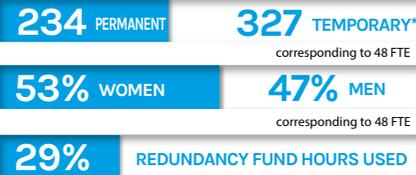
Exit of VEI Capital and entry of the Oaktree fund

2020

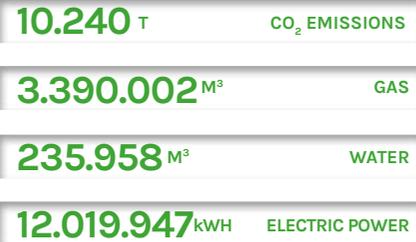
COVID-19 for the first time from its opening, Acquario di Genova closes to the public and the activities in all the Costa Edutainment facilities are stopped

HIGHLIGHTS

HUMAN CAPITAL



NATURAL CAPITAL



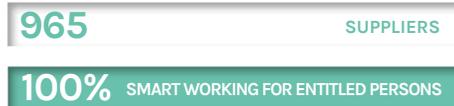
MANUFACTURED CAPITAL



FINANCIAL CAPITAL



ORGANIZATIONAL CAPITAL



SOCIAL AND RELATIONAL CAPITAL



WHERE WE ARE



OUR FACILITIES



ACQUARIO DI GENOVA

Built on the occasion of Expo '92 conceived by Renzo Piano, for the celebration of the fifth centenary of the discovery of the New World by Christopher Columbus, it has been managed by Costa since 1993. It is a facility of exceptional success, vested with a central role for the city and for the school and scientific world. In its 70 tanks recreating water environments of the whole world Acquario di Genova hosts 400 different species, for over 15.000 specimens between mammals, birds, reptiles, amphibians, fishes and invertebrates.

And it is the biggest indoor Aquarium in Europe. It has always been actively committed to a correct management of environmental resources, in particular through projects for promotion of responsible consumption and safeguard of biodiversity. As of the 25th anniversary, Acquario di Genova has been renewed to confirm its leadership as one of the biggest and most spectacular Aquariums in Italy and Europe, able to astonish and excite through new experiences of visiting the biodiversity. From the date of opening Acquario di Genova has hosted more than 31 million visitors.



BIOSFERA

Biosfera is a glass and steel facility with a surface of 40 sq. m and a diameter of 20 metres for an overall weight of 60 tons. Designed by Renzo Piano and given to the city by the Messina family, it was realized and located in the area of Porto Antico on the occasion of the G8 of Genoa in 2001.

Since October 2003 it has hosted a complex range of tropical, animal and vegetal organisms. This small but rich botanic garden represents the beauty, complexity and weakness of tropical forests where in a world of orchids birds are free to roam around, such as scarlet ibis, reptiles and insects.



GALATA MUSEO DEL MARE

Galata Museo del Mare is part of Mu.MA Istituzione dei Musei del Mare e delle Migrazioni of the Municipality of Genoa, and was inaugurated in 2004 on the occasion of Genoa capital of culture. The space, upgraded by the Spanish architect Guillermo Vázquez Consuegra, is among the biggest one in Italy dedicated to the secular relationship between humans and the sea. It is located in Antico Arsenale della Repubblica of Genoa, building dated back to the XVI century, in the area of Porto Antico and extends over a surface of 12.000 square metres on 5 storeys, 30 exhibition rooms with over 4300 original objects exhibited.

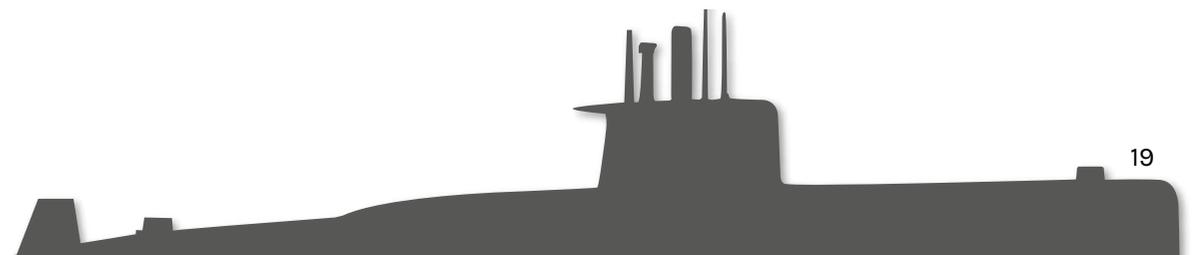
Since 2011 Galata Galata has hosted "MEM - Memorie e Migrazioni" [Memories and Migrations] which tells in 1200 square metres and over 40 multimedia stations the long journey of migrations that have touched Genoa.



S518 NAZARIO SAURO SUBMARINE

The S518 Nazario Sauro Submarine is the largest submarine in Italy that can be visited in the water. Since May 2010 it integrates and enriches the museum tour of Galata Museo del Mare. The visitor starts the tour by climbing down into the belly of the submarine equipped with protective helmet for safety and with interactive audio guide, which activates automatically in some strategical points of the tour to tell the life on board.

The tour of the submarine is integrated and prepared by a pre-show area set up on the third floor of the Museum that allows interacting with some of the non-accessible equipment on board because installed in too narrow spaces.





ACQUARIO DI LIVORNO

With 2.000 animals of more than 300 different species, a tunnel and a tactile tank, the municipal Acquario Diacinto Cestoni of Livorno, designed by the Firm Gregotti, is the biggest aquarium of Tuscany. Visitors can experience a fantastic travel-immersion to the discovery of the Mediterranean Sea among Nature, Science and Art, with 3.000 square metres of exhibition surface and some areas to host temporary exhibitions. The Aquarium is located in a facility with a high historical, art and architectural value inside Terrazza Mascagni, in a privileged, incredibly emotional and spectacular position in the seafront of Livorno.

BIGO

Designed by Renzo Piano and built on the occasion of Expo '92 the characteristic Bigo panoramic lift offers a fantastic view of Genoa from an unusual perspective by admiring at the same time the view of the city climbing up the surrounding hills and the sight of its port. It goes up until almost 40 metres from the ground and can carry 66 persons.



ACQUARIO DI CATTOLICA

Acquario di Cattolica is located into buildings dating back to the '30s and designed by the architect Clemente Busiri Vici, which shapes recall a marine fleet. In the beginning the facility had been conceived as marine colony to host the children of Italians living abroad. The careful conservative restoration, ended in June 2000, under the protection of the Italian Superintendence of the Environmental and Architectural Heritage, has upgraded the buildings and appraised the whole area, rich in history and maritime traditions. The Aquarium, the biggest one of the Adriatic Sea, extends over an area of 110.000 square metres, overlooking the see, perfectly integrated in the urban tissue of Cattolica and has large green spaces available, which can be used freely as public park (more than 49.000 square metres). It hosts almost 3.000 specimens of 400 different species, in more than 100 exhibition tanks.



ITALIA IN MINIATURA

Italia in Miniatura is the theme park dedicated to Italy and its beauties. Established in 1970 in Rimini, the historical centre is composed of 273 Italian and European architectural wonders, perfectly recreated in scale on an area of 85.000 square metres, surrounded by more than 5.000 real trees in miniature.

In addition, there are other original themed attractions, such as Venice, recreated in scale 1:5, the Luna Park della Scienza, Piazza Italia and many others, which can be seen from Monorotaia Arcobaleno, the electric train travelling through the park in mid-air.





OLTREMARE

Parco Oltremare of Riccione was built in 2004 and becomes part of the Costa Edutainment Group in 2013. This is a Family experience park that offers to the public, with particular regard to families, to live and share always different experiences, able to combine knowledge and amusement and focused on nature, science, adventure in the various spaces of the area of more than 110.000 square metres.

The Park is committed to the promotion of the knowledge, awareness and education to respect and safeguard the nature, by using the feeling arising from the direct experience of meeting it. Among the exhibition areas, Laguna dei Delfini stands out, the biggest lagoon of dolphins of Europe.



AQUAFAN

Aquafan of Riccione with its 90 thousand square metres is the most popular water park of Europe, thanks to its spectacular fountains, countless events and capacity to be a trendy and fashion place. It represents a strength in positioning Riccione and the Romagna coast as a tourist destination and it is testimonial of the innovative capacity of a territory suitable for hospitality. It became part of the Costa Edutainment group in 2013.

The calendar rich in events, water games, breath-taking slides, the huge wave swimming pool and its several refreshment and relax services, make Aquafan an amusement place suitable for all ages.



MEDITERRANEO MARINE PARK MALTA

Mediterraneo Marine Park is one of the main attractions of the Malta island for both tourists and residents. It offers to the visitors amusement and unique learning experiences. The park promotes the conservation of the marine environment and offers to the visitors the chance to interact with dolphins and know closely sea lions and reptiles.



COSTA EDUTAINMENT
has also cooperated with:

DIALOGO NEL BUIO

Dialogo nel Buio [Dialogue in the Dark] is an exhibition/sensorial tour where visitors have a "trip" in total absence of light that turns familiar places and gestures into an extraordinary experience. Small groups are accompanied by blind guides through environments in the dark who in complete safety recreate real situations of daily life where it is necessary to learn "another outlook": eyes are not used but the senses of touch, hearing, smell and taste. Dialogo nel Buio is part of the international project Dialogue in the dark (www.dialogue-in-the-dark.com). In Genova Dialogo nel buio is promoted by Istituto David Chiossone onlus in cooperation with Costa Edutainment and Solidarietà e Lavoro and with the partnership of ERG.

The cooperation concluded in November 2020 and the barge hosting the facility has left the Port of Genoa.

C-WAY: THE TOUR OPERATOR OF EDUTAINMENT



Also for C-way, the year 2020 has been characterized by a significant reduction in turnover, after the growing trend registered last year, due to the closure of the various facilities, the impossibility to move between regions and the lack of international arrivals and anti-Covid rules, which made the development of the activities impossible for specific targets such as schools and groups and the sharp reduction of those targeted to the others.

Nevertheless, thanks to an appreciable summer season and a very careful cost management, we observed a positive result, unlike that registered in most of the companies of the tourism industry.

Born out of the cooperation of two important brands of the sector, Costa Edutainment and Civita Cultura. The commitment to quality, the constant listening to the customers and their expectations, a specialized and professional team are its strengths.

The C-Way mission is that to supervise the incoming to sites and facilities managed by Costa Edutainment and Civita, by enriching them with unforgettable travel experiences, respectful of places and their values, made precious by moments of discovery of story, art, environment and Italian traditions. Its offer includes the best of the Italian heritage, always looking for new, unique and special itineraries that instill the beauty and identity of places. **The terrible year faced has seen the company focused on two fronts: commitment in safeguarding income statements 2020 and innovation for recovery.**



HIGHLIGHTS C-WAY

VALUE OF PRODUCTION **1.700.000 €**

GROSS OPERATING INCOME (EBITDA) **148.000 €**

EXPERIENCES/STAYS SOLD **201.798**

INDIVIDUAL ONLINE/OFFLINE **1.849**

TRAVEL AGENCIES **313**

WELFARE PLATFORMS, OLTA & FOREIGN AGENCIES: **25**

ADULT GROUPS **39.791** SCHOOL GROUPS **6.574**

THE BUSINESS AND ECONOMIC GROWTH OF C-WAY IS BASED ON FIVE MAIN STRATEGIC LINES:

1. **Ongoing scouting for the enhancement of the portfolio** produced in geographical and experiential terms, paying particular attention to the packages with accommodation, which represent the most important product for the development of the entire local tourism chain.
2. **Increase in distribution & sales channels**, paying particular attention to the business internationalization: 3 foreign Tour operators opened with new API connection and important international search to identify future developments.
3. **Increasing digitalization of processes** intended to provide answers and services compatible with the new market needs.
4. **Focus on sales of packages** to strengthen the role of Tour Operators within the group.
5. **Cooperation with the institutions**, Agenzia In Liguria and Liguria Region, Chamber of Commerce of Genoa, Trade Associations.

SUSTAINABILITY IS THE WATCHWORD AND IS BASED ON 3 PRINCIPLES:

1. **Environmental respect and protection**, developing partnerships that allow the creation of proposals with a reduced environmental impact, for instance the recent cooperation for the visit of the city of Genoa by rickshaw and the excursions to Varese Ligure and the small villages of Val di Vara. Creating slow voyages of discovery, alternative methods to get in touch with the beauty of the Italian territory, through paths on foot or by bicycle on the road and trails, both along the famous Via Francigena or in the well-known Park of Cinque Terre. Promoting a socio-cultural tourism that is not affected by seasons, usable all year round, without impacting the territory in the short-time. Promoting educational activities and initiatives targeted to the general public in order to make people aware of the environmental protection issues. Making use of the most modern technologies to manage with a more ethical approach the daily efficiency, both it is the disclosure of tourism proposals, mainly circulated via web or allowing the ticketless access to the marketed websites.
2. **Disclosure of the traditional culture** through the promotion of more complete and authentic experiences that allow the travellers to immerse into the local culture in all its aspects, thanks to the choice of expert local guides able to narrate in an authentic way the traditions of the places and thanks to the tourist paths, discovering ancient professions and centenary traditions, both they are historical small shops of Genoa or the secular city quarters of Siena; the tradition is respected also "at table" thanks to wine and food focused on typical zero-km products of the territory: the Ligurian pesto sauce, the famous wines of Tuscany, cold cuts and cheeses of Emilia Romagna are among the protagonists of unforgettable tasting paths discovering wine-and-food excellences.
3. **Involvement of the local community** through the choice of services offered by local companies and professionals, actually contributing in this way to the socio-economic development of the local reality drawing benefits from the money invested by the traveller.

COSTA EDUTAINMENT AND FOUNDATIONS

FONDAZIONE BIOPARCO DI ROMA



The Zoological Garden of Rome (Bioparco) was born in 1908 thanks to Carl Hagenbeck with an extension of 120 thousand square metres inside Villa Borghese.

Bioparco S.p.A. was born in 1998, company with mixed public-private capital, whose management is given to Costa Edutainment with the purpose to breathe life back into the Park and boost investments. In 2004 the company turns into Foundation and its founding members are the Municipality of Rome and Costa Edutainment.

Vice President of the Foundation appointed by Costa Edutainment is Nicola Costa.

Today the facility is active in:

- **Management and exposition to the public of more than 1200 animals**, through the continuous modernization of exhibits and extension of dedicated spaces;
- **Environmental education**, through the setup of exhibitions, the organization of conferences, the design of educational activities for the public and schools of all levels;
- **Conservation of species threatened by extinction**, through the scientific research and participation in European programs of reproduction in captivity, awareness-raising actions and participation in international campaigns for species threatened by extinction.

FONDAZIONE ACQUARIO DI GENOVA



Fondazione Acquario di Genova onlus (now ETS) was born in 2003 and is closely linked to the mission of all the facilities managed by Costa Edutainment, which has always been committed to make aware and educate the general public on the conservation, management and responsible use of water environments through the knowledge of animal species and their habitats. The Oceans, cradle of life, cover three quarters of the Earth and represent a priceless source of culture and resources; a heritage more and more threatened by the human activity. Today an effective management of marine resources doesn't exist: only 1% or so is protected and the global ocean environments are in danger, a situation that could potentially compromise the future generations. The signs of degradation are particularly visible in the Mediterranean Sea.

The founding members are, besides Costa Edutainment, the Municipality of Genoa, the Province of Genoa, Università di Genova and the World Ocean Association, whose representatives are the member of the Board of Directors.

Purpose of the Foundation is that to protect and appraise the environment, with particular regard to the water environments, through:

- **Activities of disclosure and education** for the general public
- **Awareness-raising actions** towards public Institutions and private individuals
- **Implementation of applied scientific research project**
- **Participation in operations of active safeguard** of threatened water ecosystems, in various areas of the world

In these contexts, the Foundation has realized projects and activities since its establishment in various Countries of the world. From 2006 the Foundation has launched the brand ECOCREST, which qualifies sustainable and ethical aquatic products, deemed the highest standard in the sector.

Since March 2014 Fondazione Acquario di Genova has entered into an agreement with **Istituto Giannina Gaslini** and **Unitali** to offer an ongoing program of free guided tours for children being patients of the pediatric hospital. In 2017, it has also promoted and signed a framework agreement on the serious problem of plastic in the oceans with the Garbage Patch State, in cooperation with WWF Italia, Marevivo and Legambiente.

The Foundation has continued its research activities on cetaceans with the INTERCET platform, used by international organizations, and with the Intermed projects. Furthermore, the Foundation was called to participate in the UN Sustainable Fishery Team of Specialist, in Geneva in January 2018; in addition, Antonio Di Natale was called as Chair of Chapter 31 for the Assessment of the State of the Ocean, including the socio-economic aspects.

The foundation, in 2018, has decided to establish two research allowances for students, of which one for EU and/or non-EU students. In 2020 it has also activated the support to a PhD programme at Università di Genova.

In 2020, when during the COVID pandemic, Nature has partially regained its spaces and many animals have returned to the coasts, the Foundation has kept monitoring the situation. In 2020, besides being one of the institutions that founded the European network EU4Ocean, promoted by the European Commission, the Foundation has participated in tens of international meetings on the sustainable management of marine resources.

Currently in the Board of Directors of Fondazione Acquario di Genova, appointed by Costa Edutainment and World Ocean Network, there are Nicola Costa, Giovanni Battista Costa, Simona Bondanza and Antonio Di Natale.

PALAZZO DUCALE FONDAZIONE PER LA CULTURA



Palazzo Ducale Fondazione per la Cultura is a centre for cultural creation and production, which pursues purposes of cultural promotions, by realizing and hosting national and international cultural, art and social initiatives and events, and by activating forms of cooperation with public and private entities.

The Foundation through its activity promotes the cultural growth of the community and contributes to the social and economic development of the Genoese and Ligurian territory in cooperation with the Municipality of Genoa and Liguria Region.

The annual schedule offers a wide and diversified calendar of initiatives, exhibitions, conferences, events and activities.

Costa Edutainment has become part of the board of directors of the Fondazione per la cultura Palazzo Ducale since its birth in 2008 in the person of Giuseppe Costa.

MISSION

The corporate history of Costa Edutainment twines its roots with the entrepreneurial roots of the Costa family: a value system that has characterized over the time a recognizable and long-lasting way of doing business.



LET'S ENJOY LEARNING

Costa Edutainment aims to meet the increasing demand of a qualitative use of the spare time, by combining culture, science, education, performance, emotion and amusement in unique and significant experiences.

GUIDING PRINCIPLES

THE VISITOR AT THE CORE

We listen to the requirements of our visitors to improve the quality of the experience of visiting over the time

COMMITMENT TO ANIMAL WELL-BEING AND ENVIRONMENTAL PROTECTION

We take care of animals and protect the species in the wild by contributing to promote directly and indirectly the conservation of the environment

FOCUS ON THE SCIENTIFIC RESEARCH

We examine in depth and update our scientific and cultural expertise in the sectors where we operate and we are recognized as a national excellence

SUPPORT TO THE TERRITORIES WHERE WE OPERATE

We have always cooperated with the local, national and international public administrations and with the system of public and private entities operating on the territory

COOPERATION AND ENHANCEMENT OF PEOPLE

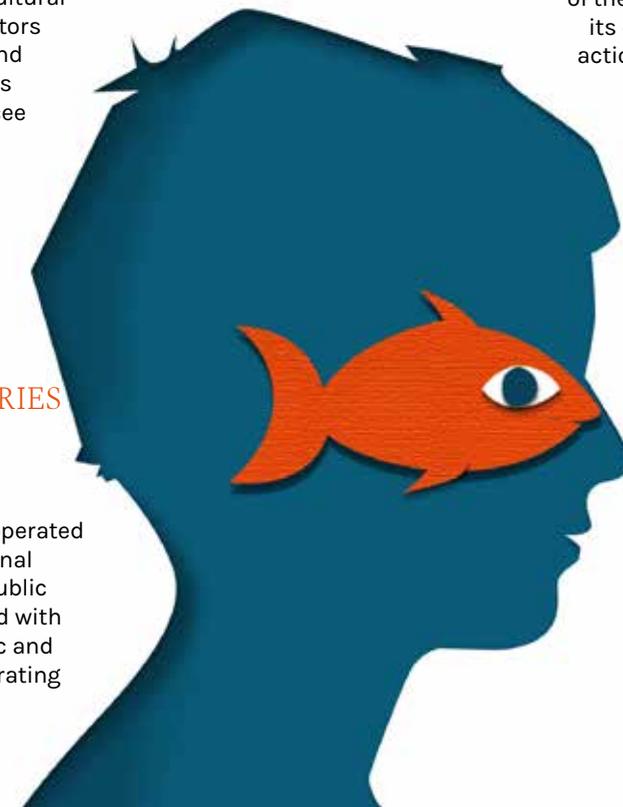
We create a cooperative work environment shaped around the enhancement of people

ATTENTION TO PROFIT AS A TOOL OF RESPONSIBLE GROWTH

We believe that the profit is an essential factor to support not only the economic development of the company in the interest of the shareholders, but also its ethical and responsible actions towards the society and the territory where it operates

CORRECTNESS IN RELATIONS WITH SUPPLIERS

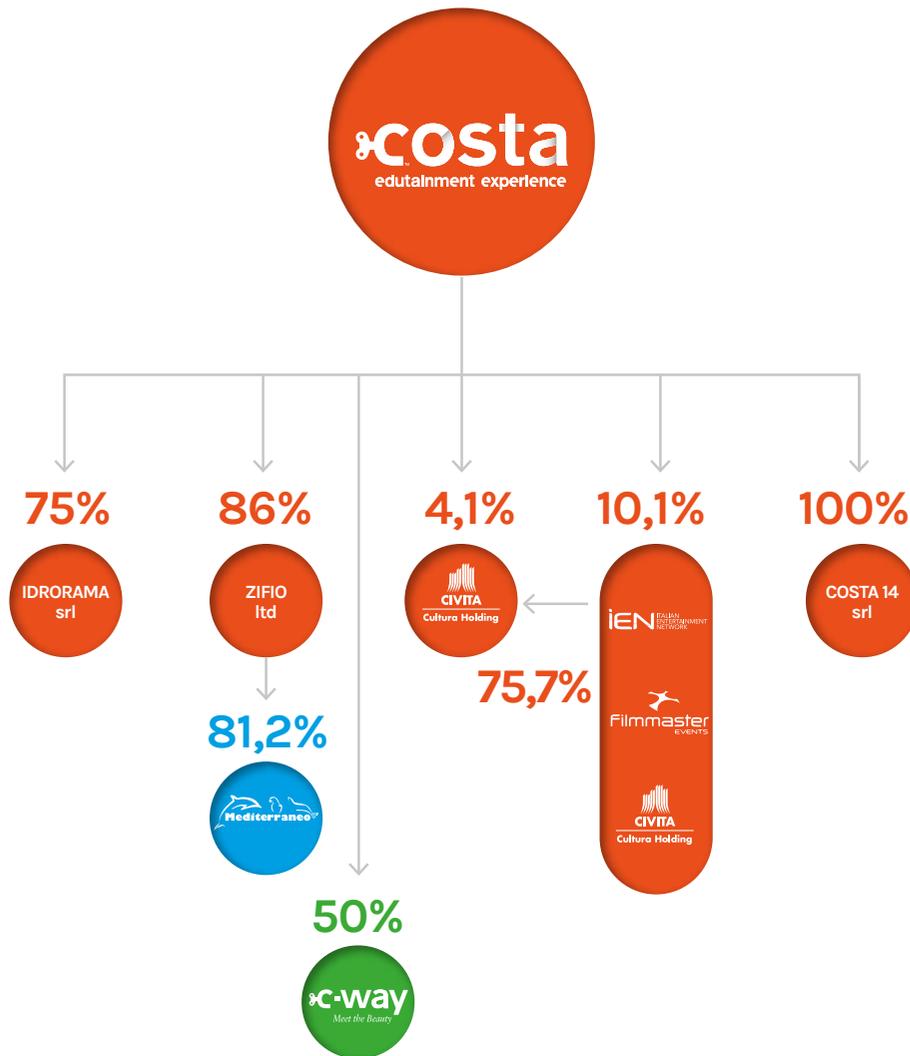
We treat the suppliers as partners in a shared route



CORPORATE STRUCTURE

COSTA EDUTAINMENT SPA

SPerforms both the function of holding and operational company and for 58% is owned by Ter Srl and for 42% by OCM Luxemburg EPF V S.A.R.L.



MINOR SHARES

Experienti • Fondazione Acquario di Genova Onlus • Palazzo Ducale Genova • Bioparco di Roma

COSTA EDUTAINMENT PROTAGONIST OF THE SUSTAINABLE DEVELOPMENT

For some years we have listened to influential voices, from the world of Academy, science, business, politics and finance, which strongly emphasise the need to rethink the current development model that is demonstrating to be unsuitable to contrast or, at least, mitigate the increase in social and economic inequalities and the environmental crisis.

During 2020, in view of an overall and global collapse, we could witness the progress of programs for a transformation in a sustainable key: from the European Green New Deal, to the exponential growth of finance with impact and related ESG (Environmental, Social and Governance) analysis models, to the key topics of the EU Next Generation and related social impact evaluations, to the diffusion and territorial rooting of the Agenda 2030.

In this transformation, the companies become protagonists of radical evolutions in business models (sustainability as driver of competitiveness, circular economy, Benefit Corporation, creation of shared value): necessary choices to see the emergence of a more sustainable development model in economic, social and environmental terms and for an increasingly strong alliance between company and society.



EVOLUTION EXTERNAL CONTEXT

SUSTAINABLE FINANCE EU COMMISSION



Consideration of environmental, social and governance (ESG) aspects in making decisions for investments in the financial sector. The TEG (Technical Expert Group) on Sustainable Finance was started on topics such as European taxonomy and Green Bond Standard.

PNRR



The National Recovery and Resilience Plan with a strong focus on green projects and initiatives.

GREEN DEAL



Action plan with the general goal to achieve the climate neutrality in Europe within 2050.

MINISTRY OF ECOLOGICAL TRANSITION



The Draghi Government for the first time establishes a ministry dedicated to the ecological transition.

BANKING GROUPS INTEREST FOR IMPACT BANKK



ESG impacts analysis by many financial institutions (Berkley Bank, CDP, Deutsche Bank, Banca Intesa Sanpaolo, Unicredit, Banca Generali).

SOCIAL CONTEXT



Public more and more sensitive about environmental, social topics and animal welfare.

BORSA ITALIANA 2021



Borsa Italiana [Italian stock exchange] has dedicated a section of the website www.borsaitaliana.it in support to the development of sustainable finance across its reference markets: Equity, Fixed Income, BuySide.

AGENDA 2030



In 2015 UNO has launch a challenge to institutions, companies and citizens with 17 goals for the sustainable development to be achieved within 2030.

COSTA EDUTAINMENT AND UNO AGENDA 2030

The commitment of Costa Edutainment to contribute to achieve the goals of Agenda 2030 has continued also in 2030.

A commitment that, besides the aspects within the business life, has particularly focused on the organizational and management support to the creation and development of the Protocollo di Intesa Liguria 2030, in cooperation with ASviS. (www.liguria2030.org)



TOURISM DURING THE COVID-19 PANDEMIC

The global tourism has suffered in 2020 the worst year ever, with international arrivals dropping by 74% according to the last data of the World Tourism Organization (UNWTO). The destinations all over the world have welcomed **1 billion arrivals less in 2020 than the previous year**, due to an unprecedented drop in demand and common travel restrictions.

Due to the evolving nature of the pandemic, many countries are introducing **stricter travel restrictions** but at the same time, the gradual implementation of a COVID-19 vaccine should contribute to reinstate the confidence in consumers, to loosen restrictions and normalize the travels in the coming year.

An **increasing demand of open-air tourist activities based on nature** is also expected, with domestic tourism and "slow travel" experiences acquiring an increasing interest.

Looking ahead, most of the experts **does not foresees a return to pre-pandemic levels before 2023**.

The extended scenarios of UNWTO for the period 2021-2024 suggest that **from two-and-a-half years to four years could be necessary before the international tourism returns to the levels of 2019**.

As concerns Italy, the new bulletin issued by the National Tourism Agency, Enit, in September 2020 keeps painting an extremely negative picture as concerns the revenues of the sector in this 2020, inevitably hit by the pandemic consequences. According to the report issued by Enit, the total visitors (namely both Italian and coming from foreign countries) have been almost **53 million less compared to last year** (decreased by 46%).

Waiting for a more accurate picture with regard to a "new" normality, we should identify who will be mostly damaged starting from the cities that usually host more foreign visitors such as Venice, Rome and Florence. Italy is one of the most affected countries in the world by the drop in airport arrivals (-83% compared to August 2019), with China and the United States that in the world are uncontested leaders of this sad rank (with -90,9% and 89,5% respectively) due to the closure towards other countries.

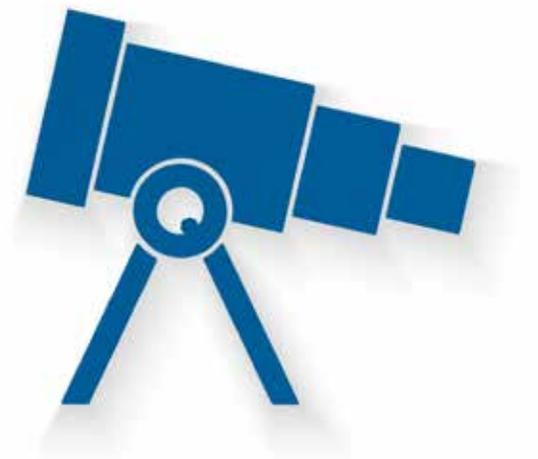
Almost 25 billion euros will be lost in 2020 for the tourism industry, data accompanied by almost **44 billion saved by the Italian tourists compared to 2019 for the drastic drop in movements**: that is why this year, the contribution of the whole sector to the Gross Domestic Product will be of 3,2% compared to 5,7% of the previous one.

Enit has interviewed more than 4 thousand people in the last week of August (from 24th to 30th) to take stock of Summer. From the analysis it emerges that 41% of the Italians could not have holidays, while **59% of the population spent at least 1 period away from home**.

- According to the Enit bulletin, most of the Italians remained in their homeland in 97% of the cases, preferring destinations such as Emilia Romagna, Puglia and Sicily, all on the podium of the period, chosen by 9% of the Italian holiday-makers.
- Good performance also in the mountains with Trentino Alto Adige (8%), but also Tuscany (8%), Piedmont (7%) and Lombardy (7%).
- **Abroad (3%)**, the Italians have remained in the Mediterranean Europe (24%), in Northern Europe (24%) or Eastern Europe (14%), also due to the limitations imposed on Countries to be reached.

(Source: ISTAT, Report on Tourism January-September 2020)

Costa Edutainment lives of mainly national tourism. Indeed Summer 2020 was characterized by a recovery of visitors (even if very partial except for Acquario di Cattolica and Livorno that registered in August the same presences of last year), with large increase in national visitors compared to foreign visitors. This trend was perceived above all at Acquario di Genova, which traditionally in the month of August saw an incidence of foreign visitors equal to 7% of the total, partially replaced by Italian tourists that decided to spend their holiday in Italy.



CULTURAL TOURISM: FUTURE SCENARIOS

With Covid-19 that blocked the global tourism, million people in quarantine searched for cultural and travel experiences from their home. The culture demonstrated essential in this period and the request of virtual access to museums, historical sites, theatres and shows has achieved unprecedented levels.

With more than 80% of the UNESCO world heritage properties closed down, the means of subsistence of million professionals of culture have been seriously put at risk. If tourism is fated to contribute to the survival of the cultural sector, namely cinema, arts and many other segments, then it should strengthen the cultural identity and the brand of tourism destinations.

Although all the difficulties, **today the tourism and cultural industries must face the opportunity to create new partnerships and cooperation.** They must reinvent and diversify jointly the offer, attract new audience, develop new skills and support the transition of the world towards new conditions.

The recommendations described below have been prepared by the Ethics, culture and social responsibility department of UNWTO in cooperation with its international partners with expertise in culture and tourism.

Improve the information and exchange of data between sectors

The information flow between sectors is essential to understand the impacts of the pandemic and to elaborate effective answers. Specific data on socio-economic impacts of COVID-19 on culture and tourism, as well as solutions implemented for the survival of the cultural tourism, will allow more targeted plans of implementation to meet different requirements and repeat "good practice".

Launch innovative alliances

The confinement has demonstrated the importance of new technologies and media in our daily life. With million people confined at home, this is an appropriate moment to develop and promote cultural experiences to an imprisoned audience. The challenge consists in providing these experiences in order to support direct benefits for organizations and operators involved. During this digital transition, tourism and culture can create alliances with the technological companies and the private sector to improve the access to programmes of capacity building on culture and sustainable tourism, available online.

Inspire a more sustainable future for cultural tourism

The sectors of tourism and culture must continue to work together to propose a more sustainable future for the cultural tourism. The marketing strategies in tourism are emphasising the local cultural expressions not only to address to new segments of audience, but also to propose responsible travels. Cultural destinations

and sites are wondering how to survive in this period of hibernation, while planning the reopening of tourism.

Create a more resilient tourism and cultural workforce

The professional profiles of cultural and tourism workers will require new skills for immediate actions and to participate in the recovery. Both sectors must develop creative and inventive occupational solutions to provide resilience to the workforce after decades of precariousness. The jobs existing in the cultural tourism should be maintained and subject to redevelopment, because talent and human knowledge already exist.

Strengthen the governance structures for a better coordination and sharing of information

This crisis is an extraordinary opportunity to build intersectoral governance models between key stakeholders of tourism and culture. These models should involve technological partners to build platforms and exchange forums to coordinate the actions and share information. The platforms should entail a communication, a decision-making process and effective agreements on the definition of limits of tourism development involving cultural heritage.

Attract new segments of audience

The sector of culture is shaping future busy global citizens and tourists, reaching children and young people. Emotional bonds emerging now between citizens and cultural creators will make the difference in the coming years. The confinement may also make the usual visitors and "senior" cultural tourists to support culture with actions of patronage and solidarity.

GOVERNANCE

The governance model of Costa Edutainment envisages a hierarchical structure involving different stakeholders where the Shareholders' Meeting is the top management.

The company is administered by a Board of Directors supported by a Board of Statutory Auditors. The accounting audit has been renewed for the three-year period 2020/2022 to the external company PricewaterhouseCoopers S.p.A.

SHAREHOLDERS' MEETING

The Shareholders' Meeting, usually held once a year for the approval of the financial statements, is the internal decision maker of the company, whose competences are provided for by statutory regulations and Bylaws. In 2020 the Shareholders' Meeting was held on 26th February.

BOARD OF DIRECTORS

The Board of Directors manages the Company in compliance with the law and Bylaws according to the majority voting principle and is vested with all the powers of ordinary and extraordinary administration, except for those reserved to the Shareholders by the law and Bylaws. The Board of Directors in office as of 21st June 2019 until the approval of the financial statements as at 31st October 2021 consists of eight members.

President and Chief Executive Officer	Giuseppe Costa
Vice President	Mario Adario
Directors	Enrico Costa, Nicola Costa, Serena Del Lungo, Nicola Iorio, Paolo Marsano, Tommaso Maria Chiorino
Secretary	Pietro Pongiglione

The Meeting has appointed Giuseppe Costa as President of the Board of Directors and Chief Executive Officer of the Company.

BOARD OF STATUTORY AUDITORS

The Board of Statutory Auditors, appointed by the Shareholders' Meeting, monitors the compliance with the law and Bylaws, the observance of the correct management principles, paying particular attention to the adequacy of the organizational, administrative and accounting structure adopted by the Company and its concrete functioning, besides performing control functions on the management. Pursuant to article 36 of the bylaws,

the Board of Statutory Auditors consists of three regular Auditors and two alternate auditors and the Board of Statutory Auditors stays in office until the approval of the financial statements as at 31st December 2021 and its members are:

President	Mario Pacciani
Regular Auditors	Sergio Miglietta, Gabriele Verganti
Alternate auditors	Massimo Bolgè, Luigi Garavaglia

ORGANIZATION SYSTEM 231 AND SUPERVISORY BODY

The choice of Costa Edutainment SpA to be equipped with an Organization, management and control System compliant with the Italian Legislative Decree 231/01 on the administrative liability of entities dates back to 2009, it is part of the widest corporate responsibility policy and consists of the construction of a structured and organic system of control procedures and activities. The organization, management and control systems adopted by Costa Edutainment S.p.A. and Idrorama s.r.l. have been updated after the integration of tax crimes in the catalogue of crimes provided by the Italian legislative decree 231/01. After the update of the Model 231 and of the relevant procedures (whistleblowing), two training sessions have been held in May 2019. Consistently with the Legislative Decree 231/01, Costa Edutainment SpA and since 2018 also Idrorama Srl have equipped themselves with their own Supervisory Body (SB) which has the task to monitor:

- The compliance with the System by the corporate bodies, employees and, within the limits set out, by consultants, suppliers, partners and service companies;
- The efficacy and adequacy of the System in prevention of crimes, in relation to the corporate structure;
- The opportunity to update the System in relation to changed conditions of internal or external context.

The SB of Costa Edutainment SpA is a collegiate body appointed by the Board of Directors on a three-year basis and has independent enforcement powers. It comprises four members meeting criteria of autonomy, independency, professionalism and continuity of action:

FEDERICA MANTERO

SB PRESIDENT AND COSTA EDUTAINMENT SPA INTERNAL AUDITOR

PAOLO MARSANO

MEMBER OF THE COSTA EDUTAINMENT SPA BOARD OF DIRECTORS

ANDREA DAL NEGRO

ATTORNEY, EXTERNAL LAWYER

FEDERICA BERTI

EXTERNAL ACCOUNTANT

The same members perform monitoring activities also for Idrorama s.r.l.

During the year, the Supervisory Body, whose appointment has been renewed, has performed a stable inspection activity of aspects relevant to the scope of the Italian Legislative Decree 231 through meetings with the managers of the sectors involved and the monitoring of communications sent to the same body. The assessment activity performed and the analysis of the information flows did not show any breach of the Organisational Model or actions entailing a breach of the provisions contained in the Legislative Decree 231/2001. We have not received any notification concerning problems falling within the field of the activity performed. In the aggregate, the activities assessed result under control, even if, as concerns the safety aspects, there is still room for improvement.

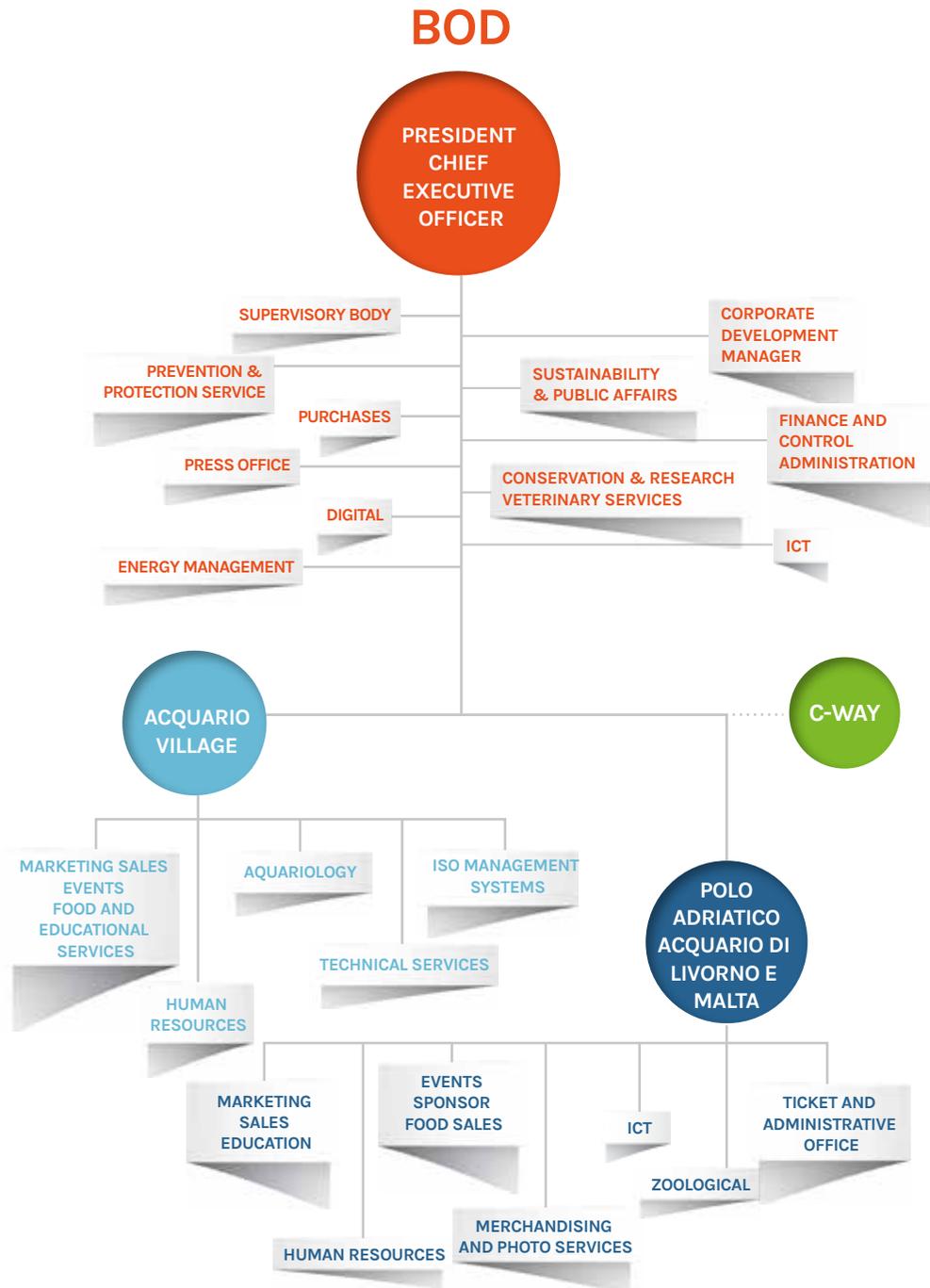
The Supervisory Body has acknowledged the reports of inspections made by external Entities (Certification Bodies, Local Health Units and Ministry) and documents sent (information flow) and no breach of the Organisational Model have emerged.

CODE OF CONDUCT

In 2009 Costa Edutainment has elaborated a Code of Conduct pursuant to the Legislative Decree 231/2001, necessary tool to settle the inspiring principles in the company and outline clear lines of behaviour shared between the Company and the main stakeholders. The Code of Conduct represents the reference that every director, statutory auditor, employee, partner, customer, supplier of Costa Edutainment shall adhere to in order to face in a correct way also difficult or potentially ambiguous situations that should arise.

The Code of Conduct is a set of principles and guidelines that are designed to inspire Costa Edutainment SpA's activities and guide the behaviour not only of its employees, but also of all those people whom the Company deals with during its activity, to ensure that, in the company, efficiency and reliability are combined with an ethical conduct.

ORGANIZATION CHART

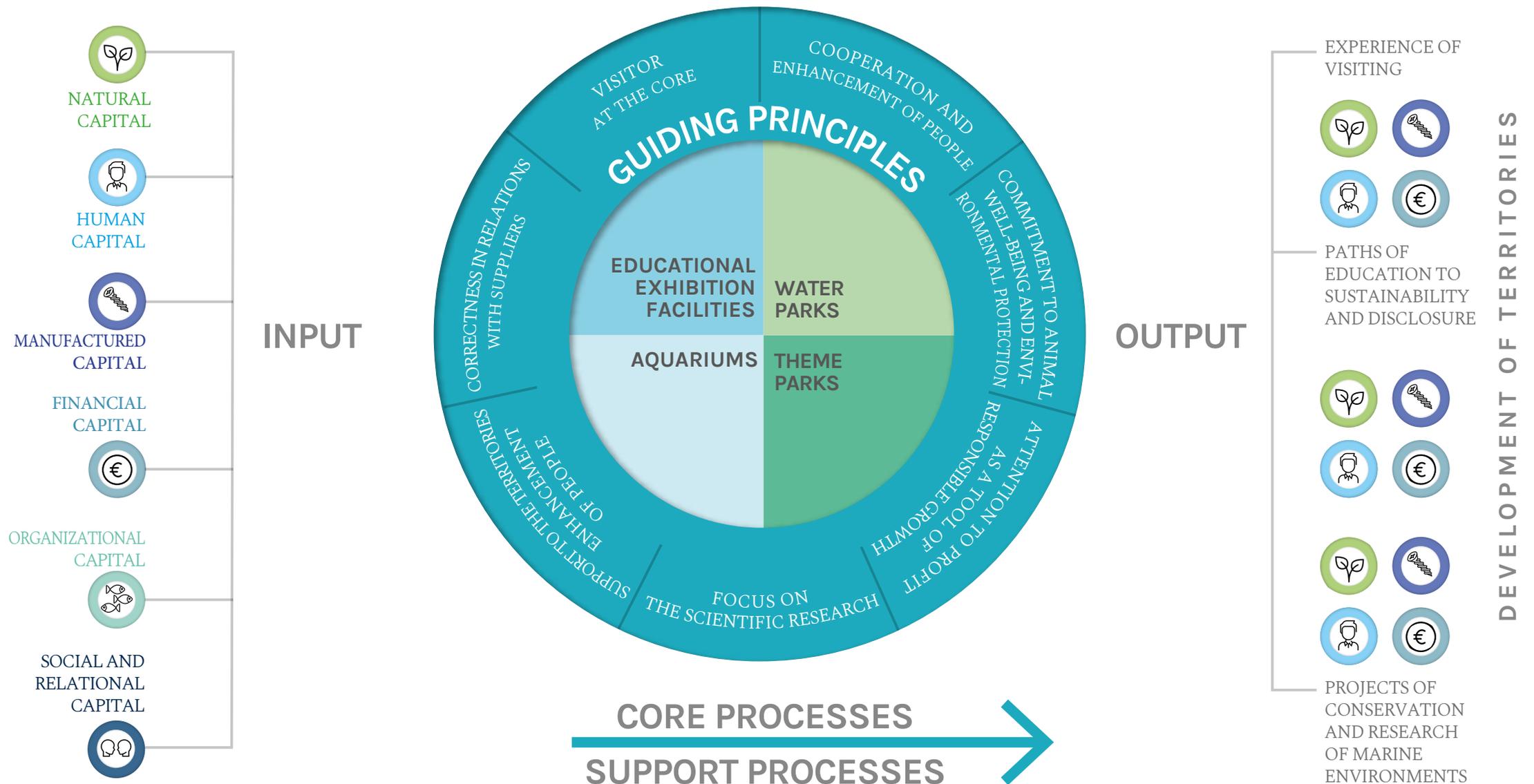


BUSINESS MODEL

THE PATH OF VALUE CREATION

OUR VISION: EDUTAINMENT

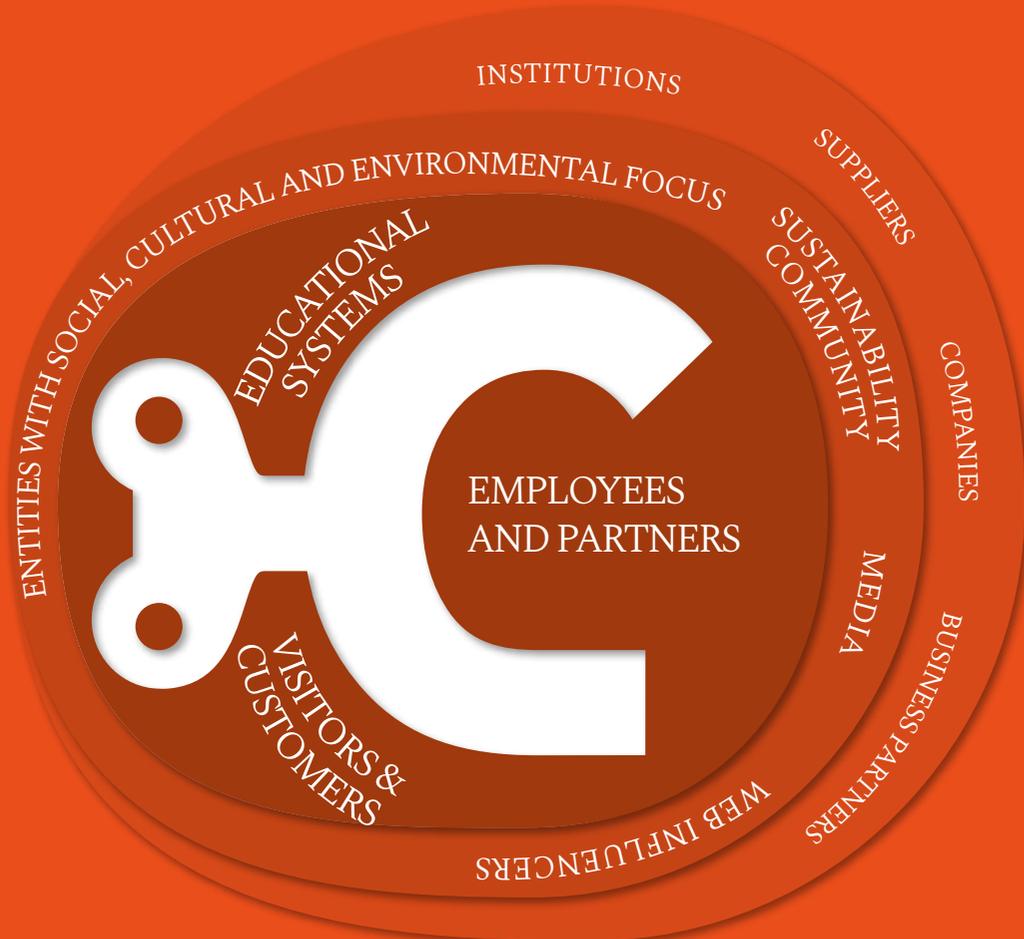
The following figure represents the Business Model of Costa Edutainment, which has different kinds of capital used as inputs that are, through the activities deeply anchored in the inspiring principles of the company, turned into outputs (experiences and services) to generate even wider effects on the territories (outcome).



COSTA EDUTAINMENT AND ITS RELATION WITH TERRITORIES

It is generally believed that Costa Edutainment reveals a **particular aptitude and ability in managing public properties** in cooperation with institutions. This allows enhancing the positive impacts of business for community.

The activity of Costa Edutainment is **significant for the territories** not only in terms of tourism and acceptance by the cities where it operates but also in economic and financial terms, thanks to the result and rentals of the public facilities, which amount to total **6,4 million euros for 2020**.



CONTROL OVER THE RISKS

Costa Edutainment keeps increasing the awareness on caused and suffered risks to which the organization is exposed paying attention to the Risk Management issues. 2020 has represented also from this point of view an exceptional year: the pandemic and its unpredictability obliged the companies, and not only, to adopt new tools to identify and mitigate the impacts due to the total closure of activities and protect, with the tools allowed, their stability.

The immediate activation of an internal team to manage the pandemic risk allowed Costa Edutainment to activate all the safety measures intended to reduce the possibility of contagion both during moments of closure of facilities to the public and on days of opening, ensuring all the safety measures for employees and visitors. Thus, we have continued the work for the implementation of governance and organizational measures intended to ensure the management of various risks, current and prospective, to which it is potentially exposed. In particular, Costa Edutainment is active in the monitoring of quality of the services offered, in controlling facilities and plants and in protecting health and safety of employees and visitors.

COSTA EDUTAINMENT MAINTAINS:

- A Risk Assessment method based on ISO standards (31.000:2009);
- An overall mapping of risk scenarios of the Company with identification of the priorities of intervention;
- Action plans (organizational and procedural, technical, contractual, insurance) for the improvement of the risk status of priority expositions identified.

The macro-categories of risk identified are:

EXTERNAL RISKS:

Risks of the (competitive, regulatory, technological, natural, etc.) environment in which the company operates.

- Causes of force majeure and other unpredictable events that may affect the economic and financial balance;
- Adverse meteorological conditions and catastrophic events;
- Unexpected situations of competition;
- Difficult conditions in global markets and in economy in general;

- Regulatory evolutions;
- Interruption of services to the public due to the failure of its facilities due to circumstances out of control.

STRATEGIC RISKS:

Risks of the process of definition and/or implementation of the strategies indicated in the industrial plan:

- Failure to implement an investment plan;
- Failure to monitor the evolution of choices of fruition of edutainment by the target audience.

OPERATIONAL RISK:

Risks related to persons, processes, systems, risks of compliance of the business activities with the applicable legal provisions and regulations:

- Impacts arising from the activities performed with negative consequences on environment and health and safety of employees and/or local communities;
- Failure to maintain or obtain necessary licenses, permits, legal authorizations;
- Breach of quality standards;
- Breach of laws and internal regulations;
- Breach of the organization and management system;
- Flaws in the functioning of the computer system with consequences on integrity and confidentiality of data and sensitive information;
- Skills and competences of employees;
- Litigations with employees;
- Inappropriate reporting systems;
- Animal well-being/management;
- Significant interruption of the provision of services due to internal technical problems of the facilities.

FINANCIAL RISKS:

Financial risks traditionally intended as exchange, rate, commodity, inflation, liquidity and credit risks.

In 2020, the Register of risks and opportunities of the departmental managers was updated: there were no variations of the residual risk but there are actions in progress related to categories of risk with higher scores. These actions were indicated in the action plan for the improvement 2021 and can be realized in multi-year projects.

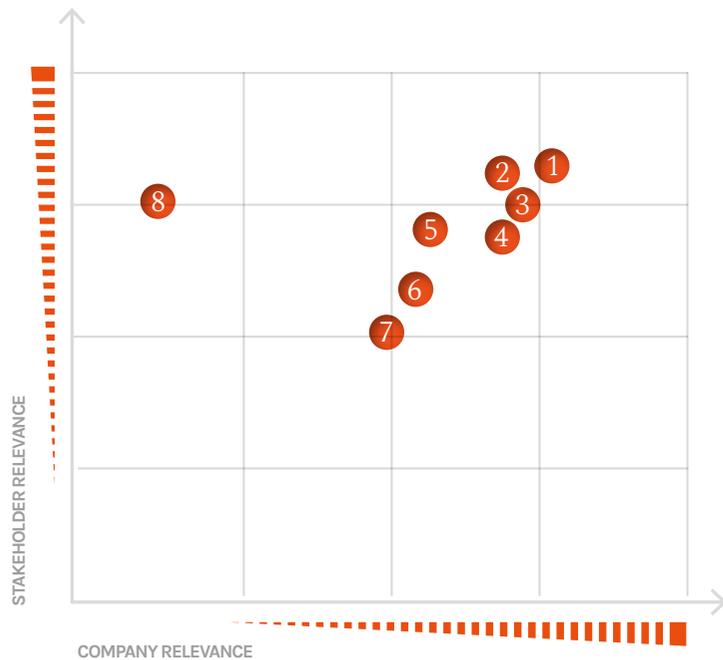
RELEVANT ISSUES AND CREATION OF VALUE

The framework <IR> provided for the preparation of reports focused on aspects that affect in a significant way the ability to create value over the time, the so-called material aspects. Aligning with this inspiring principle, Costa Edutainment conducts once every two years, as of 2017, an analysis of materiality, involving the Board of Directors and includes a phase of direct listening of the external stakeholders.

This year we also wanted to maintain a direct communication channel, listening to the stakeholders through a questionnaire, although the exceptional moment that affected not only the corporate business and the market, but above all the perception of the stakeholders, about the key elements in the definition of the new normal towards which we all are moving. The listening was focused on 8 topics identified by the corporate top management as the today's most significant elements:

- **Protect health and safety of employees and visitors by strengthening the culture of prevention** (e.g., the attention of the organization to the protection of employees through the implementation of regulations, procedures and the adoption of specific certifications);
- **Undertake to ensure the financial soundness of the company** (e.g., by activating credit channels, controlling costs and assessing the return on investments);
- **Invest for the digital transformation and innovation** (e.g., by investing in paths of e-commerce development, CRM, digital marketing, cybersecurity);
- **Generate value on the territories through a business model paying attention to the internal/external social impact and promote multistakeholder networks** (e.g., by promoting or taking part in tables with institutions, associations, other companies at local, national and international level, as well as by investing on territories and creating jobs and redeveloping the areas where we operate, by activating innovative development projects of people working in the company; path of integration of sections considered weak; by supporting cultural and or corporate social responsibility initiatives);
- **Reduce the impacts of the business activity on the environment** (e.g., by investing in path of reduction of emissions, transition towards renewable sources, waste reduction and commitment to the diffusion of the waste separation);

- **Actively contribute to the conservation of biodiversity and natural ecosystems also by making aware the stakeholders on educational contents on environmental issues** (e.g., through research paths for the protection of natural ecosystems in cooperation with Universities, Ministries, Foundations and Research Organizations);
- **Build a sustainable experience of visiting in every aspect, for every visitor** (e.g., by customizing the offer and supervising the experience from the time of booking to that of transport, of the visit also in terms of hospitality and adequacy of the facility, services and, in a broader sense, accommodation in the territory);
- **Develop new acquisitions by extending the edutainment approach** (e.g., by investing on new facilities and extending the edutainment approach of the group).



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| <p>1. Protect health and safety of employees and visitors by strengthening the culture of prevention</p> <hr/> <p>2. Actively contribute to the conservation of biodiversity and natural ecosystems also by making aware the stakeholders on educational contents on environmental issues</p> <hr/> | <p>3. Undertake to ensure the financial soundness of the company</p> <hr/> <p>4. Reduce the impacts of the business activities on the environment</p> <hr/> <p>5. Build a sustainable experience of visiting in any aspect, for every visitor</p> <hr/> | <p>6. Invest for the digital transformation and innovation</p> <hr/> <p>7. Develop new acquisitions extending the edutainment approach</p> <hr/> <p>8. Generate value on the territories through a business model paying attention to the internal/external social impact and promote multistakeholder networks</p> <hr/> |
|---|---|---|

We conducted an online survey involving 200 people, among internal and external stakeholders, with 60% of responses received. The eight relevant topics were weighted by the Steering Committee in terms of strategic nature for the purposes to create value and were assessed in terms of current level of control by the governance bodies and by managers. Then we receive 63 responses by the external stakeholders that gave indications about the relevance perceived by the 8 material topics identified. **Il processo di individuazione delle categorie di stakeholder, da coinvolgere nella valutazione dei temi materiali, si è basato sulla mappatura delle categorie effettuata e validata nel corso degli anni da parte del top management del Gruppo, e considerando allo stesso tempo la rilevanza strategica degli stakeholder per il business di riferimento.**

It is interesting to stress how the relevance of topics is perceived in a substantially analogous way by both company and stakeholders: protection of health and safety of employees and visitors along with the constant commitment to the financial soundness of the company are the main topics of 2020.

The conservation of biodiversity results a growing petition by the external stakeholders in line with the current sensitivity on these issues. Necessarily, other topics such as the generation of value for the territories through a business model that pays attention to the internal/external social impact and the promotion of multistakeholder networks, are considered currently less significant.

The comparison between the point of view of the internal and external stakeholders is synthetized in the image in the page above.

STRATEGY MAP 2020/2021



The path realized in 2020-2021 for the definition of significant topics for the creation of value, graphically synthetized in the Materiality Matrix, was translated into a strategy planning activity focused on the development of shared issues. The Integrated Management System, with particular focus on improvement paths, supplied the correct organizational framework where converging the definition and subsequent monitoring of strategic initiatives (including performance indicators), given in a broad way to all the corporate managers.

The following map rationalizes in brief the main paths of development characterizing Costa Edutainment for the years 2020-21, starting from the significant topics of the Materiality Matrix.

GOALS	EXPECTED IMPACT		STRATEGIC INITIATIVES	SIGNIFICANT TOPICS	SDGs
Innovate the experiences of visiting with focus on ecosystems and biodiversity protection to ensure long-term visibility and uniqueness of the experience of visiting	<ul style="list-style-type: none"> Increase in revenues and diversification of sale proposals Brand recognizability 		<ul style="list-style-type: none"> Edutainment and sustainability paths (biodiversity, disclosure, environment, climate, health, wellness, sport) Integration in the itineraries of research projects in progress, behind the scenes, alien species, didactic laboratories 	Invest for the digital transformation and innovation	
Protect health and wellness of people, starting from the worksite and in the itineraries	<ul style="list-style-type: none"> More efficiency and cost reduction 		<ul style="list-style-type: none"> Biosafety Trust Certification Smart Working Strengthening and adjustment of the safety system and spread of culture of prevention 	Protect health and safety of employees and visitors by strengthening the culture of prevention	
Ensure the financial soundness of the company	<ul style="list-style-type: none"> Business and organization stability 		<ul style="list-style-type: none"> Activation of credit channels, control of costs and assessment of return on investments 	Actively contribute to the conservation of biodiversity and natural ecosystems also by making aware the stakeholders on educational contents on environmental issues	
Contribute to the conservation of ecosystems through the education of the general public and the scientific research	<ul style="list-style-type: none"> New sources of revenues arising from partnerships and effects of revenge tourism 		<ul style="list-style-type: none"> Scientific and institutional cooperation and partnerships, save a species, proposals for a sustainable tourism and synergies offered (c-way) 	Reduce the impacts of the business activities on the environment Invest for the digital transformation and innovation	
Efficiency improvement and modernization of facilities and plants and promotion of corporate culture on energy issues	<ul style="list-style-type: none"> Reduction in costs in the field of energy Improvement of the profile of communication of our impacts on the environment 		<ul style="list-style-type: none"> Cattolica trigeneration system Completion of led lighting and transition of energy purchases towards 100% renewables within 2021, complementary to the investments of energy-intensive assets renewal (refrigeration units) 	Build a sustainable experience of visiting in any aspect, for every visitor	
Contribute to the sustainable development of territories	<ul style="list-style-type: none"> Consolidation of the leading role within the reference communities 		<ul style="list-style-type: none"> Strengthening of common networks and strategies in the areas where we operate, by developing the cooperation with local and national institutional partners to get out of the crisis caused by the pandemic 	Reduce the impacts of the business activities on the environment	

GOALS	EXPECTED IMPACT		STRATEGIC INITIATIVES	SIGNIFICANT TOPICS	SDGs
Organizational innovation and development of integrated systems	<ul style="list-style-type: none"> • Efficacy in defining goals and their monitoring • Improvement in allocating resources 		<ul style="list-style-type: none"> • Continuation of the reporting process and related procedures, addition and application of sustainability goals across all the sectors, strengthening of the dialogue with the stakeholders, progressive extension of the integrated management system 	Reduce the impacts of the business activities on the environment	
Continue in paths of technological innovation and digital transformation	<ul style="list-style-type: none"> • Offer enrichment • Customer profiling • M&Z generation • New products usable online 		<ul style="list-style-type: none"> • Development of cutting-edge design and technological solutions to meet the evolutive requirements of customers, by creating ad hoc products, synergies with other facilities, service offer improvement (WI-FI in the facilities of the Coast, CRM, DPM, Group Office 365) 	Undertake to ensure the financial soundness of the company	
Reduction of industrial waste and waste separation	<ul style="list-style-type: none"> • Environmental impacts improvement • Strengthening of brand position in these topics 		<ul style="list-style-type: none"> • Addition of ecological islands in the parks of the Coast, improvement of communication within the itineraries, projects oriented to the containment of damages from disposable devices and promotion of correct disposal 	Build a sustainable experience of visiting in any aspect, for every visitor	
Growth and development	<ul style="list-style-type: none"> • Increase in business volumes and offer diversification 		<ul style="list-style-type: none"> • Expansion to new geographical and development areas in edutainment key. Diversification of revenues and type of facility 	Generate value on the territories through a business model paying attention to the internal/external social impact and promote multistakeholder networks	

THE SIX CAPITALS

The paragraph below aims to "measure" and report the aggregate value created through the development of six types of capital:



HUMAN

people, talents, skills



NATURAL

environmental resources that affect directly or indirectly the activity of the organization



MANUFACTURED

buildings and physical objects available for the organization



FINANCIAL

economic and financial resources available for the company



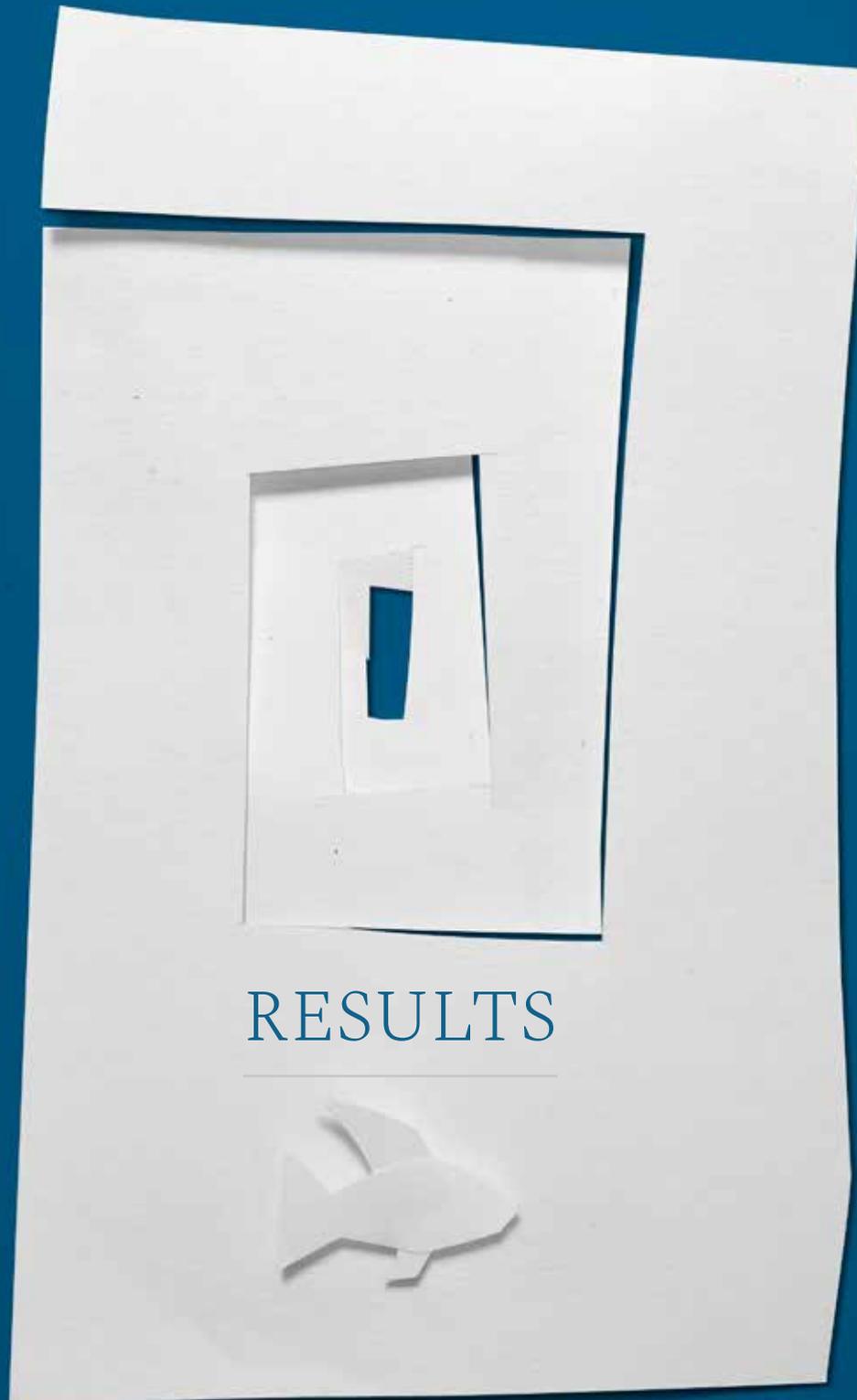
ORGANIZATIONAL

know-how and ability to organize



RELATIONSHIP AND SOCIAL

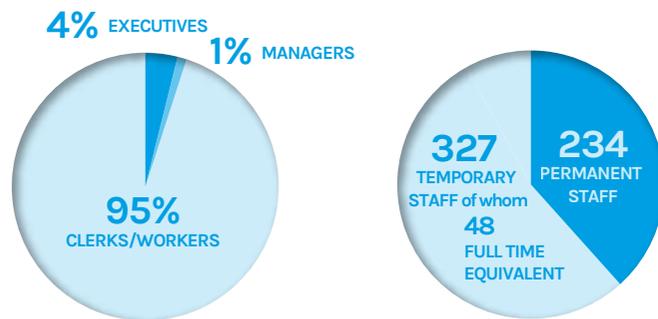
customers, partnerships and multistakeholder networks for the corporate citizenship





HUMAN CAPITAL

Developing Costa Edutainment's human capital means **promoting the value-related dimension of work as a key element in the realization of every person** with attention to diversity, personal and professional development and always ensuring a **safe work environment**.



TOTAL EMPLOYED PERSONS 561

In 2020 Costa Edutainment appears substantially stable compared to last year as concerns the permanent staff with 234 employees. The company maintains a solid balance compared to 2019 in terms of gender, considering permanent and temporary employees, with 60% of women and 40% of men.

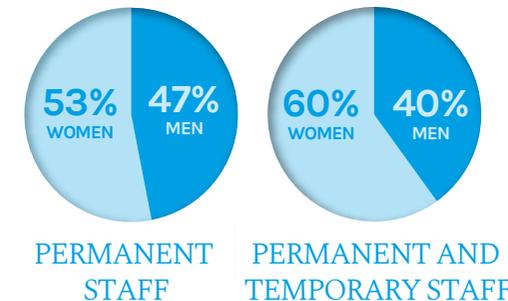
From March 2020, Costa Edutainment applied to social shock absorbers linked to the

Covid-19 health emergency to meet the drop in turnover determined by the need to adopt health protocols entailing restricted entry of visitors and by the national lock-down period, elements that had effects on the employment level.

In the period March-October 2020, the Group made **wide recourse to the Wage Integration Fund (FIS) for almost 99.000 hours, for a value of almost 1,2 million Euros paid to the employees by the State** (or advanced by the company and reimbursed in the following months) almost equal to 16% of hours worked in the fiscal year 2019 from November 2018 to October 2019. The percentage would be even more significant if the incidence of FIS hours used in 2020 compared to the hours worked in the only period March-October 2019 was taken into consideration.

Although the peculiarity of the past year and several critical situations that presented in the corporate business, the impacts were mitigated to the maximum extent possible, and mainly circumscribed on employment of temporary employees, which suffered a significant drop compared to last year. As to the gender gap, it is interesting to notice that the top management positions are covered by three female directors.

LEVEL	WOMEN	MEN
Managers	3	0
Executives	6	4
Clerks/workers	114	107
Total	123	111
of whom:		
permanent staff	113	92
temporary staff	10	18
Total	123	111



WAGE	WOMEN	MEN
Average Gross Annual Salary	29.244 €	
Average Gross Annual Salary	29.606 €	28.076 €

QUALIFICATIONS	WOMEN	MEN
Degree	51	36
Diploma	62	52
Junior high school certificate	10	23
Total	123	111

AGE GROUPS	COSTA EDUTAINMENT	IDRORAMA	C WAY	MEDITERRANEO MARINE PARK
20-29	11	0	1	9
30-39	29	3	2	9
40-49	67	1	7	4
50-59	69	3	3	1
Over 60	9	1	0	5
Total	185	8	13	28
Average age	46	46	45	38
Turnover	7%	0%	0%	8,55%

SAFETY AT WORK



* Injuries include injuries on the way to and from work that consider all the transfers organized by the company and all the home/work/home trips.

Costa Edutainment has been always committed to settle in its employees the culture of safety at work. That is why it adopts at global level a voluntary management system of safety (OHSAS 18001) certified for AcquarioVillage with a view to face these issues for the purpose of prevention. During 2020 there have been total 7 injuries, for a total of 169 days lost for injury.

In view of a stable monitoring of the aspects related to health and safety at work, all the indicators indicated above for the year 2020 have been reported. Costa Edutainment has also defined voluntarily an internal procedure for the collection, analysis and processing of near misses that thanks to the reporting of employees and their involvement allowed to solve the conditions that could have potentially cause dangerous or risky situations.

Costa Edutainment faced the health emergency of 2020 without losing sight of the objective to keep high the alert level of occupational health and safety. That is why, the monitoring of the activities, never interrupted, in terms of health and safety at work, has remained active. Nevertheless, the data above cannot be compared with those of the previous year, in consideration of the fact that the organization of the activities was totally reviewed after the prevention measures for Covid -19 infections. The long period of closure to the public obliged the Company to review both the types of executable activities and the number of employees that can be hosted in the various facilities, reducing both of them in a significant way.

We underline that Costa Edutainment has adopted at Acquario di Genova, an innovative Infection Prevention and Control Management System, the **Biosafety Trust Certification**, involving all the employees and stakeholders in order to limit, and if possible, eliminate, any possibility of contagion from pathogens. At the time there is an ongoing analysis intended to measure the impact of the new working procedures and methods on injury trend.

TRAINING

The health emergency with the subsequent recourse to social shock absorbers interrupted the execution of the training plan approved for the year 2020. Nevertheless, the provision of training on safety, even not compulsory, necessary for the usual working activities in compliance with the right safety standards was guaranteed. Furthermore, 24 hours* of training about the development of management skills were provided in particular with reference to the group soft skills. For the year 2021, consistently with the resumption of the activity, the path designed for 2020 will be activated, which is focused on the rooting of values and sharing of the corporate culture, intended to strengthen the engagement of employees after the difficulties experienced during the year just concluded. The same corporate peculiar values shall be also stated within the training programme of Customer Care in order to generate adhesion and feed the culture of attention to our visitors to make the experience of visiting comfortable and planned at every stage. After outlining and spreading the Costa Edutainment values, in the following two-year period, there will be the implementation of a system to assess the performance of the partners: essential tool for the correct and effective management of the staff policies.

*data do not include Mediterraneo Marine Park Malta

WELFARE



SMART WORKING

In order to ease the conciliation of life and work time and make more efficient the organization of work through a higher empowerment of employees involved, in July 2019 a pilot project was started for the diffusion of smart working within the Company that was initially accepted by 19% of the company population entitled. Nevertheless, as of March 2020, due to exceptional circumstances, 100% of the population entitled benefited from the remote work. After the national lockdown period, this organizational method consolidated spontaneously within the various corporate functions, without entailing particular critical situations. Of course, the persons entitled do not include technical-acquariological staff and front-office personnel. The global pandemic condition entailed also the suspension of the campaign of health and wellness promotion. This campaign is based on the results of the WAI (Work Ability Index) questionnaire, distributed in 2019 on a trial basis in some venues (mainly in Genova), intended to investigate the individual psychophysical problems in relation to the requests of the working activity. As soon as it will be possible to involve the whole workforce, on the basis of the pandemic evolution, the campaign of health and wellness promotion will be reactivated and Costa Edutainment intends to offer to its employees a support to:

- Create the awareness of the benefits arising from the adoption of a healthy and balanced lifestyle, to the benefit of health and work performances;
- Facilitate the diffusion of daily best practices related to food, movement and prevention of diseases.

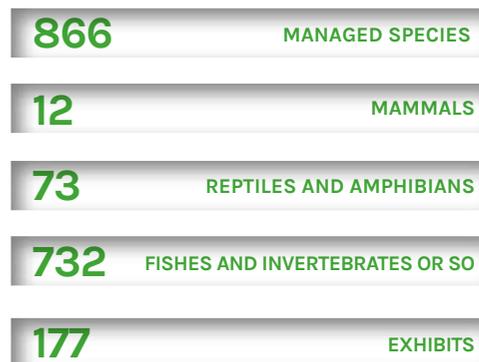


NATURAL CAPITAL

Developing natural capital for Costa Edutainment means **commitment to safeguard and conserve the biodiversity**, minimizing impacts on the environment, bringing a contribution to scientific research paths, **disseminating marine environment's topic** by combining learning and amusement.

BIODIVERSITY

Costa Edutainment manages almost 866 species representing all the classes of the animal kingdom broken down as follows:



All the species hosted contribute to enrich the biodiversity of the ecosystems represented and tell in an exciting way the life of the natural world surrounding us increasingly subject to multiple stress factors that undermine the integrity. All the exhibition set-ups are conceived to involve and make aware the public on the respect and protection of the natural heritage and contribute to define the efficacy and coherence of the educational messages proposed.

The supply of every animal follows the **EUAC guidelines** (European Union Aquarium Curator): "**Animal Acquisition Guidelines**" (2016) and the **internal policy**: "Animal acquisition and disposition" developed by Acquario di Genova in 2015. The underlying philosophy is to follow a **sustainable approach**, by privileging always, where possible, the acquisition of reproduced animals, the exchanges between facilities following the same policy, fostering the internal reproduction of the species hosted, the acquisition of surplus from other facilities and finally the potential purchase only from certified suppliers.

The construction of every new tank involves always a careful technical and scientific design, the thorough study of the new species introduced and where necessary the training and update of the aquarium staff.

In 2020 the health emergency has temporarily interrupted most of the activities dedicated to innovation such as the realization of new exhibits and the acquisition of new species to enrich the natural heritage already present. In order to guarantee the safety of employees and overcome the several restrictions due to the ongoing pandemic, a reorganization of work activities and environments was necessary, **anyway always maintaining the highest standard of animal care to ensure their wellness**. On the other hand, the extended closure of the facility allowed to dedicate more to the works of internal restructuring; some exhibits along the path were temporarily closed and the animals were moved to the curatorial tanks. The positive results obtained by Costa Edutainment in the sustainable management of its natural heritage are due, besides the high know how of the technical and scientific staff, also to a wide and profitable cooperation with the Italian and international scientific and cultural world composed of aquariums, universities, research centres, environmental associations.

CONSERVATION AND SCIENTIFIC RESEARCH ACTIVITY

- 14 conservation projects in progress;
- 8 wild animals released into the wild (*Caretta caretta*);
- 4 sustainability projects in progress;
- 5 funded research projects;
- 19 graduation theses in progress;
- 21 research projects in progress;
- 7 scientific publications in 2020;
- 37 trainees;;
- 66 Entities and Universities with which we cooperate;
- 7 courses and tenures carried out;
- 8 internships hosted.

Very intense are the relationships with the universities and the scientific institutes with the participation in common research projects and performance of internships and traineeships. Costa Edutainment cooperates with almost 66 national and international Entities as part of its research and conservation activities. Young university students and researchers make their thesis in the facilities of Costa Edutainment (19 are the theses in progress in 2020), furthermore, many trainees have the chance to learn the main bases of the breeding and reproduction techniques for the animals hosted in controlled environments.

Active is also the cooperation with the Cites service of Carabinieri to manage the animals under their special agreement. **Currently 141 Cites species are hosted in the Costa Edutainment facilities.** Since 2017, Costa Edutainment has been member of the Governing Council of UIZA (Italian Union of Zoos and Aquaria - www.uiza.org;) and of the bureau of executive officers of EUAC (European Union Aquarium Curator - www.euac.org). The Aquariums of Genoa, Livorno, Cattolica, Riccione and Mediterraneo Park in Malta have the License of zoological facility art. 3 Italian Legislative Decree 73/2005. Acquario di Livorno has the License of scientific facility pursuant to the Italian Presidential Decree 1639 of 2/10/1968. Acquario di Genova is accredited as EAAM (European Association Aquatic Mammals) facility.

RESEARCH PROJECTS

Costa Edutainment is committed, through the activities of its scientific staff, to develop projects for research and safeguard of aquatic species, intended to guarantee the animal well-being and the conservation of biodiversity. The main projects implemented in 2020 are:

INTERCET

The management activity of Intercet continues, as well as the GIS Web platform designed to foster the data sharing and cross-checking by researchers committed to the study of Cetaceans and marine turtles in the Mediterranean basin. Intercet is an operational tool of the GIONHA project (Governance and Integrated Observation



of marine Natural Habitat), created and developed by Acquario di Genova for Liguria Region. Intercet was used as a tool for data sharing within the project Dolphins without Borders and TursioMed.

For further info:
www.intercet.it

INTERMED

Project active for the two-year period 2020-2021

FINANCING

Blue Planet Virginia Böger Stiftung X.X

GOALS

protecting Cetaceans in the Mediterranean Sea through the consolidation of an international network (comprising more than 30 research entities) for research,



monitoring and conservation of cetaceans in the Mediterranean Sea. The Intercet platform is used as common support to share data coming from the areas of study of the network partners. The project is realized in cooperation with WWF and ACCOBAMS.

For further info:
www.intercet.it

STUDY ON REPRODUCTION OF CORALS FOR RESTORATION OF CORAL REEFS IN THE MALDIVES

Acquario di Genova and Università di Milano-Bicocca entered into an agreement to develop joint initiatives of research, conservation and training of their staff of researchers and biologists to safeguard the coral reefs.

The agreement entails the development of new techniques of "coral restoration", the restoration of coral reefs, monitoring of the health condition of corals and their reproduction in a controlled environment.

The Genoese venue of the **MarHE Center** was also inaugurated at the Aquarium, the Research and Higher Education Centre that the University Bicocca has in the Maldives. Acquario di Genova dedicates to the new centre a space of 45 sq. m hosting two tank systems for total 10.000 litres



with 60 species of corals all reproduced at the same Aquarium by the facility's staff.

The new space is out of the normal exhibition itinerary in the technical spaces reserved to the curatorial tanks and projects of reproduction and scientific research of Aquarium and can be visited by the public as part of some special guided tours.

METROPOLITAN DOLPHINS

Project active since 2001

FINANCING

Costa Edutainment

PARTNERS

Costa Edutainment Spa • Acquario di Genova • Fondazione Acquario di Genova

GOALS

Since 2001, with the project Metropolitan Dolphins, Acquario di Genova has been studying the conservation status of bottlenose dolphin along the coasts of the Pelagos Sanctuary. The individuals spotted are identified by photo-identification and classified one by one; this allows to appreciate the abundance of the population and identify the routes of movement.



As of 2011 the data of the project Metropolitan Dolphins are regularly shared on the Intercet platform (www.intercet.it;) and compared with those collected by other research entities taking part in the network, to determine the conservation status of this species in the Mediterranean Sea.

For further info:
www.delfinimetropolitani.it

OTHER RESEARCH AREAS

- Jellyfish studies related to microplastics, climate changes and creation of a new ecotoxicological test, "Efira Test", for the assessment of sea water quality;
- Project of Reproduction of tropical ornamental species: in cooperation with Universidad de Las Palma de Gran Canaria;
- Breeding and reproduction of amphioxus, in cooperation with Università di Genova;
- Ecological, morphological, biochemical and molecular studies related to adhesive properties of the skeleton of tree-like corals, realized in cooperation with Università di Genova;
- POCIS, innovative approach for rapid detection of organic contaminants in coastal waters;
- Veterinary studies on dolphins and animal wellness;
- Researches on sea urchins as environmental indicators in cooperation with the CNR [Italian National Research Centre];
- Studies of environmental DNA;
- Thermoplastic biopolymers experiment;
- Research of a sustainable source of plankton;
- Studies on shark populations in the Mediterranean Sea;
- Researches on the Noble pen shell, endemic mollusc of the Mediterranean Sea at high risk of extinction;
- Study on the *Acipenser naccarii* and *Huso huso* sturgeons.

CONSERVATION PROJECTS

Costa Edutainment is committed to develop active conservation project, intended to preserve biodiversity, and to protect aquatic species under threat. The projects are backed by the European Union's Life program funds:

RE-LIFE

Project active from 2016 to 2020

COORDINATION

Protected Marine Area of Portofino

PARTNERS

Aree Marine Protette Liguri • Costa Edutainment • Università di Genova (DISTAV)



- Softeco • Area marina protetta di Bergeggi • National Park of 5 Terre • Protected Marine Area of Tavolara- Punta Coda Cavallo.

GOALS

Patella ferruginea, one of the biggest limpets in the world, once common in the Western Mediterranean Sea, today survives in small restricted areas only, due to the withdrawal for food purposes or for sport fishing, pollution and other anthropic activities with negative impacts on the coasts. The taking of specimens from the Protected Marine Area of Tavolara-Punta Coda Cavallo, will allow the reproduction and, later, the reintroduction in the three

ELIFE

Project active from 2019 to 2024

COORDINATION

Anton Dohrn Zoological Station

PARTNERS

Area Marina Protetta Isole Pelagie • Consortium of management of the Protected Marine Area of Tavolara -Punta Coda Cavallo • Costa Edutainment S.p.A. • Consorzio Mediterraneo • National Research Council • Legambiente • Marine Environment Research Lab • Softeco Sismat, Università degli studi di Padova

GOALS

The project aims to reduce the accidental catches of some shark species during the professional fishing activities. Through the

AMPs of Liguria (Portofino, Bergeggi and Cinque Terre), where a suitable level of protection can be ensured. This project contributes to the conservation and safeguard of Habitats that are part of Rete Natura 2000, established pursuant to the Directive 92/43/EEC on Habitats. In 2020 a remarkable success was achieved: **the team of Università di Genova ensure the reproduction of Patella ferruginea.**

For further info: www.re-lifeproject.eu



direct involvement of fishermen, the experiment of selective fishing gears, able to reduce mortality and by-catch, will be started. The project shall contribute also to improve existing knowledge, thanks to a systematic collection of data obtained carried out also through the mark and application of satellite tracking tags to the specimen caught and released. The pilot and demonstrative actions will be carried out in the following fishing ports: Chioggia, Gallipoli, Lampedusa, Cirò marina/Porto Cesareo, North Sardinia, Marsala, Mazara del Vallo and Pelagie Islands..

LIFE CLAW

Project active from 2019 to 2024

COORDINATION

Tuscan-Emilian Apennine National Park

PARTNERS

Costa Edutainment, Ente di Gestione per i Parchi e la Biodiversità Emilia Occidentale, Comune di Fontanigorda, Istituto Zooprofilattico Sperimentale delle Venezie, Municipality of Ottone, Regional Natural Park of Antola, l'Università Cattolica del Sacro Cuore, Università degli Studi di Pavia

GOALS

The main goal of the project is to preserve and improve the current population of shrimps *Austropotamobius pallipes* in the north-western Apennine area of the Italian regions Emilia Romagna and Liguria, through a long-term conservation program. The autochthon river shrimp is deeply threatened by anthropic activities, habitat destruction and introduction of



invasive non-native species. The project entails the breeding and reintroduction of river shrimps, restoration of habitats and control of non-native species, by catching and creating systems preventing their diffusion.

Furthermore, Costa Edutainment takes part in 7 European reproduction projects ESB (European Studbook) and 2 European endangered species projects EEP (European Endangered species Program) as part of ex situ conserva-

tion projects of EAZA (European Aquarium and Zoo Association - www.eaza.org;) and is European coordinator for two of these programs: "Stegostoma fasciatum studbook" and "Carcharhinus plumbeus studbook" respectively dedicated to the reproduction and sustainable management of all the zebra sharks and grey reef sharks hosted in the European aquariums, thus performing an active role in the ex-situ conservation.

ECOCREST CERTIFICATION

Since 2006, Fondazione Acquario di Genova ONLUS has created and promoted an international certification for aquatic products. ECOCREST certifies, on an independent basis, products having high characteristics of integrated sustainability and ethics, including social aspects. The certification entails also the compliance with the ILO-UN recommendations and environmental and work rules, including the sustainable use of resources and environment.



ANIMALS AND ENVIRONMENT SOS

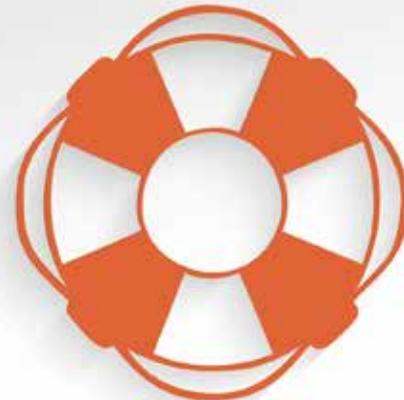
Biologists and veterinary physicians staff can also be operative for rescue of aquatic species found in difficulty in a natural environment. In this field, in 2020 Costa Edutainment committed to:

- The breeding of *Emys orbicularis ingauna* at Acquario di Genova and of *Acipenser naccarii* at Acquario di Cattolica, both aimed at their release in a natural environment;
- The recovery of marine turtles in

difficulty at Acquario di Livorno and Genova, for rehabilitation and subsequent release, in cooperation with the Harbour Master's Office and CITES Service of Carabinieri;

- Scientific dissemination and relationships with institutions.

All the activities described contribute to the safeguard of species in a natural environment, fostering also the collection of data for the progress of scientific research.



TUSCANY OBSERVATORY FOR BIODIVERSITY

In the month of July 2020, the information point of the Tuscany Observatory for Biodiversity was inaugurated at Acquario di Livorno, financed with funds from the project **Interreg Eco STREAM** for a sustainable tourism, in which biodiversity becomes a strength in the tourism richness of a place.

INFORMATION AND AWARENESS PROJECTS

Costa Edutainment is very active also on general public awareness projects focused on conservation, management and sustainable use of water environments, through responsible behaviours.

GLOBAL WARMING? SIGN FOR OUR LIVES STOPGLOBALWARMING.EU



Acquario di Genova and Fondazione Acquario di Genova takes part in the initiative of the European citizens against the global warming aimed, once achieved one million signatures, at submitting to the European Commission the proposal to tax the CO2 emissions. 27 are the Nobel Prize winners convinced that taxing the emissions, the main responsible for the increase in global average temperature, to discourage them, is an essential measure to contrast the climate change and their impact on aquatic and land ecosystems. The partnership has

seen the realization of a series of events to involve also personalities of the scientific world and show business and has offered another occasion to make the public aware of some topics to which Acquario di Genova has always been committed: the conservation of biodiversity, marine and not only, threatened by pollution and climate change. Along the path of the Aquarium there are some panels on the campaign stopglobalwarming; particularly effective are those directly placed into the tanks of sharks, penguins and corals.

"WHICH FISH?" EAZA CAMPAIGN



The campaign promoted by European Association of Zoo and Acquaria continues, facing the problem of conservation of marine species, in particular those exploited

for commercial purposes, encouraging the participating facilities to commit concretely to reduce the loss of biodiversity.

MONK SEAL



The common seals preserved at Acquario di Genova offer the opportunity to make the public aware of the need for conservation of the Mediterranean species, the monk seal *Monachus Monachus*, one of the marine mammals mostly threatened with extinction in the world. In proximity to the tank of seals, the public can find information on this species and on the conservation project MOM, the Greek non-governmental organ-

ization committed to the protection of the coast marine environment, with particular regard to the monk seal. MOM operates through the planning and activation of an institutional network, as well as through the information and awareness of the general public. For 10 years, Costa Edutainment has contributed to the project with a fundraising campaign that directly involves also the visitors.

SAVE A SPECIES UNDER THREAT



Costa Edutainment supports and helps a select group of operators and associations working directly in the field of safeguard and protection of species under threat.

The project "Save a species under threat" has the goal to support and appraise the realities committed every day to create a future for many endangered species. This is possible thanks to the wide network of cooperation with the best facilities of safeguard of these species, through targeted and documented projects, carried out by specialized teams in various parts of the world and in the Mediterranean basin.

Born in Acquario di Cattolica in 2010 and today supported by Costa Edutainment SpA, the initiative promotes projects concerning marine turtles, swamp tortoises, sharks, Humboldt penguins, sturgeons, dolphins, bees and flamingos. Projects active in 2020:



Project active since 2003

The project wants to actively contribute to the safeguard of sharks in the Mediterranean Sea through a campaign to raise public awareness and a signature campaign.



Project active since 2009

The project provides for the hospitality of newborn specimens of *Emys orbicularis* born in a controlled environment and the monitoring of their growth until their reintroduction in nature.



Project active since 2010

Campaign dedicated to the safeguard of Humboldt penguins in Punta San Juan, Peru; Costa Edutainment devolves part of the revenues obtained by the sales of a dedicated stuffed animal in its internal shops.



Project active since 2010

A "floating" island to become aware of sea's plastic littering problem. According to the UN Program for the Environment, plastics, in particular sacks and PET bottles, are the most widespread marine litter in the world: in some seas they represent more than 80% of present litters.

By decomposing slowly, the plastic spreads out in even smaller toxic fragments, which can be consumed by the living beings at any level of the food chain.

Acquario di Cattolica dedicates the area Plastifiniamola to the problem of plastic litter scattered across the oceans.

Along the path, a roof of floating plastic litter threatens, with a great emotional impact, visitors' passage, by reproducing something very similar to the Pacific Trash Vortex, the big plastic island roaming around the oceans.



Project active since 2014

Il progetto Delfini Metropolitani, nato nel The Metropolitan Dolphins project, born in 2001 with the main goal to assess the presence and habits of Cetaceans in the waters of Liguria, is focused in particular on the bottlenose dolphin, *Tursiops truncatus*, a dolphin with mainly coastal habits and hence more subject to the impact of the human activities. The researches are carried out on board of inflatable rafts and the study proceeds through the collection of photographic images that allow the researchers to identify the sighted animals (photo identification).

This method allows estimating the abundance of populations, following the movements of individuals and assessing their loyalty to the study area.



Project active since 2014

Program of reproduction of *Acipenser naccarii*, restocking in natural environment and monitoring through morphometric, physiological and genetic analysis. It aims to create over the next years the necessary conditions in order that the cobice sturgeon can go back to its places of origin within the European Project BE-NATUR.



Project active since 2015

Realization of the Info Point Turtles in the Adriatic Sea at Acquario di Cattolica.



Project active since 2014

Project intended to support the campaign "BEE-LIFE" born to report the negative effects on bees of the new systemic insecticides and demonstrate the tight relation between decline of bees and decline of all the invertebrates.



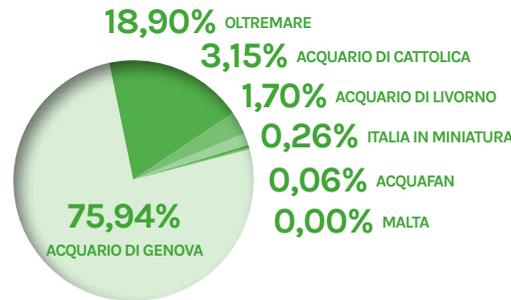
Project active since 2016

Project aiming to safeguard coral reefs through coral reproductive methods ex-situ for the reintroduction in the reefs and dissemination of best practices to the general public..

NATURAL RESOURCE CONSUMPTION

Costa Edutainment pays attention to the energy consumption and for years has pursued its commitment to an ongoing reduction of any form of squandering at Group level, after careful energy audits realized in all the main facilities between 2016 and 2017. Acquario di Genova has obtained the environmental certification ISO 14001.

In 2019, the installations of the trigeneration system in Genoa were completed, and the plant has become fully operational during the month of April 2019, determining a saving in terms of consumptions and emissions during the last fiscal year. In 2020 the trigeneration system was in operation for the whole period (12 months) determining a significant reduction in electric power consumption (-31%). This element should be taken into consideration in order to interpret the increase in gas consumption (+9,6%), functional to the activity at full capacity of the trigeneration system of Acquario di Genova.



DISTRIBUTION OF GAS CONSUMPTIONS

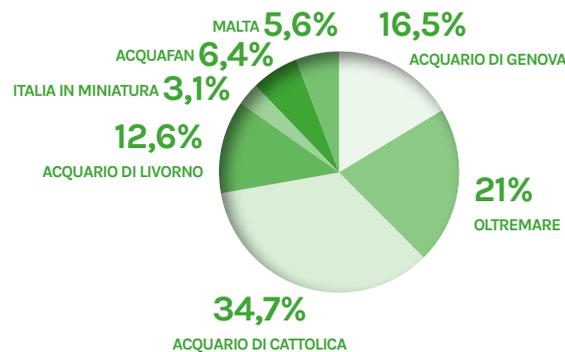
Besides this, Costa Edutainment can rely on the following self-production plants:

- The trigeneration system of Oltremare, which satisfies **50% of the energy demand** of the facility;
- A photovoltaic park of Rimini that **satisfies over 40% of the energy demand** of Italia in Miniatura.

Considering the excellent results of the Genoese system, in the coming years we will pursue the strategy of self-production of energy: during 2021 feasibility studies will be carried out for the revamping of the Oltremare system and those intended to assess the installation of a trigeneration system for Acquario di Cattolica.

The medium-long term vision chosen by Costa Edutainment aims, indeed at making the company increasingly autonomous in terms of production of the necessary energy for the functioning of the facilities. Self-produce rather than purchase energy from the market does not mean in itself obtain a direct reduction in consumptions: nonetheless it is easy to suppose a performance improvement arising from the closeness between moment of production and consumption.

DISTRIBUTION OF EP CONSUMPTIONS

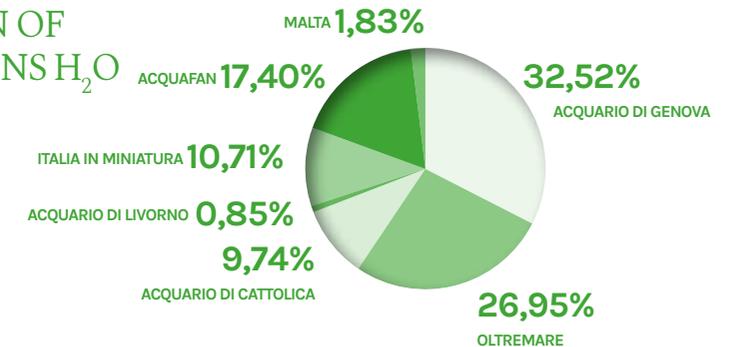


In 2020 the global pandemic situation and the following drop in turnover of the Costa Edutainment group of course contributed to the overall reduction in energy consumption as well as to the related incidence of consumptions on the income statement of the company.

This year 30% of the energy purchased comes from renewable sources (certified by) and we expect to achieve 50% during 2021.

During 2020, the water consumption has decreased of 15,6%, as a consequence of the generalized reduction in consumptions correlated to the closure of the various facilities of the group and delayed opening of the Aquafan park. The use of water directly taken from the sea shall be added to the consumptions of fresh water for Acquario di Genova, Cattolica and Livorno. The sea water, once used for the cycle of tanks, is released in the sea through specific authorized discharge points.

DISTRIBUTION OF CONSUMPTIONS H₂O



CO₂ EMISSIONS 2020 (ktCO₂)*

Scope 1 emissions (from natural gas consumption)	6,62
Scope 2 emissions (from electric power consumption)	3,56
Total	10,24
Variance 2019/2020	-25%**

HISTORICAL CONSUMPTIONS***

	GAS	WATER	ELECTRIC POWER
2018	1.425.158 smc	286.251 m ³	23.870.625 KwH
2019	3.092.847 smc	279.634 m ³	17.446.948 KwH
2020	3.390.002 smc	235.958 m ³	12.019.947 KwH

* emissions from natural gas consumption (scope 1): [tabella_coefficienti_standard_nazionali_11022019.pdf](#) (first line second column)

emissions from consumption of electric power (scope 2): [Italian Greenhouse Gas Inventory - 1990-2018_National Inventory Report 2020.pdf](#) (pg. 460)

** Costa Edutainment applied a new emissive factor for the calculation of the emissions arising from the consumption of electric power (scope 2). Besides the reduction of consumptions because of COVID, reflecting in a reduction in emissions, the variance 2019/2020 is also due to the fact that the new emissive factor reflects the changes introduced to the national energy mix.

*** It is specified that the data concerning the consumption of electric power, natural gas and water for the accounting years 2018 do not include Mediterraneo Marine Park.



MANUFACTURED CAPITAL

Developing the manufactured capital for Costa Edutainment means committing to make available for its visitors **paths of visiting where emotion and amusement meet innovation and respect for the environment**

During 2020, the investments of Costa Edutainment were equal to almost 3,9 million euros. Investments in promotion and communication carried out and fully paid in 2020 were equal to 1,4 million (3,4 million euros in 2019). The investments in intangible and tangible assets carried out in 2020 were equal to almost 6,1 million euros and are divided as follows:

- Acquario di Genova path maintenance: 278 thousand euros;
- Trigeration plant completion: 863 thousand euros;
- New Colossus slide at Aquafan for almost 1,6 million;
- ERP Corporate Team System implementation, and system management programmes: 342 thousand euros;
- Acquario di Livorno new tanks: 51 thousand euros;
- Italia in Miniatura, renovation and rebuilding of park areas and miniatures: 2.039 thousand euros;
- Cattolica, plant-engineering and construction works: 20 thousand euros;
- Oltremare, new areas and set-ups: 60 thousand euros;
- Marineland, start of works for the new sea lion tank: 640.000 euros;
- Miscellaneous and other product renovation; almost 247 thousand euros.

ECONOMIC AND FINANCIAL CAPITAL



Developing financial capital for Costa Edutainment **means committing to guarantee a suitable flow of resources to achieve its goals and distribute value to the stakeholders**

The added value is a numeric expression that represents the ability of a company to produce wealth and then distribute it to the various stakeholders. Costa Edutainment in 2020 has distributed wealth for a total of 21,3 million euros, of which 13,3 of distributed added value and 8,0 of its own resources corresponding to the fiscal year loss.

2020 was for the Costa Edutainment group, as for many realities of the tourism industry, an extremely difficult year due to the COVID-19 emergency.

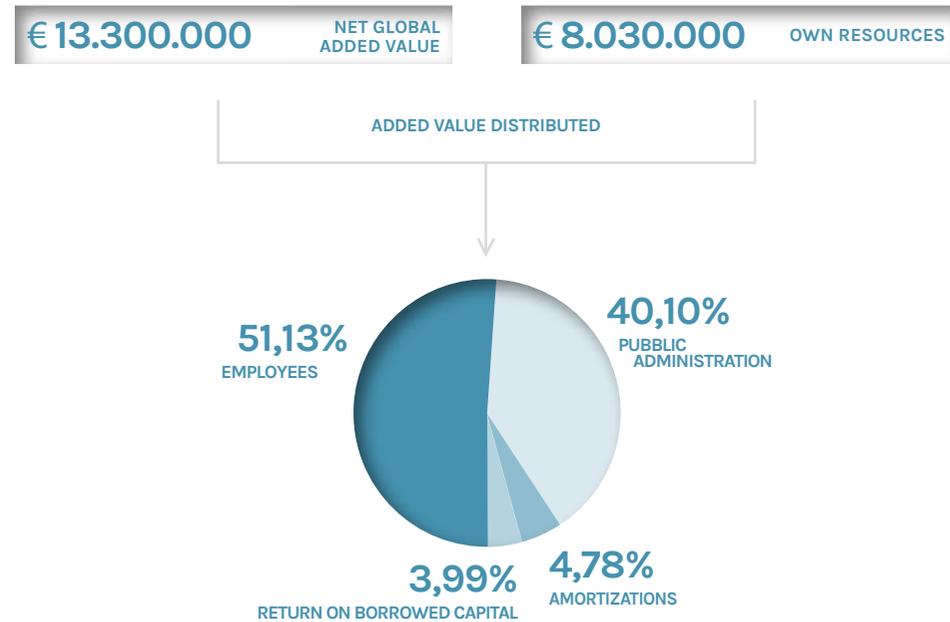
In the fiscal year 2020 it has lost 55,7% of revenues equal to almost 33,6 million Euros of turnover. There was a great effort to reduce costs but the reduction did not exceed 36,9%.

The cost reduction compared to the turnover reduction was not equivalent in every facility, because after the compulsory closure prescribed by the various Italian Decrees of The Prime Minister, in some cases the operating costs were almost zero, (like in the cases of Water Parks), while in others they remained very significant, as in the cases of facilities with animals (Aquariums and dolphinariums) where the animal care did not stop although the closure to the public.

The gross operating income (EBITDA) is negative for 5,8 million euros. The result in 2019 was equal to 10,6 million euros.

The net financial position (NFP) registers a value of 35,9 million euros against 21,9 million in 2019.

DISTRIBUTION OF THE ADDED VALUE AND OWN RESOURCES

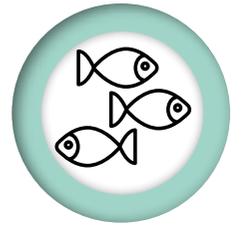


The variation of financial debts is mainly determined by loans to support the liquidities of the companies with SACE and MCC guarantee.

During the fiscal year the Group has carried out investments for almost 6,2 million euros, most of which for extraordinary main-

tenance of the site Italia in Miniatura, for the new slide of Acquafan and for the completion of the trigeneration system of Genoa. **In conclusion, the result 2020 and the financial statements parameters are not comparable to last year due to the forced closure of the facilities and subsequent limitations to movement caused by the pandemic.**

ORGANIZATIONAL CAPITAL



Increase the organizational capital means for Costa Edutainment be committed to the **organization of its processes in an innovative, structured and homogeneous way.**

The path of construction of the Management System, which initially mainly concerned more specifically Acquario di Genova, has led to obtain the following certifications:

- 2003 Environmental Management System of the Genoese Centre;
- 2006 Quality Management System, extended from July 2010 to all the facilities managed by Costa Edutainment on the Genoese Centre;
- 2008 Safety Management System of the Tyrrhenian area.

The audits of the internal auditor have been regularly carried out and in general the activities and the aspects verified result under control. In 2020 the internal audit programme was reviewed after the health emergency and the subsequent closure of the facilities, maintaining only the regulatory compliance audits and related to the active processes:

- Maintenance process (sites: Acquario di Genova, Galata Museo del Mare, Bigo, Sommergibile S518 Nazario Sauro);
- Animals and tanks process (sites: Acquario di Genova);
- Regulatory compliance of the Environmental management system (sites: Acquario di Genova) and Safety (sites: Acquario di Genova and Acquario di Livorno).

The audits were conducted with a view to assess the state of compliance of the Integrated Management System QAS (SGI), with specific reference to the applicable rules and laws concerning the system and processes defined above, taking into account the results of the opportunity and risk analysis. The Integrated Management System substantially results compliant with the reference rules and the company policy. In December 2019 there was the audit on the Safety Management System (Acquario di Genova and Acquario di Livorno): in the aggregate, the activities assessed result under control, even if, as concerns the safety aspects, there is still room for improvement.

In 2020, after the health emergency, the periodic audits conducted by RINA on the Environment and Quality Management System and the passage to the new standard ISO 45001 related to the Safety Management System were postponed.

The Company has implemented the shared Protocol for the regulation of measures to contrast and contain the spread of the Covid-19 virus in work environments and has assessed the ISS indications ad interim for the prevention and management of indoor environments in relation to the transmission of the infection from SARS-CoV-2 virus. Two Control Committees were established to assess the Protocol application.

During the national lockdown period, the strengths and weaknesses of a facility like Acquario di Genova were analysed from any point of view – employees, hosted animals and customers – also in light of new national and regional provisions. Within this analysis it clearly emerged the need to prepare to the reopening improving the cultural offer making it even safer. Acquario di Genova has voluntarily chosen to adopt the first Infection Prevention and Control Management System to protect people’s health and Costa Edutainment has entered into an agreement with RINA in order to certify the Management System of Acquario di Genova.

For years Costa Edutainment SpA has adopted and had made evolved on an ongoing basis a Corporate Management System compliant with the international standards UNI EN ISO 9001, UNI EN ISO 14001 and OHSAS 18001. Behind this choice there is the intention of the Top Management to orient the Company Policy to an ongoing improvement of the quality, environmental and safety performance within the pursuing of quality goals consistent with its mission [...]

Extract from the Policy for Quality, Environment and Safety

The new certification scheme **Biosafety Trust (BTC)** presents various advantages:

- Better risk management;
- Confidence from the stakeholders;
- Reactivity in case of accident;
- Increase in awareness of staff;
- Better reputation and reliability;
- Reduction in insurance premiums.

Costa Edutainment is organized to fulfil the Guidelines for the reopening of the Economic and Productive Activities of the Conference of regions and autonomous provinces, focused on some specific sectors (food industry, tourism activities, accommodation facilities, social services, retail, offices open to the public, swimming pools, gyms, green maintenance, museums, archive and libraries). The worksheets useful for the management of various aspects have been defined:

- How to enter the company;
- Business organization (shifts, business trips and smart work, remodulation of production levels);
- How to enter for suppliers;
- Management of a symptomatic person in the company;
- Cleaning and sanitizing in the company;
- Personal hygiene precautions;
- Personal protective equipment;
- Health surveillance.

IN JULY 2020 ACQUARIO DI GENOVA WAS THE FIRST “TOURIST FACILITY” IN THE WORLD TO OBTAIN THE BIOSAFETY TRUST CERTIFICATION.



On the basis of the shared Protocol for the regulation of measures to contrast and contain the spread of the Covid-19 virus in work environments that has assessed the ISS indications ad interim for the prevention and management of indoor environments in relation to the transmission of the infection from SARS-CoV-2 virus of April 24, the Company has taken steps to:

- Carry out the extraordinary sanitizing at the time of resumption;
- The adoption of the mask in common places and where the distancing cannot be respected;
- Foster the smart work;
- Guarantee the social distancing through interventions of reorganization of space and time;
- Involve the competent doctor in identifying fragile workers;
- Maximize the internal disclosure (to employees and anyone accessing the company) of information and provisions set out;
- Develop the Code of conduct of visitors;
- Provide a specific training on measures to contrast the spread of Covid - 19 to employees.

NEW WORKING PROCEDURES

In order to improve the performance and the exchange of information, in particular among the various operating units located in the territory and with external stakeholders (suppliers, partners, institutions), already in 2019 Costa Edutainment has planned the necessary activities to use the functionalities of the Office 365 platform. In addition, specific paths for the diffusion of best practices have been foreseen: team work, remote cooperation and smart working (already described in paragraph Welfare above). After the national lockdown and the following partial reopening of the facilities the smart working was adopted as usual work procedure without particular critical situations or decreases in performance.

SUPPLY CHAIN

The attention of Costa Edutainment to the sustainability issues is also reflected on the guidelines that the purchasing department has traced with regard to the risk management and sustainability of purchases and of the supply chain with particular attention to the environmental aspects (green procurement). The volume of purchases of Costa Edutainment is divided in 51% of services to third parties and 49% in purchase of goods.

PURCHASES AND SUSTAINABILITY IN COSTA EDUTAINMENT

Costa Edutainment has a Purchase Function following the procurement process: from managing the list of approved suppliers according to the Supplier Qualification and Evaluation Process to enter into framework agreements, open orders, special purchase agreements. Guidelines, criteria and systems for suppliers' evaluation and management are developed in order to guarantee the selection, management, development of a globally competitive supply network according to procedures as much objective as possible. The purchasing policies of Costa Edutainment rely on the integration of 4 essential variables:

- The confirmation of the centralized organization system of the purchase function with a particular focus on:
 - strategic commodity studies;
 - strategies on the supply chain;
 - best practice.
- The application of an integrated and precautionary approach parallel to the purchase process;
- The support of an information system ad

hoc, introduced in 2018, for an effective management of the purchase process;

- The professional Profiles / Areas / Functions involved in an integrated logic of required skills, in order to achieve an overall business result and not only of each Area.

The number of suppliers used during 2020 was of: 965 of which 39 foreigners. The type of purchase is broken down as follows:

51% services and 49% provision of goods. 2020 has seen the continuation of the tension towards a normalization of supplies and a progressive reduction in the number of active suppliers, in order to make rationalization choices and achieve important economies of scale. The number of suppliers has reduced of over 30% compared to 2019. This drop is naturally correlated not only to the initiatives of the purchase function, but also to the pandemic situation and the drop of operating activities. This reduction was accompanied also by a progressive reduction in one-shot purchases and therefore fostered larger purchasers convenient for the company.

TYPE OF PURCHASE



The activities of preliminary evaluation and qualification of suppliers are:

- Definition of standards of the standard supplier**
 The essential requirements of the standard supplier are defined and collected: organizational solidity, technical and production experience, service flexibility and reliability, economic competitiveness;
- Search for and pre-selection of suppliers**
 A supply market targeted analysis, including technologies and product trend, is developed as part of the purchase marketing. This allows to assess minimum and maximum quality level, including macrolevel, that the sector can make available for the strategic Business activities and the amount and quality of prospective suppliers to contact;
- Identification of new prospective suppliers**
 In this case the internal clients shall assess objectively the technical and innovation characteristics of the prospective suppliers indicated by the Purchasing Department, sharing the results with the latter;
- List of approved Suppliers**
 The qualification process for active and existing suppliers, for which there are positive feedbacks on supplied products, is simplified for the manufacturing categories already supplied and that is why, they are directly included in the List of approved Suppliers. Further prospective supplies proposed by current Suppliers are evaluated by the Purchase Team. Maintenance and update of the List of approved Suppliers consist of the feeding and update of the suppliers' status (in evaluation, prospective, active, cancelled);
- Preferential and secondary suppliers for framework agreements**
 For commodity families subject to the type of framework agreements - open orders - special purchase agreements, usually there are two reference suppliers, of which the first one is preferential and the second one can be secondary;
- Agreement on specific purchase Terms and Conditions**
 Wherever possible, the Purchasing Department moves up and agrees since the qualification stage some purchase Terms and Conditions with the suppliers, for instance on the terms of payment and/or invoicing methods or insurances requested, etc.



RELATIONSHIP AND SOCIAL CAPITAL

Increase the social and relational capital means for Costa Edutainment **be committed to support its corporate identity that pays attention to the relationship with the customer, responsible, oriented to listen to and support the expectations of its main stakeholders in the territories where it operates.**

In 2020 the number of visitors suffered a **significant drop in all the facilities of the Costa edutainment group**, due to the extended closure determined by the global pandemic.

In particular, the pandemic determined a fall in the whole tourism and cruising

sector that are close and complementary business for many of the facilities of Costa Edutainment, in particular for Acquario Village.

In order to benefit from the months of opening, rules to restrict the entry flows to the facilities and, more in general, meas-

Furthermore, it is important to underline that at the time of preparation of the purchase, the **level of environmental and social sustainability of the product to be purchased** is assessed with particular accuracy, for the product categories for which this can be done, in order that at the time of negotiation, **the supplier with lower environmental impact and minor social risk is selected**. In the same way, we appraise the suppliers investing in sustainability of their products and their company and that are transparent in disclosing their sustainability path.

VISITORS (IN THOUSAND)							
FACILITY	2018	2019	2020	FACILITY	2018	2019	2020
Acquario di Genova	1.022	1.006	442	Oltremare	223	199	61
Galata Museo del Mare	133	124	56	Acquario di Cattolica	235	229	118
Bigo	124	124	52	Italia in Miniatura	277	274	101
Biosfera	186	207	68	Acquario di Livorno	112	118	60
Other Exhibits (Tropical Garden)	183	208	64	Aquafan	213	180	94
				Medit. Marine Park Malta	49	40	13
tot Acquario Village	1.648	1.669	683	tot Adriatic + Malta	1.109	1.040	450

ures to contain the risk of contagion, going beyond the provisions of the lawmaker (for instance by adopting the Biosafety Trust Certification) have been adopted. Nevertheless, above all as concerns the Genoese centre, during the summer months of opening the number of visitors was negatively affected by logistic difficulties that hit Northern Italy and in particular the Liguria Region because of the construction sites in the highways causing further annoyance also in the months when the movement between regions was allowed.

As concerns the Adriatic centre, the interpretation of data concerning visitors needs some contextual factors. Due to the pandemic, the opening of parks was possible for almost 2 months during the whole summer season 2020, namely a remarkably shorter period than the standard one of the past years. The parks could host a reduced number of visitors due to the limitation of entrances related to the rules against gathering. Furthermore, the central months of the summer season saw a general slowdown of the tourist flow that has further affected the number of visitors. This very critical picture is completed by the full loss of market deriving from the world of school and tour groups.

CUSTOMER SATISFACTION & SOCIAL MEDIA

In Costa Edutainment, the customer satisfaction is monitored through direct interviews to a significant sample of visitors along the visiting path of the various facilities. This year we could perform it only partially due to the closure of the facilities. The investigation has the following goals:

- Measure the levels of general and specific satisfaction on the offer and each exhibit;
- Provide an accurate description of the profile of visitors regarding the type and intensity of fruition, origin, socio-demographic indicators;
- Analyse the purchasing behaviour of the visit and the reasons leading to the choice of the facility and the fruition of possible competitor facilities;
- Estimate the visibility and the impact of means of communication and promotion of the facility.

The Net Promoter Score (NPS) is an indicator that measures the customer loyalty rate of Costa Edutainment expressed through the propensity to suggest the visit of the facility to their friends and acquaintances.

In 2020 the process to analyse the customer satisfaction was conducted only for Acquario di Genova, due to the difficulties determined by the pandemic also in the management of some corporate processes and the need to contain as far as possible the fixed overheads. The result shows an overall approval equal to 8,93 (scale from +1 to +10), stable compared to 2019, and a NPS equal to 83 (scale from -100 to +100), growing by two points from last year. As concerns the Social Networks, the trend of social channels of the Costa Edutainment Group maintains a strictly positive trend despite a particularly complex year that sees in the pandemic phenomenon the major disruption factor after the Second World War, considered much more impactful than the digital transformation in progress during the last decade (data of the Digital Innovation Observatory of Politecnico di Milano).

The strategy of Costa Edutainment allowed to keep alive the attention on the facilities of the group also in moments of closure and to keep alive the dialogue with the public thanks to the production and free distribution of contents (above all educational videos) coherent with the positioning and the mission of the Group. The fan base and the engagement are therefore in constant growth.

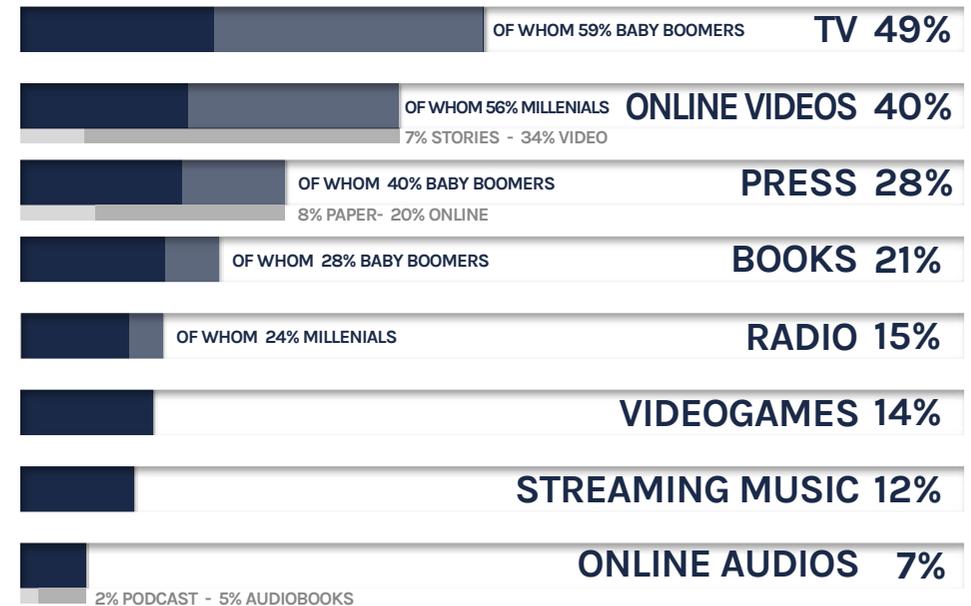
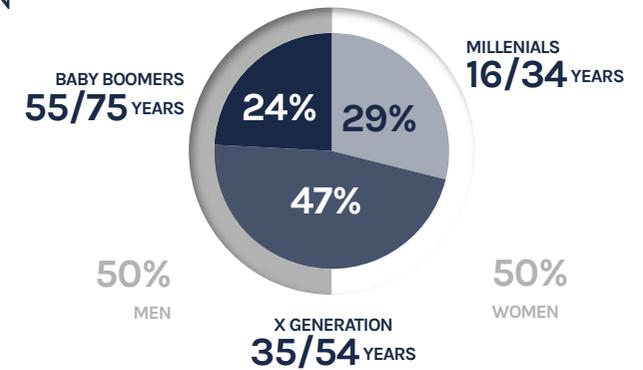
Further effect of the pandemic was the sales mix change: **the online purchases raised to 50%** (in 2019 they were 24%) also due to the compulsory booking necessary to guarantee restricted entries.

This is confirmed by the data of the Digital Innovation Observatory of the Polytechnic on Internet Media underlining how the online videos have by now achieved the percentage of fruition of tv contents on heterogeneous target (internet user 18-75). This makes the social media no longer a channel of fruition only linked to youngsters, but to a wider audience.

These elements shall be taken into large consideration, because they represent an important sales leverage available to Costa Edutainment. To this day, the platforms of social media represent a channel of acquisition equal to 30% or so of online sales of the Group.

AVERAGE FRUITION INTERNET USERS IN THE AGE OF PANDEMIC

THE SAMPLE USED IS OF INTERNET USERS BETWEEN 18 AND 75 YEARS



DIGITAL TRANSFORMATION

The project of digital transformation has reached in 2020 the important goal to complete the implementation of the technology able to enable its *Omnichannel Strategy* and the strategy on the customers' life cycle.

From the strategic point of view, the idea is based on a simple concept: if the users are able to move easily through various Touch Points, physical and digital, and live a coherent experience accompanied in each and every stage of their personal trip, this generates a positive impact on their propensity to spend within the facilities of Costa Edutainment. Furthermore, it should be taken into consideration that for consumers, to date more than ever, the difference between physical and digital space, like the difference between physical and digital experience, is increasingly subtle and important thus being able to manage both of them keeping a high-quality standard. In order to enable this approach, the technological choice fell on the **Customer Success Platform of Salesforce**.

During 2020 it was also launched the project Customer Service with a view to create a system to manage information and provide assistance through call centres on specific calls of non-recognizable users because not present in our databases. The customer service system not only aims at rationalizing channels and processes in an efficient key, but above all to generate additional revenues through the direct intervention of operators to foster:

- The first act of purchase if a user is planning the tour;
- Propose accessory services (up & cross selling) to increase the average cost if a user has already decided to visit our facilities.

The process of transformation will continue in 2021 with the completion of the stage of adoption of technology by the business functions. Furthermore, goals of further development and under analysis are the following aspects:

- Integration of a **Data Management Platform** to the CRM system. Technology able to allow a better profiling of our customers, improve the performance of marketing and digital marketing activities and improve the return on investments in communication;
- Realization of a **unique E-commerce platform** integrating the Acquario di Genova ticket office and the service of our tour operator C-Way. The goal in this case is to increase the revenues of Acquario di Genova, allowing the users to purchase services leading up to visit our facility, such as hotel accommodation or experiences directly correlated by our tour operator without jumping on websites outside our ecosystem.

PRESS REVIEW

7.752 PRESS RELEASES

21 DAILY AVERAGE OF PRESS RELEASES

RELEASES ON SCIENTIFIC RESEARCH **644**

The volume of review this year registers a drop of 22% or so, due to the period of closure and minor news and initiatives resulting from the minor budget available. The reduction in publications is anyway contained compared to those of visitors. This shall be attributed to the leading role that the Group has had and still has nationwide and locally and in the park systems, tourism and culture, both for Acquario di Genova and the Adriatic centre.

The facilities that reported the higher drop compared to last year were Galata Museo del Mare and Oltremare, while Acquario di Genova, Italia in Miniatura and Acquario di Livorno are substantially unchanged in terms of releases. The review concerning Acquario di Genova represents **53% or so of the total**.

Despite the reduction in volume, the review has registered **an estimated value of 40* million euros, increasing of +5% compared to last year.**

* In the absence of a scientifically recognized method for the economic quantification of the press review, the indicated value is based on the advertising value of the same spaces imposed at the actual market price. It is understood that the value of an article that a journalist chooses voluntarily to dedicate is definitely greater than the purchase of the same space.

This should be attributed to the increasing number of releases within prestigious and high-value tv, radio and newspaper containers. The increase in value of the review is mainly represented by Oltremare (tv/radio) and Acquario di Genova (press/web/tv/radio) and also in this case Acquario di Genova represents more than 50% of the total (represents almost 57% of the total).

Furthermore, it is interesting to notice how **the number of releases on topics of scientific research and conservation has increased of more than 500%** compared to 2019 thanks to some projects and partnerships carried on by Acquario di Genova with Università di Milano Bicocca and Acquario di Livorno and the increasing interest in these topics by the public.

[Data collected for the part of press review does not include to this day Mediterraneo Marine Park of Malta].

AMICI DELL'ACQUARIO

From October 2019 to September 2020 the Amici dell'Acquario di Genova Association, in full compliance with its mission of promotion and dissemination intended to bring the city closer to the Aquarium, has organized **14 weekly meetings**, about half compared to last year. Indeed, in February due to the lockdown the meetings were suspended to be resumes in remote mode in October 2020. More in general the pandemic made register a drop of 60% or so of presences.

The big interest of the public in "**Mercoledì della Scienza**", divided into the following topics, is confirmed:

- The elements write our life
- Travel stories and images
- Finding the beauty in the four elements: fire, air, water, earth

TOTAL **3.600** presences

www.amiciacquario.ge.it

AWARDS AND RECOGNITIONS

REMARKABLE AWARDS

December 2020 - For the second year C-Way wins important recognitions within the Tiqets Remarkable Venue Awards that was held on Wednesday 9th December online.

Two recognitions received by the tour operator that refers to Costa Edutainment and Civita Cultura Holding for two of the products promoted and supervised on the Ligurian territory: the award as Most Remarkable Award with Acquario di Genova and the nomination as onsite experience for the Ligurian park Le Caravelle.

The Tiqets Remarkable Venue Awards have been established to recognize and celebrate the best attractions and experiences in the most visited cities all over the world. Six years ago, Tiqets launched in Italy the partnership with a lot of Italian places and realities, helping million visitors to experiment all the wonderful Italian history and culture.

With these two important recognitions, Tiqets sets forth the professional service and the guarantee of high quality of products promoted and managed by C-Way on the Italian territory in terms of sites, experiences, itineraries, packages dedicated to culture and beauty.

Acquario di Genova was recognized as Most Remarkable Award, or rather as the place welcoming the highest number of visitors and receiving the highest score by them in terms of visit evaluation and service offered.

The nomination received by Le Caravelle as Best Onsite Experience, conversely, refers to the attraction or facility offering the best experience on the field on the basis of reviews of visitors in relation to the interaction with the staff and information service.

CHAMPIONS OF THE SERVICE

October 2020 - Five parks of the Costa Edutainment group receive the recognition for the quality of the service in the survey **Migliori d'Italia - Campioni del servizio 2019/2020** [best of Italy - champions of the service] realized by Istituto Tedesco Qualità e Finanza in cooperation with Goethe University of Frankfurt and published in the newspaper Affari & Finanza.

Two golden medals: Acquario di Genova in the category of aquariums, which sees second in the rank also Acquario di Cattolica and Aquafan among the water parks. Italia in Miniatura is second in the rank of theme parks. In the same category, Oltremare in Riccione is fifth in the rank.

These successes are decreed by the Italian customers, visitors and consumers, interviewed about the appreciation of the service received: 230.000 people interviewed in the last month about the service supplied by 1.319 companies of more than 152 different economic sectors. Once collected data, only the companies obtaining scores higher than very good, receive the quality seal of "Top del servizio" [top of the service] by the institute. The study, in its 7th Edition, represents the widest research on service of companies in Italy.

SPECIAL
PARKSMANIA AWARD
FOR MUSICAL
OLTREMARE MOVIE



October 2020 - Parksmania remotely conferred, due to the provisions of the Italian Decree of The Prime Minister, the Awards 2020, the prestigious recognition awarded every year by the News Organization Parksmania.it to the Italian and European amusement parks that have excelled during the season for specific initiatives in the amusement sector.

For 2020, due to the closure of many parks, the 7 category awards were not assigned (park of the year, best staff, best indoor and outdoor show, best new family attraction and water park of the year), replaced by special Awards that at every edition aim to recognize the best attractions and initiatives particularly deserving. In this edition Oltremare confirms the award in the category of outdoor show with the musical Crazy Farm.

Singers, dancers and actors, together with a lot of puppets characterized by unique and eclectic personalities, are the cast of this completely live funny show dedicated to children and families. Inspired by American musicals of the early 2000s, on the stage of the Farm take turns songs, ballets, music reinterpretations, sketches and interaction with the spectators.

INDEX SNS 2020 AWARD
AS BEST PERFORMING
CULTURAL COMPANY

September 2020 - Costa Edutainment has won the Index SNS 2020 award as best performing cultural company in Italy. The recognition is awarded every three years by Fondazione Scuola Nazionale Servizi, and refers to the three-year period 2016/2018. The Index SNS award is assigned by analysing a sample of 168 companies, all with annual turnover above 30 million Euros. The scores are an outcome of processing coming from official data of financial statements and data related to the training and research activities provided by the companies that, after a first draft of the classification, result in line. Every company was competing only with the others of the same sector.

The scores of the companies winning the sectorial Index SNS awards were later compared to assign the Super Index SNS award. The award assigned to Costa Edutainment refers to one of the ten sectors analysed, that of cultural services, and was assigned on par with Coopculture. It represents a recognition to the effort that Costa Edutainment has always made in offering to its public high added value experiences able to bring to life culture in a new and captivating way, making it affordable for everyone. Experiences addressed to a wide public having as important reference targets families and schools.

EVENTS

The sector in the first months of the fiscal year registered a growth equal to 38% compared to the corresponding months of last year.

Due to the pandemic, approximately hundred events were cancelled for a **loss**

equal to almost 300.000,00 euros of turnover, not to mention the several institutional and promotional events or those in partnership for an estimated value of almost 50.000,00 euros.

SUSTAINABLE ALLIANCES
AND INITIATIVES HOSTED IN 2020

Also this year some partners have shared with Costa Edutainment initiatives strengthening the network of sustainable alliances. At Acquario di Genova:



Video to raise awareness of children (channel Nickelodeon) posted online on the Kids websites of the editor.

Contest "Una notte in Acquario" [A night in the Aquarium] with Spongebob during which experiential initiatives were activated such as awareness-raising activity (limited from November 2019 to February 2020).



Commercial on the animal care during the lockdown and the commitment of the Aquarium staff. Broadcasted in the channels Discovery Kids and online in the websites of the corresponding channels.



Unicredit has supported the release of two marine turtles Caretta caretta cared for by Acquario di Genova informing its customers and employees through the realization of a dedicated video.

THE COOPERATION WITH SILLABE

2020, year of incredible upheavals, was for Sillabe and Costa Edutainment a chance to strengthen even more the attention on the need to safeguard our biodiversity a being more aware of the contribution that everyone can give to the common well-being.

The editorial series has been enriched with a new title "Etta e il mare" [Etta and the sea] volume dedicated to all the lovers of the sea, environment and nature. It is an act of love for a living being that for centuries has fascinated everyone, adults and children. Due to the armour the Turtle Etta seems strong and indestructible to everyone, on the contrary she is everyday more and more helpless and attacked by pitfalls caused by human negligence.

This is a plastic-free project associated also to a small plush. The project was born in cooperation with Acquario di Livorno, from this year information point of the Tuscany regional observatory for biodiversity.

In 2020, besides ecofriendly accessories and articles present for many years, plushies realized with regenerated plastics, bioplastics, organic and recycling materials were introduced in all the GiftShops managed.

Many of our articles was born in support of projects for the safeguard and protection of our environment and endangered species..



EDUCATION



The ongoing health emergency did not allow the school world to make use, in the school year 2019, of the articulated educational offer of the Costa Edutainment facilities.

Indeed, as of the month of February, the lockdown and the subsequent anti-covid rules, prevented classes from making educational tours and take part in face-to-face educational activities.

FACILITY	STUDENT VISITORS	STUDENTS TAKING PART IN THE EDUCATIONAL ACTIVITIES
Acquario di Genova	5.077	1.886
Acquario di Cattolica	0	0
Oltremare	0	0
Italia in Miniatura	0	0
Galata Museo del Mare	710	3.975
Acquario di Livorno	0	0
Mediterranean Marine Park	106	106
Totals	5.893	5.967

Considering that, in normal conditions, the trips are mainly carried out by classes in the second term, the number of students visiting our facilities in the school year 2019 - 2020 results, drastically decreasing compared to previous fiscal years, with a total of **5.893 students**. To keep alive the connection to the school world, in some cases we proposed virtual guided tours. An initiative of this type was realized as part of the protocol of understanding between Costa Edutainment - Acquario di Genova and the Regional School Office for Liguria. Although our activities are based on direct observation, privileging the method of inquiry rather than the mere transmission of contents, for the future, we are assessing to realize some webinars, for both students and teachers, which can represent a valid addition to the proposals of Costa Edutainment already in place.

CULTURE AND RELATIONS WITH TERRITORIES

Costa Edutainment has always been actively committed to support the community, by backing and working together with important public and private protagonists of the national cultural scenario, such as:



FUTURE PERSPECTIVES

FUTURE PERSPECTIVES

In this particular situation, Costa Edutainment undertakes to follow the evolution of the pandemic, above all in relation to the expectations of reopening of facilities closed from last 5th November 2020, which will allow making forecasts on when the stream of visitors and revenues will return to important levels.

In the meantime, the Group has supposed scenarios of budget 2021 in light of the forecasts on the speed of market recovery and has prepared a four-year Business Plan in support of the financial soundness and drivers of recovery and growth.

We look at 2021 very carefully, with lack of conviction that the world of tourism may return to normality soon, even if with rather optimistic hypotheses than those that we are unfortunately witnessing today. Indeed, in the first hypotheses of budget 2021, the reopening of some facilities was expected during the Easter holidays, but it could not happen.

The increase in vaccines and the results obtained in England and in the United States make us look at the coming months with more optimism, as well as the particular attention that is reserved to facilities that may offer safe and open-air tours.

In the plan prepared and as supposed by the most important international bodies, the years from 2022 to 2024 foresee a recovery that will allow the society to recover in 2022/2023 the levels of 2019, with the restart of the real growth from 2023/2024.

In order to implement this strategy and steer its future, the Group is ready to:

- **Aim to become the Italian champion of incoming driving the growth of the number of visitors**
 - extend the catchment areas making use of the role of C-Way;
 - take part in initiatives to increase the incoming as sector expert;
 - increase the partnerships with local and national brands, making the Costa Edutainment platforms attractive for the marketing and promotion activities;
 - exploit the capacity of the company to develop "edutainment" contents;
 - become "destination" through the "Acquario" brand (also abroad) and the "Aquafan" brand for water parks.
- **Exploit the economies of scale with the increase of visitors and revenues considering that most of the costs are fixed, obtaining in this way an increase in profitability;**
 - support the growth through retailers and marketing investments to reach new catchment areas.
- **Improve the experience of visiting and renew the offer following the increasing requirements of customers:**

- digitalize the physical tours to enrich the live tours;
- virtualize contacts and interactions making use of the wide existing fan base;
- dematerialize some contents to involve the customers on "hot" topics (e.g., the conservation of the marine environment).
- **Implement a reorganization in order to reduce the complexity and improve the efficiency;**
- **Invest in sustainability to meet the expectations of stakeholders;**
 - improve the reputation of the brand, in particular with respect to Z-Gen (future visitors);
 - reach important services reducing the environmental impact;
 - actively contribute to the conservation of biodiversity promoting the awareness on environment.

LISTS OF GRI (GLOBAL REPORTING INITIATIVE) DISCLOSURES PRESENT IN THE INTEGRATED REPORT

The following table shows the main GRI Disclosures that the Costa Edutainment Group reports in line with the requirements of the GRI Reference-Claim.

STANDARDS	ORGANIZATIONAL PROFILE	PAGE
GRI 102-1	Name of the organization	I cover
GRI 102-2	Activities, brands, products, and services	18-29
GRI 102-3	Location of headquarters	The indication of the headquarters is hereunder
GRI 102-4	Location of operations	17
GRI 102-5	Ownership and legal form	32
GRI 102-6	Markets served	18-25
GRI 102-7	Scale of the organization	16
GRI 102-8	Information on employees and other workers (points A, B and D of the Disclosure have been reported)	60-63
GRI 102-9	Supply chain	83
GRI 102-10	Significant changes to the organization and its supply chain	79-84
GRI 102-12	External initiatives	90
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STRATEGY		
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STAKEHOLDER ENGAGEMENT		
GRI 102-40	List of stakeholder groups	49
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GRI 102-43	Approach to stakeholder engagement	51-53
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REPORTING PRACTICE		
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GRI 102-47	List of material topics	51-53
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GRI 102-51	Date of most recent report	8
GRI 102-52	Reporting cycle	8
GRI 102-53	Contact point for questions regarding the report	1
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ECONOMIC PERFORMANCE		
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ENVIRONMENTAL PERFORMANCE		
ENERGY (2016)		
GRI 103-1	Explanation of the material topic and its Boundary	74-75
GRI 103-2	The management approach and its components	74
GRI 302-1	Energy consumption within the organization (only point E of the Disclosure was reported)	74-75
WATER AND WATER EXHAUST EFFLUENTS (2018)		
GRI 103-1	Explanation of the material topic and its Boundary	74-75
GRI 103-2	The management approach and its components	74
GRI 303-5	Water consumption (only point A of the Disclosure was reported)	74-75
BIODIVERSITY (2016)		
GRI 103-1	Explanation of the material topic and its Boundary	64-65
GRI 103-2	The management approach and its components	66-73
EMISSIONS (2016)		
GRI 305-1	Direct (Scope1) GHG emissions	74-75
GRI 305-2	Energy Indirect (Scope 2) GHG emissions	74-75
SOCIAL PERFORMANCE		
EMPLOYMENT (2016)		
GRI 401-1	New employee hires and employee turnover (only point B of the Disclosure was reported)	60-61
OCCUPATIONAL HEALTH AND SAFETY (2018)		
GRI 103-1	Explanation of the material topic and its Boundary	62
GRI 103-2	The management approach and its components	62
GRI 403-6	Promotion of workers health	62
GRI 403-9	Work-related injuries	62
TRAINING AND EDUCATION (2016)		
GRI 404-1	Average hours of training per year per employee	63
GRI 404-2	Programs for upgrading employee skill (only point A of the Disclosure was reported)	63
DIVERSITY AND EQUAL OPPORTUNITY		
GRI 405-1	Diversity of governance bodies and employees	60-61
GRI 405-2	Ratio of basic salary and remuneration of women to men	60-61
LOCAL COMMUNITIES		
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	71-73, 93-96



COSTA EDUTAINMENT SPA

**REPORT OF THE INDEPENDENT AUDITING
COMPANY ON THE LIMITED ASSURANCE OF THE
INTEGRATED REPORT 2020**

FISCAL YEAR ENDED ON 31 OCTOBER 2020



Report of the independent auditing company on the limited assurance of the Integrated Report

To the Board of Directors of Costa Edutainment SpA

We have been given the task to carry out the limited assurance (“limited assurance engagement”) of the Integrated Report (hereinafter also “Report”) and of the sustainability disclosure present therein, of Costa Edutainment SpA and its subsidiaries (hereinafter also the “Group” or the “group Costa Edutainment”) related to the fiscal year ended on 31 October 2020 and approved by the Board of Directors on 31 March 2021.

Directors’ responsibility for the Integrated Report

The Directors are responsible to prepare the Integrated Report in line with the <IR> Framework issued in December 2013 by the *International Integrated Reporting Council (IIRC)* and in compliance with the requirements of the “GRI Sustainability Reporting Standards” defined in 2016 (hereinafter “GRI Standards”) and updated to 2020, with reference to a selection of *GRI Standards* listed in table “GRI Standards Disclosure”, and for that part of internal control that they deem necessary in order to allow the preparation of an Integrated Report without significant mistakes, also due to frauds or unintentional behaviours.

The Directors are also responsible to define the goals of the Costa Edutainment Group in relation to the performance of sustainability and reporting of the results achieved, as well as to identify the stakeholders and the significant aspects to be reported.

Independence of the auditing company and quality control

We are independent in compliance with the principles on Ethics and independence of the *Code of Ethics for Professional Accountants* issued by the International *Ethics Standards Board for Accountants*, based on the essential principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. Our auditing company applies the *International Standard on Quality Control 1 (ISQC Italia 1)* and, accordingly, maintains a system of quality control that includes directives and procedures documented on the compliance with ethical principles, professional principles and legal provisions and applicable regulations.

Responsibility of the auditing company

We are responsible to express, on the basis of the procedures carried out, a conclusion about the compliance of the Report with the information structure of the <IR> Framework and sustainability disclosure, present in the Report, in respect of the requirements of the GRI Standards. Our job was

PricewaterhouseCoopers Advisory SpA

Sede legale: Milano 20145 Piazza Tre Torri 2 Tel. 02 667201 Fax 02 66720501 Capitale Sociale Euro 7.700.000,00 I.v. C.F. e P.IVA e Reg. Imp. Milano Monza Brianza Lecco 03230150967 - Altri Uffici: Bari 70122 Via Abate Gimma 73 Tel. 080 5640311 Fax 080 5640340 - Bologna 40126 Via Angelo Finelli 8 Tel. 051 6156211 - Brescia 25121 Viale Duca d'Aosta 28 Tel. 030 3957501 - Cagliari 09125 Viale Diaz 29 Tel. 070 6848774 - Firenze 50121 Viale Gramsci 15 Tel. 055 2482811 Fax 055 2482899 - Genova 16121 Piazza Pievepietra 9 Tel. 010 299041 - Napoli 80121 Via dei Mille 16 Tel. 081 36681 - Padova 35138 Via Venezia 4 Tel. 049 873431 Fax 049 8734399 - Palermo 35030 Via Belle Pute 36 - Palermo 90141 Via Marchese Ugo 60 Tel. 091 6250313 Fax 091 7849221 - Roma 00139 Via Roma 457 Tel. 06 5708311 - Parma 43121 Viale Tamara 20/A Tel. 0521 275911 Fax 0521 280844 - Roma 00151 Largo Fochetti 28 Tel. 06 570831 Fax 06 570832536 - Torino 10122 Corso Palestro 10 Tel. 011 5772111 Fax 011 5772299 - Trento 38121 Viale della Costituzione 33 Tel. 0461 237004 Fax 0461 239077 - Treviso 31100 Viale Pellandini 90 Tel. 0422 315711 Fax 0422 315798 - Trieste 34125 Via Cesare Battisti 18 Tel. 040 3480781 Fax 040 364737 - Verona 37135 Via Francia 21/C Tel. 045 8263001

Società soggetta all'attività di direzione e coordinamento della PricewaterhouseCoopers Italia Srl
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performed according to the provisions of the principle “*International Standard on Assurance Engagements IAASB 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 the *limited assurance engagements*. This principle requires the planning and development of procedures in order to acquire a limited level of security that the sustainability disclosure present in the Integrated Report does not contain significant mistakes. Hence, our examination entailed an extension of work lower than that necessary for the performance of a full examination according to the *ISAE 3000 Revised (“reasonable assurance engagement”)* and, accordingly, does not allow us to have the certainty to have known all the significant facts and circumstances that could be identified with the performance of said examination. The procedures performed on the Report structure and on the sustainability disclosure present therein were based on our expert opinion and entailed interviews, mainly with the personnel of the company responsible for the preparation of the information indicated in the Report, as well as analysis of documents, recalculations and other procedures for the acquisitions of evidences deemed useful.

In particular, we have performed the following procedures:

1. analysis of relevant issues in relation to the activities and characteristics of the Group reported in the Report, in order to assess the reasonableness of the selection process followed taking into account the <IR> Framework and the reporting standard used (*GRI Standards*);
2. analysis and assessment of criteria to identify the consolidation perimeter;
3. comparison between economic-financial data and information included in the Report and data and information included in the consolidated Financial Statements of the Group, including the information indicated by the management in relation to the business continuity;
4. comprehension of the processes behind the generation, survey and management of the significant qualitative and quantitative sustainability information included in the Report. In particular, we have performed interviews and discussions with the personnel of the Costa Edutainment SpA and with the personnel of C-Way Srl and we have performed limited documentary checks, in order to collect information about processes and procedures that support the collection, combination, processing and transmission of sustainability data and information to the function responsible for the preparation of the Report.

Furthermore, for significant information, taking into account the activities and characteristics of the Group:

- at the level of Costa Edutainment SpA,
 - a) with reference to the qualitative information contained in the Integrated Report, we have carried out interviews and acquired supporting documentation to verify the consistency with available evidences;
 - b) with reference to the quantitative information, we have performed both analytical procedures and limited assessments to ascertain, on a sample basis, the correct combination of data.
- for the companies Costa Edutainment and C-Way Srl, that we selected on the basis of its activity and its contribution to the performance indicators at consolidated level, we have discussed with the Management and we have acquired documentary evidence about the correct application of calculation procedures and methods used for the indicators.



Conclusions

On the basis of the work performed, no elements came to our attention that could make us believe that the Report does not comply, in its structure, with the provisions of the <IR> Framework issued in December 2013 by the *International Integrated Reporting Council (IIRC)*, and that the sustainability disclosures present in the Report concerning the fiscal year ended on 31 October 2020 was not prepared, in all its significant aspects, in compliance with the requirements of the GRI Standards, with reference to the selection of the *GRI Standards* therein indicated and listed in the “Table of GRI Standard disclosure” of the same Report.

Other aspects

On 15 April 2020, we issued the report on the audit of the Consolidated Financial Statement of the Costa Edutainment Group for the fiscal year ended on 31 October 2020. The report concludes in an unqualified opinion, though it contains an emphasis of matters regarding the suspension of amortization of some tangible and intangible assets, in accordance with Law n. 126 of 13 October 2021 and amendments of the Legislative Decree n. 2014 of 14 August 2020 and the paragraph “Other aspects – Application of the Auditing Standard ISA Italia 570”. The latter refers to the paragraph of the Consolidated Financial Statement *Application of the provisions of Article 38-quater of the Relaunch Decree, provided for in Article 7 of the Liquidity Decree and significant uncertainties related to business continuity*, since Directors provided updated information on their assessment on business continuity in the Explanatory Note of that Statement.

Genova, 21 April 2021

PricewaterhouseCoopers Advisory SpA

Signed by

Paolo Bersani
(Partner)

This report has been translated into English from the Italian original solely for the convenience of international readers.



REGISTERED OFFICE
Via Ascoli Piceno 6, 47838 Riccione (Italy)

ADMINISTRATIVE HEADQUARTERS
Ponte Spinola, Area Porto Antico, 16128 Genoa (Italy)



costaedutainment.it