

GRI Report 2019

Gute Reise! We make it happen



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About This Report

With its international portfolio, the Fraport Group is one of the world's leading airport groups. Fraport provides all operational and administrative services relating to airport and terminal operations and related services. Planning and consulting services are also included in the range of services. Passenger traffic is a key factor in the Group's revenue and earnings development, affecting a large part of the corporate services provided.

With a share of approximately 70 percent of revenue (adjusted for IFRIC 12), Germany was the most important location for the Fraport Group in the past year. At the end of 2019, about 88 percent of the total workforce was employed in Germany.

The information and key figures in this report include the Group and all companies that we have included in the scope of consolidation as of the respective balance sheet date in accordance with the pronouncements of the International Accounting Standards Board applicable to financial reporting (see "Notes to the consolidation and accounting policies" in the [Annual Report 2019](#), p. 144 f.).

The scope of consolidation for the environmental key figures comprises the Fraport parent company and the fully consolidated investments with significant environmental impacts. In the year 2017 these were: Gesellschaft für Cleaning Service mbH & Co. (GCS), Airport Cater Service GmbH (ACS), FraGround and the Group airports Varna, Burgas, Lima, and Ljubljana. In 2018, the scope of consolidation was expanded to include the 14 Greek airports of Fraport Greece and the Brazilian Group airports of Porto Alegre and Fortaleza. Wherever data could be provided, they were included in the key figures.

The scope of consolidation of the Group's key personnel figures corresponds to that of the financial figures.

The financial, personnel and environmental key figures are calculated at the Group level via an SAP-supported application and are subject to the same calculation method. Different collection methods are indicated in individual cases. All data and information was collected by the relevant departments/consolidated Group companies.

Our reports "GRI Report 2019" and "Connecting Sustainably – Sustainability Report 2019" are published annually in German and English and cover the reporting period of January 1 to December 31 of each year.

The usual, and in our opinion appropriate, methods, calculations, and estimates are employed to determine the reporting data. It cannot be ruled out that individual GRI indicators may be associated with a degree of uncertainty.

Key Figures

The vision of establishing Fraport as Europe's top airport operator and also to set global standards forms the basis of the Group strategy.

Based on these Group objectives, the Executive Board has defined six key non-financial performance indicators in accordance with Section 315 (3) of the HGB in conjunction with section 289 (3) of the HGB. These are: global passenger satisfaction and baggage connectivity, employee satisfaction, women in management positions, sickness rate, and CO₂ emissions (see also [Annual Report 2019](#), chapters "Control" beginning on page 41 and "Non-financial performance Indicators" beginning on page 80).

Non-financial performance indicators

	2019	2018	Change
Global satisfaction of passengers (Frankfurt) (%)	88	86	+2 PP
Baggage connectivity (Frankfurt) (%)	98.4	98.4	0.0 PP
Employee satisfaction (Group)	2.78	2.76	-0.02
Women in management positions (Germany) (%)	28.5	26.0	+2.5 PP
Sickness rate (Germany) (%)	8.0	8.2	-0.2 PP
CO ₂ emissions (Group) (t)	227,552	244,029	-16,477

Global satisfaction of passengers (Frankfurt)

We want to maintain and further increase the satisfaction of our customers. Target level: ≥ 80% (term: 2021)
Target level from 2021: ≥ 82,5%, from 2025: ≥ 85%

Baggage connectivity (Frankfurt)

We want to maintain and further increase the satisfaction of our customers. Target level: > 98.5% (term: 2020)

Employee satisfaction (Group)

We want to create good working conditions and increase employee satisfaction. Target level: Better than or equal to 3.0 (term: 2020)

Women in management positions (first and second level below the Executive Board), Germany

We want to increase the number of women in management positions in Germany. Target level: 30% (term: 2021)

Sickness rate (Group in Germany)

We want to stabilize the sickness rate in the medium term and reduce it in the long term. Target level: ≤ 7.2% (term: 2025)

CO₂ emissions: Absolute emissions (sum scope 1 and 2 of GHG Protocol) of the Fraport parent company and the fully consolidated Group airports in metric tons of CO₂

We want to reduce the CO₂ emissions of the Fraport Group. Target level: 125,000 metric tons CO₂ (term: 2030)

The performance indicators are also included in the [Annual Report 2019](#) in the chapters "Control", "Non-financial performance indicators", and "Business outlook" of the Group management report.

For more detailed information on the sustainability program, see [Sustainability Report 2019](#), page 36 et seqq.

Finance

GRI 201 Economic efficiency 2016

GRI 201-1 Direct economic value generated and distributed

Revenue and profit

	Unit	2017	2018	2019
Group				
Revenue	€ million	2,934.8	3,478.3	3,705.8
Revenue adjusted for IFRIC 12 ¹⁾	€ million	2,893.1	3,118.8	3,259.5
Total revenue	€ million	3,010.4	3,602.7	3,785.0
Earnings before interest, tax, depreciation, and amortization (EBITDA)	€ million	1003.2	1,129.0	1,180.3
Operating result (EBIT)	€ million	643.0	730.5	705.0
Result from ordinary operations (EBT)	€ million	506.1	670.4	590.0
Group Result	€ million	359.7	505.7	454.3

1) Revenues adjusted for contract revenue from construction and expansion services in connection with capacity investments due to the application of IFRIC 12.

Profitability indicators (selection)

	Unit	2017	2018	2019
Group				
Return on Fraport Assets (ROFRA)	%	10.0	11.1	8.8
Net financial debt as at December 31	€ million	3,512.4	3,545.4	4,147.0
Free cash flow	€ million	393.0	6.8	-373.5

Other key figures are found on page 232 et seq. of the Annual Report 2019.

Value added

	Unit	2017	2018	2019
Group¹⁾				
Corporate performance (gross value generation)²⁾		3,084.8	3,339.3	3,447.2
Distributed value generated				
Cost of materials ²⁾	€ million	720.4	729.6	751.1
Other operating expenses ³⁾	€ million	193.9	202.3	184.5
Direct value generation (net value generation)				
Capital expenditure	€ million	1,878.3	834.3	1,381.6
Of which cash outflows for the acquisition of concessions	€ million	1477.3	127.8	120.7
Lenders	€ million	137.2	127.8	120.7
State	€ million	140.5	130.5	154.2
Employees	€ million	1,092.9	1,182.3	1,222.8
Shareholders	€ million	150.1	146.5	193.5
Financing through increased borrowing	€ million	-1228.5	-14.0	-560.2

1) These figures are not presented separately by country, region, or particular market, as the Group sites beyond Frankfurt, in particular with regard to their share of the total workforce, but also in terms of total revenue, costs and payments are not material.

2) Figures for 2018 and 2019 are adjusted for IFRIC 12.

3) Incl. donations and sponsorship.

GRI 201-3 Coverage of the organization's defined benefit plan obligations

	Unit	2017	2018	2019
Group				
Social security and welfare expenses	€ million	159.3	172.1	182.4
Pension expenses	€ million	45.0	46.3	47.0

GRI 202 Market Presence 2016

AO1 Passengers

	Unit	2017	2018	2019
Group airports excluding Frankfurt Airport				
Passengers (total)	million	50.5	72.2	73.8
Arriving passengers (total)	million	24.9	35.8	36.6
Departing passengers (total)	million	25.2	36.2	37.0
Domestic passengers	million	17.0	33.5	34.8
Arriving passengers (domestic)	million	8.4	16.6	17.3
Departing passengers (domestic)	million	8.6	16.9	17.5
International passengers	million	33.1	38.5	38.9
Arriving passengers (international)	million	16.5	19.2	19.4
Departing passengers (international)	million	16.6	19.3	19.5
Local passengers	million	50.1	72.0	73.6
Transfer passengers ¹⁾	In % of local passengers	4.0	2.8	2.5
Transit passengers	million	0.4	0.2	0.2
Frankfurt Airport				
Passengers (total)²⁾	million	64.5	69.5	70.6
Arriving passengers (total)	million	32.4	34.9	35.5
Departing passengers (total)	million	32.0	34.5	35.0
Domestic passengers	million	7.3	7.6	7.4
Arriving passengers (domestic)	million	3.7	3.9	3.8
Departing passengers (domestic)	million	3.6	3.8	3.6
International passengers	million	57.1	61.8	63.1
Arriving passengers (international)	million	28.7	31.0	31.7
Departing passengers (international)	million	28.4	30.8	31.4
Local passengers	million	64.4	69.4	70.5
Transfer passengers ³⁾	In % of local passengers	57.5	55.0	53.7
Transit passengers	million	0.1	0.1	0.1

1) Excluding the Varna and Burgas Group airports because the company does not show transfer passengers separately.

2) Commercial and non-commercial traffic (arr + dep + transit).

3) These data are based on the Fraport monitor, a projection based on long-term passengers surveys. Therefore, it is not possible to precisely state the total number of passengers.

AO2 Aircraft movements

	Unit	2017	2018	2019
Group airports excluding Frankfurt Airport				
Aircraft movements (arr + dep)	Number of movements	476,719	668,769	670,206
Day (arr + dep)	Number of movements	369,452	527,937	521,763
Night (arr + dep)	Number of movements	107,267	140,832	148,443
Commercial passenger flights	Number of movements	413,889	584,481	581,525
Domestic	Number of movements	158,115	286,482	291,360
International	Number of movements	255,774	297,999	290,165
Commercial cargo flights	Number of movements	8,383	9,353	9,049
Domestic	Number of movements	2,507	3,769	3,901
International	Number of movements	5,876	5,584	5,148
General aviation flights and other aircraft movements	Number of movements	32,512	49,159	46,698
Domestic	Number of movements	9,658	32,312	30,044
International	Number of movements	22,854	16,847	16,658
State Aviation flights	Number of movements	8,107	9,839	10,466
Domestic	Number of movements	7,340	9,703	10,314
International	Number of movements	767	136	152
Frankfurt Airport				
Aircraft movements (arr + dep)	Number of movements	475,537	512,115	513,912
Day (arr + dep) ¹⁾	Number of movements	441,345	474,831	478,098
Night (arr + dep) ¹⁾	Number of movements	1,280	1,636	1,172
Aircraft movements (5 a.m.– 5.59 a.m.)	Number of movements	12,682	13,161	13,275
Aircraft movements (10.00 p.m.– 10.59 p.m.)	Number of movements	20,230	22,487	21,367
Commercial passenger flights	Number of movements	443,645	479,320	480,682
Domestic	Number of movements	65,938	70,290	69,190
International	Number of movements	377,707	409,030	411,492
Commercial cargo flights	Number of movements	21,145	21,566	21,952
Domestic	Number of movements	1,416	1,530	1,519
International	Number of movements	19,729	20,030	20,433
General aviation flights and other aircraft movements ²⁾	Number of movements	10,747	11,229	11,278
Domestic	Number of movements	3,839	4,124	4,018
International	Number of movements	6,908	7,105	7,260

1) Day (6 a.m.– 9.59 p.m.), mediation night (11 p.m.– 4.59 a.m.).

2) These numbers include State Aviation flights.

AO3 Cargo tonnage

	Unit	2017	2018	2019
Group airports excluding Frankfurt Airport¹⁾				
Cargo tonnage ²⁾	Million metric tons	0.31	0.39	0.37
Arriving cargo tonnage	Million metric tons	0.10	0.15	0.15
Cargo flights	Million metric tons	0.04	0.06	0.05
Cargo on passenger flights (belly cargo)	Million metric tons	0.06	0.1	0.10
Departing cargo tonnage	Million metric tons	0.2	0.23	0.23
Cargo flights	Million metric tons	0.09	0.08	0.07
Cargo on passenger flights (belly cargo)	Million metric tons	0.12	0.15	0.16
Frankfurt Airport¹⁾				
Cargo tonnage (arr + dep + transit)	Million metric tons	2.23	2.21	2.13
Air freight (arr + dep + transit)	Million metric tons	2.14	2.12	2.04
Air mail (arr + dep + transit)	Million metric tons	0.09	0.09	0.09
Arriving cargo tonnage (arr)	Million metric tons	1.05	1.06	1.02
Cargo flights (arr)	Million metric tons	0.65	0.66	0.64
Cargo on passenger flights (belly cargo) (arr)	Million metric tons	0.4	0.40	0.39
Departing cargo tonnage (dep)	Million metric tons	1.14	1.12	1.07
Cargo flights (dep)	Million metric tons	0.67	0.67	0.64
Cargo on passenger flights (belly cargo) (dep)	Million metric tons	0.47	0.45	0.43

1) Commercial and non-commercial traffic (arr + dep + transit).

2) It was not possible to sub-divide cargo tonnage by air freight and air mail at Group airports.

GRI 203 Indirect Economic Impacts 2016

GRI 203-2 Community engagement

	Unit	Dec. 31, 2017	Dec. 31, 2018	Dec. 31, 2019
Group				
Community engagement	€ million	6.5	6.2	6.3
Sponsorship	€ million	4.5	4.2	4.4
Environmental fund ¹	€ million	0.8	0.8	0.7
Donations	€ million	1.2	1.2	1.2
Fraport parent company				
Community engagement	€ million	6.1	6.0	6.1
Sponsorship	€ million	4.2	4.1	4.3
Environmental fund	€ million	0.8	0.8	0.7
Donations	€ million	1.1	1.1	1.1

1) Fraport parent company.

Environment

Key figures validated by an external environmental assessor pursuant to EMAS are shown with colored backgrounds.

One traffic unit is equivalent to one passenger or 100 kg of air freight or air mail.

Group Companies with Certified Environmental Management Systems

	Unit	2017	2018	2019
Proportion of fully consolidated Group Companies with certified environmental management systems ¹⁾	Percent	89.3	86.7	84.1

¹⁾ Proportion of fully consolidated, environmentally relevant Group companies.

GRI 302 Energy 2016

GRI 302-1 Energy consumption within the organization (1/2)

	Unit	2017	2018	2019
Group				
Total energy consumption (Scopes 1 and 2)	TJ	2,995.7	3,278.1	3,238.3
Purchased direct energy sources (Scope 1)	TJ	550.2	589.1	580.4
Of which renewable energy sources	%	<<1	<<1	<<1
Of which non-renewable energy sources	%	>>99	>>99	>>99
Natural gas	TJ	22.6	29.3	28.1
Liquid gas (LPG)	TJ	8.8	7.5	11.3
Heating oil	TJ	100.0	101.2	90.9
Heating oil	million liters	2.771	2.804	2.519
Diesel ^{1), 2)}	TJ	373.8	402.4	402.4
Diesel ^{1), 2)}	million liters	10.499	11.303	11.304
Gasoline ^{1), 2)}	TJ	42.6	46.1	46.1
Gasoline ^{1), 2)}	million liters	1.315	1.424	1.424
Kerosene (Jet A1)	TJ	2.4	2.6	1.5
Kerosene (Jet A1)	million liters	0.068	0.074	0.044
Purchased indirect energy (Scope 2) ^{3), 4)}	TJ	2,445.5	2,689.0	2,657.9
Electricity ^{3), 4)}	TJ	1,359.8	1,636.6	1,635.5
Electricity ^{3), 4)}	million kWh	377.7	454.6	454.3
District heating ³⁾	TJ	671.0	597.1	609.4
District heating ³⁾	million kWh	186.4	165.8	169.3
District cooling ³⁾	TJ	414.8	455.3	413.1
District cooling ³⁾	million kWh	115.2	126.5	114.7

1) Fuel consumption for mobile work machines and cars on the apron and operating roads.

2) Fuel consumption for the private use of company vehicles is not taken into account.

3) All information includes technical losses.

4) The percentage of renewable energies is stated for the Fraport parent company. 100% renewable energy at Ljubljana Airport.

GRI 302-1 Energy consumption within the organization (2/2)

	Unit	2017	2018	2019
Fraport parent company				
Total energy consumption	TJ	2,731.59	2,686.37	2,632.55
Purchased direct energy sources (Scope 1)	TJ	494.96	505.62	504.59
Of which renewable energy sources	%	<< 1	<< 1	<< 1
Of which non-renewable energy sources	%	>>99	>>99	>>99
Natural gas ¹⁾	TJ	5.6	4.5	4.7
Liquid gas (LPG) ¹⁾	TJ	8.4	7.2	8.8
Heating oil ¹⁾	TJ	93.30	87.73	90.88
Heating oil ¹⁾	million liters	2.585	2.430	2.518
Diesel ^{2), 3)}	TJ	345.2	361.6	356.9
Diesel ^{2), 3)}	million liters	9.413	9.696	10.157
Gasoline ^{2), 3)}	TJ	40.1	42.1	41.8
Gasoline ^{2), 3)}	million liters	1.239	1.299	1.292
Jet fuel (Jet A1) ⁵⁾	TJ	2.28	2.51	1.44
Jet fuel (Jet A1) ⁵⁾	million liters	0.066	0.072	0.041
Purchased indirect energy (Scope 2) ⁴⁾	TJ	2,236.6	2,180.8	2,128.0
Electricity ⁴⁾	TJ	1,151.7	1,129.3	1,106.8
Electricity ⁴⁾	million kWh	319.9	313.7	307.4
Of which renewable energy sources	%	45.7	45.9	55.2
Of which non-renewable energy sources	%	54.3	54.1	44.8
District heating ^{1), 4)}	TJ	670.2	596.2	608.2
District heating ^{1), 4)}	million kWh	186.2	165.6	168.9
District cooling ^{1), 4)}	TJ	414.8	455.3	413.0
District cooling ^{1), 4)}	million kWh	115.2	126.5	114.7

1) 2018/2019 change due to weather (mild winter, hot and prolonged summer).

2) Fuel consumption for mobile work machines and cars on the apron and operating roads.

3) Fuel consumption for the private use of company vehicles is not taken into account.

4) All information includes technical losses.

5) Reduced use of starting air devices in 2019.

GRI 302-2 Energy consumption outside of the organization

	Unit	2017	2018	2019
Fraport parent company				
Total energy consumption Scope 3	TJ	19,381.1	21,306.0	21,428.3
Aircraft traffic ^{1), 5), 6)}	TJ	12,892.3	13,862.8	13,730.3
Employee traffic Fraport AG and third parties at the airport ^{2), 7)}	TJ	1,739.4	1,771.2	1,760.6
Passenger traffic (originating passengers) ^{3), 5), 7)}	TJ	3,154.0	3,577.0	3,995.0
Business trips of Fraport AG employees ^{4), 7)}	TJ	12.4	10.7	10.3
Third party energy consumption (infrastructure and vehicles)	TJ	2,167.3	2,084.4	1,932.0

1) Air traffic up to 914 m (LTO cycle) of all aircraft landing and taking off at Frankfurt Airport.

2) Commuting to and from workplace.

3) Arrival and departure of originating passengers, individual and public transport.

4) Includes automobiles, rail, and flights.

5) 2019: Increase in aircraft movements and passengers.

6) Engine database and calculation software LASPORT updated; values for previous years recalculated.

7) Changeover to HBEFA 4.1 (handbook for emission factors) with updated factors for fuel consumption and CO₂ emissions; values for previous years recalculated.

GRI 302-3 Energy intensity

	Unit	2017	2018	2019
Group				
Specific total consumption	TJ per million traffic units	25.7	19.3	18.9
Purchased direct non-renewable energy sources (Scope 1)	TJ per million traffic units	4.7	3.5	3.4
Purchased energy (Scope 2)	TJ per million traffic units	21.0	15.9	15.5
Fraport parent company				
Specific total consumption	TJ per million traffic units	31.6	29.5	28.8
Purchased direct non-renewable energy sources (Scope 1)	TJ per million traffic units	5.7	5.5	5.5
Purchased energy (Scope 2)	TJ per million traffic units	25.9	23.9	23.3

GRI 302-4 Reduction of energy consumption

	Unit	2017	2018	2019
Fraport parent company				
Energy savings due to conservation and efficiency improvements ^{1), 2), 3)}	million kWh	69.91	89.84	111.45

1) The base year is 2008; cumulative effects from 2008 if also effective in the subsequent years. The saving achieved in the current year under review is the difference between the current value and value for the previous year (for further explanations see GRI 302-4 in text session).

2) Calculation of energy that could be saved due to better procedures; exchanging or retooling plant and equipment; or modified employee behavior. The reduction relates to all media.

3) Calculated figures. Enquiries about the status of the savings projects are made at the end of March of the following year. The reported value at the time of the audit is still provisional, but may change after publication.

GRI 303 Water 2016

GRI 303-1 Total water withdrawal

	Unit	2017	2018	2019
Group				
Total water withdrawal	million m ³	1.873	2.193	2.631
Total water withdrawal	Liters per traffic unit	16.1	17.7	18.7
Drinking water	million m ³	1.461	1.462	1.952
Service water	million m ³	0.412	0.731	0.679
Fraport parent company				
Total water withdrawal ¹⁾	million m ³	1.023	1.416	1.436
Total water withdrawal ^{1), 2)}	Liters per traffic unit	11.8	15.5	15.7
Drinking water ^{1), 3)}	million m ³	0.615	0.689	0.760
Service water ^{1), 3), 4)}	million m ³	0.308	0.408	0.727

*) Excluding Fraport Greece. From 2019 including Fraport Brasil Porto Alegre and Fraport Brasil Fortaleza.

1) Total use by airport minus consumption by third parties at Frankfurt Airport site.

2) From local authority water supplies.

3) The service water is processed from surface water, rain water, and ground water. If necessary, drinking water is added.

4) 2018: Increased water consumption due to construction activities at Terminal 3.

AO4 Quality of rain water

	Unit	2017	2018	2019
Fraport parent company				
Hydrocarbons ¹⁾	mg/l	<0.1	<0.1	0.2
Settleable solids ¹⁾	ml/l	0.2	<0.1	<0.1

1) Each month, a 2-hr mixed sample is taken using a stationary sampling measuring station from the rain water drains shortly before entry to the Main.

GRI 304 Biodiversity 2016

GRI 304-1 Sites in or adjacent to protected areas

	Unit	
Fraport parent company		
Frankfurt Airport¹⁾		
Distance from airport		Neighboring
Land area	ha	3,229
Biodiversity value ²⁾	Description	Five protected areas as defined by the fauna and flora directive
Distance from airport		Neighboring
Land area	ha	4,283
Biodiversity value ²⁾	Description	Two protected areas as defined by the EU Birds Directive
Group		
Lima Airport¹⁾		
Distance from airport	m	100
Biodiversity value ²⁾	Description	Peregrine falcons, migratory birds such as seagulls, owls, others
Burgas Airport¹⁾		
Distance from airport	m	1,000
Land area	ha	1,075
Biodiversity value ²⁾	Description	Atanasovsko Lake is a "defensive area"
Ljubljana Airport¹⁾		
Distance from airport	m	On the airport site, landing approach line up to 200 ft, take-off line up to 500 ft
Land area	ha	316.07
Biodiversity value ²⁾	Description	No official protection status, common buzzards, kestrel, barn swallow
Fortaleza Airport¹⁾		
Distance from airport	m	425
Land area	ha	1,571
Biodiversity value ²⁾	Description	No official protection status, public garden
Distance from airport	m	30
Land area	ha	16
Biodiversity value ²⁾	Description	No official protection status, lake in the city

1) The operating sites in or adjacent to a protected area or containing a protected area are relevant to the survey.

2) The biodiversity value is determined by the quality attribute of the protected area and the listed protection status.

3) From 2019 including Fraport Brasil Fortaleza.

Area use

	Unit	2017	2018	2019
Fraport parent company at Frankfurt Airport				
Owned area ¹⁾	ha	2,284	2,285	2,287
Of which paved	ha	1,092	1,104	1,104
Varna Airport				
Owned area ¹⁾	ha	223	223	223
Of which paved	ha	55	55	55
Burgas Airport				
Owned area ¹⁾	ha	253	253	253
Of which paved	ha	64	64	65
Ljubljana Airport				
Owned area ¹⁾	ha	279	280	280
Of which paved	ha	75	76	82
Fortaleza Airport				
Owned area ¹⁾	ha	–	–	280
Of which paved	ha	–	–	76
Porto Alegre Airport				
Owned area ¹⁾	ha	–	–	360
Of which paved	ha	–	–	29

1) Contiguous owned area.

2) From 2019 including Fraport Brasil Fortaleza and Fraport Brasil Porto Alegre.

GRI 305/306 Emissions, Effluents, and Waste 2016

Direct and indirect CO₂ emissions (Scope 1 and 2)

	Unit	2017	2018	2019
Group				
CO ₂ emissions				
direct and indirect CO ₂ emissions	1,000 CO ₂	209.7	244.0	227.6

GRI 305-1 Direct greenhouse gas emissions (Scope 1) incl. GRI 305-4

	Unit	2017	2018	2019
Group				
CO ₂ emissions				
direct CO ₂ emissions ¹⁾	1,000 CO ₂	40.1	42.9	42.3
Climate intensity of traffic volume				
direct CO ₂ emissions ¹⁾	kg CO ₂ per traffic unit	0.34	0.25	0.25
Fraport parent company				
CO ₂ emissions				
direct CO ₂ emissions ¹⁾	1,000 CO ₂	36.4	37.2	37.1
Climate intensity of traffic volume				
direct CO ₂ emissions ¹⁾	kg CO ₂ per traffic unit	0.42	0.41	0.41
Other relevant greenhouse gas emissions ²⁾	metric tons CO ₂	1.92	1.61	1.44

1) Direct emissions using Scope 1 GHG Protocol Standards: Fuels, fuels for combustion plants, in this case heating oil, natural gas, propane gas.

2) Only CO₂ equivalent refrigerant consumption Fraport AG (emissions of other greenhouse gases at the airport are negligible according to studies carried out in 2005).

GRI 305-2 Energy indirect greenhouse gas emissions (Scope 2) incl. GRI 305-4

	Unit	2017	2018	2019
Group				
CO ₂ emissions				
indirect CO ₂ emissions ¹⁾	1,000 CO ₂	169.5	201.1	185.3
Climate intensity of traffic volume				
indirect CO ₂ emissions ¹⁾	kg CO ₂ per traffic unit	1.45	1.19	1.08
Fraport parent company				
CO ₂ emissions				
indirect CO ₂ emissions ¹⁾	1,000 CO ₂	153.7	151.4	133.2
Climate intensity of traffic volume				
indirect CO ₂ emissions ¹⁾	kg CO ₂ per traffic unit	1.78	1.66	1.46

1) Indirect emissions using the Scope 2 GHG Protocol Standard: Purchase of electricity (Group), district heating, district cooling (Fraport at the Frankfurt site).

GRI 305-3 Other indirect greenhouse gas emissions (Scope 3)

	Unit	2017	2018	2019
Fraport parent company (Scope 3 pursuant to GHG)				
Aircraft traffic ^{1), 7)}	1,000 CO ₂	946.1	1017.1	1007.5
Employee traffic Fraport AG and third parties at the airport ^{2), 8)}	1,000 CO ₂	132.7	128.9	127.8
Passenger traffic (originating passengers) ^{3), 6), 8)}	1,000 CO ₂	224.3	245.8	273.9
Business trips of Fraport AG employees ^{4), 8), 9)}	1,000 CO ₂	0.90	0.77	0.00
Third party energy consumption (infrastructure and vehicles)	1,000 CO ₂	189.7	183.5	164.7
Other relevant greenhouse gas emissions ⁵⁾	metric tons CO ₂ equivalent	<2	<2	<2

1) Air traffic up to 914 m (LTO cycle) of all aircraft landing and taking off at Frankfurt Airport.

2) Commuting to and from workplace.

3) Arrival and departure of originating passengers, individual and public transport.

4) Includes automobiles, rail, and flights.

5) According to investigations in 2005, the emissions of other greenhouse gases at the airport are virtually non-existent.

6) 2019: Increase in flight movements and passengers.

7) 2019: Engine database and calculation software LASPORT updated; values for previous years recalculated.

8) 2019: Switch to HBEFA 4.1 with updated factors for fuel consumption and CO₂ emissions; values for previous years recalculated

9) In 2019, for the first time, the CO₂ emissions of 746 tons caused by business trips were compensated by purchasing certificates from Atmosfair.

GRI 306-1 Total water discharge

	Unit	2017	2018	2019
Group¹⁾				
Sewage water	Million m ³	2.432	2.476	2.975
Sewage water	Liters per traffic unit	20.90	20.00	22.50
Frankfurt Airport				
Sewage water ^{1), 2)}	Million m ³	1.966	2.156	2.142
Sewage water ²⁾	Liters per traffic unit	22.8	23.6	23.4
BSB5 ³⁾	Metric tons	1,385	1,590	1,464

*) Excluding Fraport Greece, Fraport Brasil Porto Alegre.

1) Sewage water is treated in the fully biological Fraport AG treatment plant as well as the fully biological treatment plants in Frankfurt-Niederrad and Frankfurt-Sindlingen. Due to the separation of rain water containing de-icing chemicals, the quantity of sewage water has risen. The water containing de-icing chemicals has been directed into the treatment plants via the sewage water drain network since 2012.

2) Sewage water from Fraport AG and over 500 other companies at Frankfurt Airport.

3) BSB5 indicates the amount of oxygen that bacteria and other microorganisms in a water sample need to aerobically remove the substances in the water in the space of five days at a temperature of 20 degrees Celsius.

GRI 306-2 Waste by type and disposal method

	Unit	2017	2018	2019
Group¹⁾				
Waste volume ^{1), 4)}	1,000 metric tons	26.32	28.27	28.21
Waste volume ¹⁾	kg per traffic unit	0.23	0.23	0.20
Hazardous waste ¹⁾	1,000 metric tons	2.58	2.16	2.24
Non-hazardous waste ¹⁾	1,000 metric tons	22.35	24.59	25.97
Total Recoverability rate	In % of waste volume	71.3	69.2	68.8
Waste from international flights	1,000 metric tons	5.61	5.61	6.62
Fraport parent company				
Waste volume ¹⁾	1,000 metric tons	20.36	20.94	20.31
Waste volume ¹⁾	kg per traffic unit	0.24	0.23	0.22
Hazardous waste ¹⁾	1,000 metric tons	2.19	1.77	1.80
Non-hazardous waste ¹⁾	1,000 metric tons	18.17	19.17	18.51
Total recoverability ^{1), 2)}	1,000 metric tons	18.39	18.94	18.04
Total recoverability rate ^{1), 3)}	In % of waste volume	90.3	90.5	88.8
Waste from international flights	1,000 metric tons	4.62	4.65	4.81

*) Excluding Fraport Greece. From 2019 including Fraport Brasil Porto Alegre and Fraport Brasil Fortaleza.

1) Including waste from third parties, excluding soil and building rubble.

2) Pursuant to German Product Recycling and Waste Management Act (Kreislaufwirtschaftsgesetz – KrWG).

3) Change in definition due to the new German Product Recycling and Waste Management Act (Kreislaufwirtschaftsgesetz – KrWG) which came into force on 1st June 2012.

4) Variances in the addition of hazardous waste are due to country-specific legislation in Peru.

GRI 306-3 Significant spills

	Unit	2017	2018	2019
Fraport parent company¹⁾				
Spills of water-polluting substances				
Number of spills	Number	762	532	430
Volume of spills	m ³	10.37	9.00	5.04
Frequency of spills	Number per 1,000 aircraft movements	1.60	1.04	0.84
Effects ²⁾		none	none	none
Lima Airport				
Spills of water-polluting substances				
Number of spills	Number	36	11	10
Volume of spills	m ³	1,620	1,010	768
Frequency of spills	Number per 1,000 aircraft movements	0.19	0.06	0.05
Effects		none	none	none
Ljubljana Airport				
Spills of water-polluting substances				
Number of spills	Number	22	37	19
Volume of spills	m ³	0.45	0.50	0.35
Frequency of spills	Number per 1,000 aircraft movements	0.64	1.04	0.60
Effects		none	none	none
Fortaleza Airport				
Spills of water-polluting substances				
Number of spills	Number	–	–	5
Volume of spills	m ³	–	–	0 ³⁾
Frequency of spills	Number per 1,000 aircraft movements	–	–	8.45
Effects		–	–	none
Porto Alegre Airport				
Spills of water-polluting substances				
Number of spills	Number	–	–	10
Volume of spills	m ³	–	–	0 ³⁾
Frequency of spills	Number per 1,000 aircraft movements	–	–	0.13
Effects		–	–	none

1) Spills primarily due to third parties.

2) No environmental risk as spill is normally on paved areas with comprehensive downstream safety measures. Spills on unpaved areas are very rare exceptions; they are resolved without delay.

3) Quantity per event less than 1 l.

AO5 Air quality

	Unit	2017	2018	2019
At Frankfurt Airport				
NO ₂ ^{1), 2), 3)}	µg/m ³	41.8	42.7	39.7
SO ₂ ^{1), 2), 4)}	µg/m ³	1.9	1.8	1.3
Fine dust, PM10 ^{1), 2), 5)}	µg/m ³	17.1	17.6	15.9
Benzene ^{1), 2), 6)}	µg/m ³	0.5	0.6	0.7
At Lima Airport				
NO ₂	µg/m ³	–	–	–
SO ₂	µg/m ³	4.2	8.8	7.7
Fine dust, PM 2.5 ⁷⁾	µg/m ³	20.2	18.5	27.1
Fine dust, PM10	µg/m ³	–	–	–

1) Annual average of the values measured at the SOMM11 station located on the airport site. These values represent the total of all emissions of different groups, that is, in addition to the airport's contributions to emissions also those from third parties (road transport, industrial and commercial, house fire, large-scale background exposure). The airport's share depends on the location and, according to model calculations and depending on the components, ranges between around 10% and 30%.

2) Average annual limit values (not applicable to the airport as people are not exposed throughout the year).

3) NO₂ pursuant to EU Directive 2008/50/EC, (39th BImSchV: 40 µg/m³).

4) SO₂ assessment pursuant to Technical Instructions on Air Quality Control (TA Luft) 2002 (otherwise no annual average is defined): 50 µg/m³).

5) Fine dust, PM10 pursuant to EU Directive 2008/50/EC, (39th BImSchV: 40 µg/m³).

6) Benzene pursuant to EU Directive 2008/50/EC, (39th BImSchV: 5 µg/m³).

7) Average values for the year at Lima Airport. These values show the sum of different issuers and include in addition to the airport's emissions also those from third parties (road transport, industrial and commercial, house fire). The increase in Lima is due to expansion of the vehicle fleet and enlargement of the surrounding commercial and industrial areas.

AO6 Aircraft and pavement de-icing agents

	Unit	2017	2018	2019
Group^{1), 3)}				
Pavement de-icing agents ¹⁾	m ³	2,407	1,333	1,500
Carbamide ¹⁾	Metric tons	159	197	113
Aircraft de-icing agents, total (type I, II, IV) ¹⁾	m ³ active substance	76	85	62
Safewing de-icing fluid type II (aircraft de-icing/anti-icing fluid with 50 % propylene glycol) ¹⁾	m ³ active substance	9	2	0.2
Aircraft de-icing/ anti-icing fluid, type I (aircraft de-icing/anti-icing fluid with 80 % propylene glycol) ¹⁾	m ³ active substance	84	93	67
Aircraft de-icing/anti-icing fluid, type IV (50 % propylene glycol) ¹⁾	m ³ active substance	9	18	16
Aircraft de-icing/anti-icing fluid propylene glycol per de-iced aircraft ¹⁾	m ³ active substance per aircraft	0.074	0.083	0.092
Fraport parent company				
Pavement de-icing agent potassium formate (liquid, approximately 50 % active substance) on the flight operating areas ¹⁾	m ³	2,394	1,324	1,500
Pavement de-icing/anti-icing agent sodium formate (granulate, approximately 100 % active substance) on the flight operating areas ¹⁾	Metric tons	457	250	182
De-icing salt (NaCl) ^{2), 4)}	Metric tons	988	1,291	464
N*ICE³⁾				
Aircraft de-icing agents, total (type I, II, IV)	m ³ Wirkstoff	1,835	1,318	1,473
Aircraft de-icing/ anti-icing fluid, type I (aircraft de-icing/anti-icing fluid with 80 % propylene glycol)	m ³ aktives Mittel	1,110	732	718
Aircraft de-icing/anti-icing fluid, type IV (50 % propylene glycol)	m ³ aktives Mittel	1,893	1,464	1,796
Aircraft de-icing/anti-icing fluid propylene glycol per de-iced aircraft	m ³ Wirkstoff pro Flugzeug	0.280	0.240	0.230

*) Excluding Fraport Greece, Fraport Brasil Porto Alegre, Fraport Brasil Fortaleza. In Lima there is no de-icing due to climatic conditions.

1) The value strongly fluctuates depending on the severity of the winter months.

2) Values until 2019 refer to the previous winter season, i.e., the value for 2018 is for consumption in winter 2017/2018. The values strongly fluctuate depending on the severity of the winter.

3) N*ICE carries out aircraft de-icing at Frankfurt Airport; it is not a fully consolidated investment and is therefore not included in the consolidated figures. Due to its relevance, N*ICE is also shown here.

4) Values from 2019 onwards refer to the calendar year 2019 for the first time and not to the winter season 2018/2019 since it is now possible to record monthly data using computer technology.

Intermodality (Airport Operators Sector Disclosures)

Significant environmental impacts of transport and traffic

	Unit	2017	2018	2019
Group¹⁾				
Employee transport				
Travel to and from work by public transport ¹⁾	Share in %	30.2	29.3	28.1
Travel to and from work by carpooling ¹⁾	Share in %	16.6	16.0	16.2
Passenger traffic				
Arrival/departure of originating passengers by public transport ¹⁾	Share in %	39.1	39.4	37.6
Fraport parent company				
Employee transport ²⁾				
Travel to and from work by public transport ¹⁾	Share in %	31.2	30.3	28.6
Travel to and from work by carpooling ¹⁾	Share in %	13.6	12.8	13.2
Passenger traffic Frankfurt Airport ²⁾				
Arrival/departure of originating passengers by public transport ¹⁾	Share in %	34.1	34.5	33.5

^{*)} Excluding Fraport Greece, Fraport Brasil Porto Alegre and Fraport Brasil Fortaleza.

¹⁾ The figures are based on a survey.

²⁾ The key environmental impacts are shown under GRI 305-3 Other greenhouse gas emissions (scope 3).

Noise (Airport Operators Sector Disclosures)

LOG noise area

	Unit	2017	2018	2019
Frankfurt Airport				
Number of people in contour Leq, day = 60 dB(A) ¹⁾	Number	16,952	17,582	17,332

¹⁾ For information on the LOG noise area, see the "Noise" section of this report.

Complaints relating to aircraft noise*

	Unit	Dec. 31, 2017	Dec. 31, 2018	Dec. 31, 2019
Frankfurt site				
Complainant	Number	2,203	3,063	1,982
Of which complainants with standardised, automated complaints*	Number	50	52	55
Total aircraft noise complaints	Number	5,915,950	962,620	750,646
Aircraft noise complaints standardised, largely automated*	Number	–	–	730,722
Aircraft noise complaints referring to flight event**	Number	148,680	119,789	19,924

* Complainants with standardised, largely automated complaint reports <3,000 complaints/year per person. Explanations on the figures and the new description can be found in the "Noise" section of this report.

Community

GRI 416 Customer Health and Safety 2016

AO9: Number of wildlife strikes per 10,000 aircraft movements

	Unit	2017	2018	2019
Frankfurt Airport	Number per 10,000 aircraft movements	5.6	5.34	4.46
Lima Airport	Number per 10,000 aircraft movements	0.37	0.26	0.40
Varna Airport	Number per 10,000 aircraft movements	15.67	5.63	9.70
Burgas Airport	Number per 10,000 aircraft movements	7.45	2.58	4.01
Ljubljana Airport	Number per 10,000 aircraft movements	7.26	7.60	16.51
Airport Fortaleza ¹⁾	Number per 10,000 aircraft movements	–	–	2.54
Airport Porto Alegre ¹⁾	Number per 10,000 aircraft movements	–	–	1.19

1) Reporting for the first time from 2019.

Personnel

Total employees of the fully-consolidated Group companies

Employees of the fully consolidated companies	31.12.2017	31.12.2018	31.12.2019
Fraport parent company (Fraport AG)	10,747	10,595	10,480
Subsidiaries			
Media Frankfurt GmbH, Frankfurt am Main	49	49	51
Airport Assekuranz Vermittlungs-GmbH, Neu-Isenburg	12	12	11
Airport Cater Service GmbH, Frankfurt am Main	132	132	135
GCS Gesellschaft für Cleaning Service mbH & Co. Airport Frankfurt/Main KG, Frankfurt am Main	689	729	714
Flughafen Kanalreinigungsgesellschaft mbH, Kelsterbach	23	27	28
Fraport Ausbau Süd GmbH, Frankfurt am Main	4	9	12
AirIT Services GmbH, Lautzenhausen	19	24	21
FraSec Fraport Security Services GmbH, Frankfurt am Main	3,697	4,110	4,304
FraSec Fraport Security Services K9 TEDD GmbH Twickelerveld European Detection Dogs, Frankfurt am Main	–	9	4
FraGround Fraport Ground Services GmbH, Frankfurt am Main	3,331	3,744	3,963
Fraport Passenger Service GmbH, Frankfurt am Main	163	186	196
FraCareServices GmbH, Frankfurt am Main	582	770	779
Fraport Casa GmbH, Neu-Isenburg	2	2	2
FRA-Vorfeldkontrolle GmbH, Kelsterbach	94	99	92
Fraport Casa Commercial GmbH, Neu-Isenburg	1	1	–
Fraport Group in Germany (mainly Frankfurt site)	19,545	20,498	20,792
Fraport Peru S.A.C., Lima/Peru	8	7	9
Antalya Havalimani Uluslararası Terminal İşletmeciliği Anonim Şirketi, Antalya/Turkey	10	10	8
Fraport Twin Star Airport Management AD, Varna/Bulgaria	694	689	660
Fraport Slovenija, d.o.o. Zgornji Brnik/Slovenia	428	483	478
Lima Airport Partners S.R.L., Lima/Peru	493	555	630
Fraport Saudi Arabia for Airport Management and Development Services Company Ltd., Riyadh/Saudi Arabia	2	2	2
Fraport USA Inc., Pittsburgh/USA	30	37	46
Fraport Regional Airports of Greece A S.A. Athens/Greece	216	230	238
Fraport Regional Airports of Greece B S.A. Athens/Greece	180	197	207
Fraport Regional Airports of Greece Management Company S.A. Athens/Greece	168	199	194
Fraport Brasil S.A. Aeroporto de Porto Alegre, Porto Alegre/Brazil	159	237	237
Fraport Brasil S.A. Aeroporto de Fortaleza, Fortaleza/Brazil	91	147	159
Fraport Malta Ltd., St. Julians/Malta	–	4	4
Fraport Malta Business Services Ltd., St. Julians/Malta	–	4	4
Fraport Group outside Germany	2,479	2,801	2,876
Fraport Group total	22,024	23,299	23,668

See also Disclosure of shareholding pursuant to Section 313 (2) of the HGB in the [Annual Report 2019](#), page 218 et seqq.

GRI 401 Employment 2016

GRI 102-8 Total workforce (1/2)

	Unit	Dec. 31, 2017	Dec. 31, 2018	Dec. 31, 2019
Group				
Total employees ¹⁾	Number of people	22,024	23,299	23,668
of which women	in %	25	25.7	25.9
Permanent employees ²⁾	Number of people	20,440	21,535	21,798
Temporary staff ³⁾	Number of people	453	489	518
Employees on leave	Number of people	771	865	931
Apprentices	Number of people	360	410	421
Employees of Fraport parent company ⁴⁾	Number of people	10,747	10,595	10,480
	In % of total employees	48.8	45.5	44.3
of which women	in %	19.2	19.4	19.7
Further workers				
Leased laborer ⁴⁾	Number of people	397	313	514
Distribution by region				
Europe (including Germany)	Number of people	21,231	22,034	22,577
	In % of total employees worldwide	96.4	95.7	95.4
Germany (mainly Frankfurt site)	Number of people	19,545	20,498	20,792
	In % of total employees worldwide	88.7	88	87.8
Rest of Europe (not including Germany)	Number of people	1,686	1,806	1,785
	In % of total employees worldwide	7.7	7.8	7.5
America (North and South America)	Number of people	781	983	1,081
	In % of total employees worldwide	3.5	4.2	4.6
Asia	Number of people	12	12	10
	In % of total employees worldwide	0.1	0.1	0
Fixed-term employment contracts ⁵⁾	Number of people	3,916	3,599	4,571
	In % of total employees worldwide	17.8	15.4	19.3
of which women ⁶⁾	in %	–	+24.2	10.7
Regional distribution of fixed-term contracts				
Europe (including Germany)	Number of people	3,423	3,011	3,915
	In % of total employees in Europe	16.1	13.5	17.3
Germany (mainly Frankfurt site)	Number of people	2,933	2,935	3,414
	In % of total employees in Germany	15	14.3	16.4
Rest of Europe (not including Germany)	Number of people	490	76	501
	In % of total employees in rest of Europe	29.1	4.2	28.1
America (North and South America)	Number of people	493	586	656
	In % of total employees in America	63.1	59.6	60.7
Asia	Number of people	0	2	0
	In % of total employees in Asia	0	16.7	0

1) Total employees = permanent employees + temporary staff (refer to 3) + apprentices + employees on leave.

2) No temporary staff (see 3), employees on leave, or apprentices are included in permanent employees.

3) Temporary staff = interns, students and partially employed staff.

4) Taking into account the amendment to the temporary work act AÜG (AÜG = Arbeitnehmerüberlassungsgesetz). 2019: The significant year-on-year increase in the number of temporary employees is attributable to the higher personnel requirements, particularly at the subsidiaries FraGround and FraSec, due to traffic growth.

5) Including temporary staff (see 3.) and apprentices who usually have fixed-term contracts.

6) Number for 2018 was not determined by the system.

GRI 102-8 Total workforce (2/2)

	Unit	Dec. 31, 2017	Dec. 31, 2018	Dec. 31, 2019
Group				
Permanent contracts	Number of people	18108	19700	19097
	In % of total employees in Asia	82.2	84.6	80.7
of which women	in %	0	0	29.5
Regional distribution of permanent contracts				
Europe (including Germany)	Number of people	17808	19293	18662
	In % of total employees in Europe	83.9	86.5	82.7
Germany (mainly Frankfurt site)	Number of people	16612	17563	17378
	In % of total employees in Germany	85	85.7	83.6
Rest of Europe (not including Germany)	Number of people	1196	1730	1284
	In % of total employees in rest of Europe	70.9	95.8	71.9
America (North and South America)	Number of people	288	397	425
	In % of total employees in America	36.9	40.4	39.3
Asia	Number of people	12	10	10
	In % of total employees in Asia	100	83.3	100
Full-time employees	Number of people	18,235	19,730	19,986
	In % of total employees worldwide	82.8	84.7	84.4
of which women	Number of people	+17.6	18.3	18.7
Part-time workers¹⁾	Number of people	3,789	3,569	3,682
	In % of total employees worldwide	17.2	15.3	15.6
of which women	Number of people	+47.7	53	51

1) Including partial retirement.

GRI 401-1 New employee hires and employee turnover

	Unit	Dec. 31, 2017	Dec. 31, 2018	Dec. 31, 2019
Group				
Permanent employees	Number of people	20,440	21,535	21,798
Employee hires by gender, region, and age				
Hires	Number of permanent employees	2,938	2,921	2,454
	In % of permanent employees	14.4	13.6	11.3
of which women	In % of permanent employee hires	26.5	34.3	30.8
Regions				
Europe (including Germany)	Number of people	2,653	2,701	2,265
	In % of permanent employees	13	12.5	10.4
Germany/Frankfurt site	Number of people	2,157	2,497	2,151
	In % of permanent employees	10.6	11.6	9.9
Rest of Europe (not including Germany)	Number of people	496	204	114
	In % of permanent employees	2.4	0.9	0.5
America (North and South America)	Number of people	285	220	188
	In % of permanent employees	1.4	1	0.9
Asia	Number of people	0	0	1
	In % of permanent employees	0.0	0.0	0.0
Age group				
Up to 30 years old	In % of permanent employee hires	33.7	47.1	41.5
31–50 years old	In % of permanent employee hires	52.8	59.2	40.8
Over 50 years old	In % of permanent employee hires	13.5	23.6	17.8
Employee turnover by gender, region, and age				
Leavers	Number of permanent employee leavers	1,861	1,843	2,125
Employee turnover	In % of permanent employees	8.3	7.9	8.9
of which women	In % of permanent employee leavers	23.42	30.1	29.4
Regions				
Europe (including Germany)	Number of people	1,825	1,754	1,984
	In % of permanent employees	8.9	8.1	9.1
Germany = Frankfurt site	Number of people	1,757	1,676	1,881
	In % of permanent employees	8.6	7.8	8.6
Rest of Europe (not including Germany)	Number of people	68	78	103
	In % of permanent employees	0.3	0.4	0.5
America (North and South America)	Number of people	36	89	138
	In % of permanent employees	0.2	0.4	0.6
Asia	Number of people	0	0	3
	In % of permanent employees	0.0	0.0	0.0
Age group				
Up to 30 years old	In % of permanent employee leavers	27.5	43	36.9
31–50 years old	In % of permanent employee leavers	46.4	59.8	39.7
Over 50 years old	In % of permanent employee leavers	26.2	37.9	23.4
Reasons for leaving				
Employee termination	Number of permanent employees	520	767	795
Employer termination	Number of permanent employees	229	350	454
End of working life (retirement)	Number of permanent employees	108	117	113
Agreement to terminate contract	Number of permanent employees	326	424	688
End of fixed-term employment contract	Number of permanent employees	662	148	49
Death during active employment relationship	Number of permanent employees	16	32	26

1) According to the Schlüter method: leavers financial year/(permanent employees previous year + hires).

GRI 402 Labor/Management Relations 2016

GRI 102-41 Employees covered by collective bargaining agreements

	Unit	Dec. 31, 2017	Dec. 31, 2018	Dec. 31, 2019
Group				
Employees covered by collective bargaining agreements	In % of employees	95.8	95.8	96.5

1) The difference to 100 % is for non-tariff employees or executive employees under the German Works Constitution Act (Betriebsverfassungsgesetz) and companies without a collective agreement (Brazil).

GRI 403 Occupational Health and Safety 2018

GRI 403-9 Work-related injuries

	Unit	Dec. 31, 2017	Dec. 31, 2018	Dec. 31, 2019
Group^{1), 2)}				
Total accidents at work	Number	1,331	1,166	1,147
Reportable accidents at work ³⁾	Number	571	620	649
1,000 person rate ³⁾	Number of notifiable accidents per 1,000 employees	25.8	26.4	26.7
Hours worked	Number	–	34,596,528	36,082,017
LTIF accidents ⁴⁾	Number	–	918	901
LTIF - Lost Time Injury Frequency ⁵⁾	LTIF accidents per 1 million hours worked	–	26.5	25.0
RIR - Recordable Injury Rate ⁶⁾	Reportable accidents per 1 million hours worked	–	17.9	18.0
Days lost due to accidents at work ⁷⁾	Number	12,294	10,074	10,475
SA - Severity of Accidents ⁸⁾	Number of days lost per work accident	10.3	8.6	9.1
Reportable days lost ³⁾	Number	9,461	9,643	10,078
Work-related fatalities ⁹⁾	Number	–	–	–
Sickness rate ¹⁰⁾	Absence in %	7.54	7.44	6.61
Due to sickness ¹⁰⁾	Absence in %	7.33	7.19	6.39
Due to accidents (excluding sport, travel to and from work, and private accidents) ⁷⁾	Absence in %	0.21	0.25	0.22
Occupational illnesses ¹¹⁾	Number of cases recognized	5	4	3
Germany (mainly Frankfurt site)^{1), 2)}				
Total accidents at work	Number	1,302	1,137	1,122
Reportable accidents at work ³⁾	Number	550	596	632
1,000-person rate ^{3), 4), 5)}	Number of notifiable accidents per 1,000 employees	28.1	29.3	30
Hours worked	Number	–	28,626,804	29,684,859
LTIF accidents	Number	–	893	883
LTIF - Lost Time Injury Frequency	LTIF accidents per 1 million hours worked	–	31.2	29.7
RIR - Recordable Injury Rate	Reportable accidents per 1 million hours worked	–	20.8	21.3
Days lost due to accidents at work	Number	11,868	9,465	10,268
SA - Severity of Accidents	Number of days lost per work accident	9.1	8.3	9.2
Reportable days lost ³⁾	Number	11,868	9,039	9,894
Work-related fatalities ⁹⁾	Number	–	–	0
Accidents on Fraport construction sites	Number	6	6	12
Sickness rate ¹⁰⁾	Absence in %	8.2	8.19	8.00
Due to sickness ¹⁰⁾	Absence in %	7.97	7.92	7.71
Due to accidents (excluding sport, travel to and from work, and private accidents) ⁷⁾	Absence in %	0.23	0.27	0.28
Occupational illnesses ¹¹⁾	Number of cases recognized	5	4	3

1) The figures shown cover total employees and leased laborer, but not independent contractors, as no data are collected for these employees.

2) As a result of late submissions, there may be changes to the figures reported for the previous year.

3) Notifiable = occupational accidents resulting in more than three lost days must be reported.

4) LTIF-accidents = Accidents at work with at least one day of absence.

5) LTIF = Frequency of all occupational accidents in relation to 1 million hours worked.

6) RIR = Frequency of accidents from the 3rd day of absence in relation to 1 million hours worked.

8) Absence days = planned work days.

7) SA - Accident severity = sum of the days lost/occupational accidents in relation to the total number of occupational accidents

9) In 2018 and 2019, a total of three commuting accidents with fatal consequences occurred (2018: 2 and 2019: 1).

10) Based on planned working hours.

11) Fraport parent company

GRI 404 Training and Education 2016

GRI 404-1 Average hours of training per employee

	Unit	Dec. 31, 2017	Dec. 31, 2018	Dec. 31, 2019
Group¹⁾				
Education ^{2), 3), 4)}	Hours per annual average number of total employees	31.9	56.1	59.5
Apprentices	Number of people	360	410	421
Interns/students/diploma students/work placement pupils	Number of people	453	489	518

1) It is currently not possible to break down the data by employee category or to present the training period by gender. Responsibility lies with the departments and an integrated system is not available.

2) Excluding apprentices.

3) The significant increase in the number of training days in 2018 is mainly due to improved data collection.

GRI 404-3 Percentage of employees receiving regular performance and career development reviews

	Unit	Dec. 31, 2017	Dec. 31, 2018	Dec. 31, 2019
Group				
Employees receiving regular performance and career development reviews	In % of permanent employees	56.7	61.3	58.8

1) Presentation of the figures by gender is not relevant, since appraisal interviews and performance reviews are performed regularly regardless of gender. At the Fraport parent company, the share of workers with regular performance reviews is 100 %.

GRI 405 Diversity and Equal Opportunity 2016

GRI 405-1 Composition of employees

	Unit	Dec. 31, 2017	Dec. 31, 2018	Dec. 31, 2019
Group				
Total employees ¹⁾	Number of people	22,024	23,299	23,668
Gender				
of which women	In % of employees	25	25.7	25.9
Segments				
Aviation	Number of people	6,409	6,843	6,991
of which women	in %	35.3	35.8	36.3
Ground Handling	Number of people	9,254	9,677	9,765
of which women	in %	14.2	15.3	15.1
Retail & Real Estate	Number of people	741	746	755
of which women	in %	40.1	39.7	40.3
International Activities & Services	Number of people	5,620	6,033	6,158
of which women	in %	29	29.3	29.4
Average age	Years	43.6	43.6	43.9
up to 30 years old	In % of employees	14.7	15.3	14.9
of which women	in %	32.2	33.2	33.2
31–50 years old	In % of employees	53.7	52	51
of which women	in %	25.5	26.3	26.6
over 50 years	In % of employees	31.7	32.7	34.1
of which women	in %	20.8	21.3	21.7
Foreign employees²⁾	Number	4,651	5,131	5,273
	In % of employees	23.8	25	25.4
Distribution of the most represented nationalities in Germany				
Turkey		1,902	1,931	1,957
Italy		361	406	428
Greece		320	360	367
Croatia		185	223	242
Bulgaria		107	160	167
Disabled employees^{3), 4)}	Number of people	1,683	1,734	1,800
	In % of employees	7.9	7.7	7.9
Women in management positions (level 1 and 2) in Germany⁵⁾	In % of managers	28.0	26.0	28.5
Women in management positions level 1	In % of managers level 1	24.0	26.9	28.0
Women in management positions level 2	In % of managers level 2	29.0	25.7	29.0
People in governance bodies (parent company)^{6), 2)}	Number of people	24	24	25
of which women	Number of people	5	7	7
of which women	in %	20.8	29.2	28
Executive Board	Number of people	4	4	0
of which women	Number of people	1	1	1
of which women	in %	25	25	20
Age structure				
up to 30 years old	in %	0	0	0
31–50 years old	in %	0	0	20
over 50 years	in %	100	100	80
Supervisory Board	Number of people	20	20	20
of which women	Number of people	4	6	6
of which women	in %	20	30	30
Age structure				
up to 30 years old	in %	0	0	0
31–50 years old	in %	20	40	35
over 50 years	in %	80	60	65

1) Total employees = permanent employees + temporary staff + apprentices + employees on leave.

2) Excluding German nationals with a migrant background.

3) Disabled employees, equivalent, and multiple credits.

4) Eligible jobs = total employees – apprentices – temporary staff.

5) Includes Fraport AG and the German Group companies. Management levels 1 and 2 below the Executive Board and management of the German Group companies.

6) Governance bodies = Management Board and Supervisory Board.

GRI Content Index

Our sustainability reporting for 2019 consists of the report “Connecting Sustainably – Sustainability Report 2019” (hereafter [Sustainability Report 2019](#)) and the [GRI Report 2019](#). This report has been prepared in accordance with the GRI Standards “Core option” and includes the airport-specific Airport Operators Sector Disclosures.

GRI and UN Global Compact Index

Fraport complies with and supports the ten principles of the UN Global Compact, develops and takes measures to implement them, and contributes to their recognition, even beyond the Company’s own boundaries. The present report serves as a progress report for the implementation of the ten principles of the UN Global Compact on corporate management.

The GRI index indicates where information on the individual topics and aspects of sustainability reporting can be found. In addition, please refer to the following table, in which we provide information on our commitment to the implementation of the ten principles of the UN Global Compact.



- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights
- Principle 2: Businesses should make sure that they are not complicit in human rights abuses
- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labor
- Principle 5: Businesses should uphold the effective abolition of child labor
- Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation
- Principle 7: Businesses should support a precautionary approach to environmental challenges
- Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility
- Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies
- Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

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Universal GRI Standards

GRI 102 General Disclosures 2016

Organizational Profile

GRI 102-1 Name of the organization

Fraport AG Frankfurt Airport Services Worldwide

GRI 102-2 Activities, brands, products, and services

For an overview of the basic business model of the Fraport Group and the most important business locations, see the [Annual Report 2019](#), page 28 et seqq. and the Visual Fact Book 2019 at <https://www.fraport.com/en/our-company/investors/events-and-publications/publications.html#>

- > Brand: Fraport AG operates in the market under the "Fraport" brand.
- > For products and services refer to <https://www.fraport.com/en/business-partner.html>
- > Operating boundaries: Fraport AG has an integrated business model. All services are performed by Fraport AG and its subsidiary companies.

Fraport is committed to self-regulation on advertising when making promotional statements and complies with the regulations laid down by the German Advertising Council. Accordingly, Fraport avoids any form of discrimination, anticompetitive behavior, and misrepresentation in the advertising material it publishes. Fraport takes particular account of the rules of conduct promulgated by the German Advertising Council for promotion involving and aimed at children, and operates within the prevailing standards of convention, decency, and morality. Fraport AG only offers services that are authorized in the markets in which they are sold.

GRI 102-3 Location of headquarters

- > Headquarters: Frankfurt/Main

GRI 102-4 Location of operations

- > Number of countries in which Fraport has a direct active Group company: 13 (end of 2019)
Germany, Bulgaria, Malta, Cyprus, Hong Kong, Peru, USA, Slovenia, Turkey, China, India, Brazil, Greece
- > Number of countries in which Fraport has an operating site: 6 (end of 2019)
Egypt, Greece, India, Russia, Senegal, Bahrain
- > Number of countries in which Fraport provides larger scale consulting services: 3 (end of 2019)
Bahrain, Switzerland, Italy
- > Key countries/locations: See [Annual Report 2019](#), page 29 and <https://www.fraport.com/en/our-company/fraport/fraport-group.html>

GRI 102-5 Ownership and legal form

- > Legal form: Fraport AG is a public company limited by shares (Aktiengesellschaft) in accordance with German law.
Ownership: The shares in the company are listed on the Frankfurt Stock Exchange and are included in the MDAX, the index for medium-sized German joint-stock companies. On account of the shares held by the State of Hesse and Stadtwerke Frankfurt am Main Holding GmbH, and the consortium agreement between these two companies, Fraport AG is a publicly controlled enterprise (see shareholder structure).
- > Regulatory framework: Fraport AG is a public company limited by shares (Aktiengesellschaft) in accordance with German law.

Shareholder structure:

https://www.fraport.com/en/our-company/investors/the-fraport-share.html#id_tab_our-company_investors_the-fraport-share_basic-data-shareholder-structure

GRI 102-6 Markets

Our Visual Fact Book 2019 contains detailed information on our markets and business segments (see <https://www.fraport.com/en/our-company/investors/events-und-publications/publications.html>). See also Annual Report 2019, page 28 ff. The markets served by us do not differ in terms of the types of customers served.

For extensive traffic information on our main site in Frankfurt, see our traffic statistic (<https://www.fraport.com/en/our-company/investors/traffic-figures.html>).

Our business activities without a direct link to aviation are:

- > Airport retailing
- > Real estate
- > Parking management
- > Energy and utility supply
- > IT services
- > Airport advertising

For further information see <https://www.fraport.com/en/business-partner.html>.

GRI 102-7 Scale of the organization

The following data apply to the Fraport Group for 2019:

Number of employees* of the Fraport Group (December 31, 2019)	23,668
Number of all employees working at Frankfurt Airport	around 81.000 (including Gateway Gardens & The Squire, as of: 2015)
Revenue	3,705.8 Mio €
Total assets	12,627.3 Mio €
Shareholders' equity	4,623.2 Mio €
Non-current liabilities	6,548.9 Mio €
Current liabilities	1,455.2 Mio €
EBITDA	1,180.3 Mio €
Group result	454.3 Mio €
Quantity of products and services	Fraport is a service provider and not a manufacturing company, therefore details relating to quantity of products are not applicable. See business model in Annual Report 2019, page 28 et seqq.
Size of the airport site	22.96 km ²

* Employees including temporary staff, apprentices, and employees on leave as of December 31 in accordance with GRI.

The takeoff and landing runway system at Frankfurt Airport comprises four runways, of which three run parallel in the direction east-west and one is aligned in the direction north-south:

Center Runway	4.000 m
Takeoff and landing Runway South	4.000 m
Takeoff Runway West	4.000 m
Landing Runway North-West	2.800 m
Operating direction	The operating direction depends on the wind direction and wind speed.
Minimum connecting time	45 min.
Number of aircraft movements	513,912
Number of airlines that have flown to the airport during the reporting period	170
Number of destinations that were flown to during the reporting period	407

More data and indicators can be found in the [Annual Report 2019](#).

GRI 102-8 Total workforce

See Key figures/Personnel, [GRI 102-8 Total workforce](#).

GRI 102-9 Organization's supply chain

Unlike manufacturing companies, Fraport's management does not focus on the supply chain. Instead, the focus is placed on the quality of the services offered and the functionality of the infrastructure required for this. It is crucial, however, that business partners and suppliers are selected carefully. The Group companies each have their own procurement management.

Fraport compels business partners and suppliers to comply with its Supplier Code of Conduct as part of its General Terms and Conditions (GTC), depending on the local conditions. The Supplier Code of Conduct details how to treat employees correctly, including respecting human rights, environmental and climate protection, and integrity in the course of business, for example the prohibition of corruption and bribery. A violation of this code may result in the termination of the business relationship. A contractual penalty may be imposed and a claim for lump-sum damages may be raised in the event of antitrust violations and serious misconduct. Business partners and suppliers must also undertake to observe these principles in dealings with their own suppliers.

The fully consolidated Group companies are also obliged to comply with the Group Compliance Management System (CMS) policy. An important part of the Group policy is the Code of Conduct for Employees, the implementation of which is obligatory in the Fraport Group. The policy also includes instructions to make the Supplier Code of Conduct part of the General Terms and Conditions insofar as this is possible for the Group companies pursuant to national law. This is particularly relevant for major construction projects such as the new terminal at Lima Airport, the modernization of the Greek regional airports, and the construction activities of the Brazilian Group companies Fortaleza and Porto Alegre, where compliance with the Fraport Supplier Code of Conduct is an integral part of the contract. If such inclusion in the General Terms and Conditions is not possible, or is only possible if the Supplier Code of Conduct is modified, the local management shall inform the department dealing with compliance at Fraport AG.

Fraport AG undertakes to generally focus on sustainability criteria when purchasing products and services and has signed a target agreement initiated by the Hessian Ministry for the Environment, Climate Protection, Agriculture, and Consumer Protection. The "Environmental Management" department of Fraport AG receives an annual evaluation of which framework contracts will be tendered in the following year. Within the scope of a declaration of understanding between the Central Units "Central Purchasing, Construction Contracts" and "Corporate Development, Environment and Sustainability", the "Environmental Management" department informs the responsible stakeholders about possible ecological procurement criteria and certificates (e.g. the OEKO-TEX 100 standard).

Fraport has a heterogeneous requirement structure. Its requirements range from architectural services to the construction of airport infrastructure and its maintenance, from office materials to IT services and aircraft push-backs. Over 60% of the order volume at Group airports have been awarded to domestic companies. At Fraport AG, more than 70% went to companies in the Rhine-Main region. Around 98% Fraport AG's order volume amounting to approximately € 1,278 million was awarded to suppliers and service providers based in Germany, approximately 1% to those based in the EU and about 1% to those based in the US and Switzerland. As there are comparable legal standards in these countries, in particular in relation to anti-corruption and bribery matters (see page 86) and respect for human rights (see page 87), the first level of Fraport AG's supply chain is not deemed critical. The five largest suppliers to Fraport AG according to order volume are the companies FraSec, FraGround, FraCareS, Goldbeck Südwest GmbH, and GCS. Fraport AG wholly owns the Group companies FraSec, FraGround, and GCS. The group company FraCares is 51% owned by Fraport AG. These mainly provide security services, ground services, and cleaning services. Goldbeck Südwest GmbH have been contracted to install photovoltaic systems at Frankfurt Airport and is subject to the award conditions described above.

More than 91% of all orders awarded were below €10,000 and were therefore to the particular advantage of medium-sized companies.

Around 35% of the order volume was procured for services. The orders primarily concerned security, temporary employment, cleaning and IT services.

55% of the order volume was procured for construction. This does not include the orders by the Group company FAS GmbH responsible for the Expansion South project. The other 10% was placed in the market for consumables. Fraport AG had 3,016 active suppliers and service providers in 2019.

If Fraport AG tenders and awards contracts for product groups that include suppliers or service providers from risk countries, the contractors will be reviewed depending on the order value. This also applies to orders for work clothes, for example. The location of production sites is periodically checked. If a business relationship is started with a supplier from one of these countries, sanction lists are extensively checked in advance. Sanction lists are official lists of people, groups or organizations subject to economic or legal restrictions. If there are irregularities, further checks are planned which may result in the withdrawal of an order. An examination of the first level of the supply chain by contractors' country of origin is an essential part of regular monthly reporting for the Central Unit "Central Purchasing, Construction Contracts".

Fraport AG has fulfilled the legally compliant assignment of external personnel based on independent service and work contracts, as opposed to temporary work, by implementing external staff compliance within the framework of a policy on assignment and deployment of external personnel. The policy includes a mandatory inspection process in determining different types of contracts and reduces the risk of false service or work contracts or covert contracts for temporary work. This review process also covers the assignment of external workers by Group companies for Fraport AG. The Group companies independently ensure the legally compliant assignment of external personnel by implementing suitable processes.

A separate procurement process via the Group company Fraport Ausbau Süd was defined for the Expansion South project, in particular Terminal 3 at Frankfurt Airport, due to the size and complexity of the project. By submitting an offer in this procurement process, building companies are obliged to comply with all requirements in the Posted Workers Act (Arbeitnehmer-Entsendegesetz, AEntG) and the Minimum Wage Act (Mindestlohngesetz, MiLoG), to make contributions to the collective bargaining parties' joint facilities, and also to only engage subcontractors or other third parties that meet these requirements. The Fraport Supplier Code of Conduct also forms part of any agreement. A due diligence review process was defined for purchases made for the construction of Terminal 3, which has since been carried out depending on the order value. In addition to mandatory

checking of sanction lists and company information, this includes extensive research online on potential business partners before business relationships are started.

GRI 102-10 Significant changes to the organization and its supply chain

In 2019, there were no significant changes in terms of suppliers' sites or relationships with suppliers, including selection and termination. Fraport does not have a traditional supply chain.

See [Annual Report 2019](#), Group Management Report/Information about Reporting, page 26, Structure, page 34, Significant events, page 61 et seqq. and Shareholder structure, page 105 et seq.

GRI 102-11 Precautionary principle or approach

The Fraport Group has a comprehensive, Group-wide risk and opportunity management system. This that risks and opportunities are identified at an early stage, are evaluated, controlled, and monitored in a standardized manner and are transparently communicated using a systematic reporting (see [Annual Report 2019](#), page 110 et seqq.).

Furthermore, our business model supports a precautionary approach when dealing with environmental problems and also takes into account aspects such as cost efficiency, economic feasibility, and sustainability of our environmental programs (see [Environmental Statement 2017](#), page 8 in the Publications/Environmental Statements area on <https://www.fraport.com/en/our-company/responsibility/publications.html>).

A range of comprehensive measures directed toward preventive health and safety are designed to avoid the physical, psychological, and social forms of stress that employees experience at work as far as possible. If stress cannot be avoided, the preventive measures are intended to reduce or compensate for it (see "Occupational health and safety" in the area of GRI 400: SOCIAL). The Executive Board and the employee representative bodies have formulated a statement of principles on occupational health and safety and incorporated it into the Group guidelines.

Safety is the key requirement for air traffic. This principle applies equally to passenger traffic and air freight. This is why safety management has always been a top priority for Fraport. Increasingly advanced technologies and more and more personnel are being deployed at Frankfurt Airport to guarantee the security of passengers, baggage, and cargo. The Safety Management System (SMS) at Fraport AG is an instrument set up in conformity with the ICAO standards and recommendations. It records and evaluates all events relevant to safety in airport operations and potential weak points in the operating processes. The SMS is directed toward all users of Frankfurt Airport; the relevant processes, procedures, and responsibilities are defined in a manual accessible to all internal personnel (see <https://www.fraport.com/en/business-partner/services/safety-management-system.html>).

GRI 102-12 External initiatives

Voluntary initiatives (selection):

Fraport AG has made a commitment to comply with the most important internationally recognized codes of conduct to promote responsible corporate governance at all Group sites – the principles of the UN Global Compact (since July 2007), the OECD principles, and the ILO core labor standards.

The Supervisory Board of Fraport AG adopted the Corporate Governance Code of Fraport AG as early as 2002. The Code describes the key principles for the management and monitoring of the Company and includes internationally and nationally recognized standards for good and responsible corporate governance. The Fraport Code also includes the key rights of the shareholders who provide the company with the necessary equity capital and bear the entrepreneurial risk. The Fraport Code is firmly based on the German Corporate Governance Code.

In addition, Fraport signed the Business Conduct Rules of the biggest European purchasing association, the German Association of Materials Management, Purchasing, and Logistics (BME) in 2009. The Rules are based on the principles of the UN Global Compact and include fundamental anti-corruption rules, antitrust agreements, rules on child labor and forced labor, and rules on compliance with human rights, environmental protection, health protection, and fair working conditions. The companies signing up to the agreement have made a commitment to promote the “Business Conduct Rules” with their suppliers in the best possible way.

Since 2002, Fraport has been a member of Transparency International German Chapter e.V. (<https://www.transparency.de/en/>).

Equal opportunities, diversity, and achieving the right work-life balance for career and family are key elements of our employment policy. In 2007, Fraport signed the Charter of Diversity and in 2013 the Charter on Compatibility of Career and Caregiving Activities in Hesse. Signatories of this charter aim to support their employees in taking responsibility for relatives who need care.

Since 2006, Fraport has been contributing its climate reporting to the “Carbon Disclosure Project” (CDP), the world’s leading climate reporting initiative in the financial industry. In addition, since 2009 Fraport has participated in Airport Carbon Accreditation, a program of ACI, with the objective of persuading the maximum number of European airports to adopt CO₂-neutral operation.

Mandatory initiatives:

Reporting is in accordance with the standards issued by the International Accounting Standards Board (IASB). As the capital market-oriented parent company of the Fraport Group, Fraport AG is required to prepare its consolidated financial statements in accordance with IFRS (see Annual Report 2019, Basis for the Preparation of the Consolidated Financial Statements, page 144).

For indexes, awards, and memberships, see <https://www.fraport.com/en/our-company/fraport/about-us/awards.html>.

GRI 102-13 Memberships of associations

Working with trade organizations is a top priority for Fraport. Involvement in trade organizations promotes the exchange of information and cooperation with other airports and airlines on current issues relating to traffic policy and sector-specific matters. ADV and the BDL focus on Germany’s importance as a traffic hub. ACI EUROPE and ACI WORLD address issues relating to European and international air traffic. In Europe, the exchange between hub airports is particularly important, as common positions, strategies and solutions can be agreed here. Working with trade organizations involves a range of different specific issues (e.g., environmental policy, safety measures, passenger rights, infrastructure development, Single European Sky, etc.). The Fraport Executive Board also plays an active role in the management bodies of the industry associations.

See also

<https://www.fraport.com/en/our-company/fraport/about-us/european-topics-associations.html>.

[GRI 415 Public Policy – Management Approach](#)

Strategy

GRI 102-14 Statement from the most senior decision-maker

See “Foreword” in [Sustainability Report 2019](#), page 4 et seq.

See “Our Group” in [Sustainability Report 2019](#), page 24 et seqq.

The attainment is measured in “Our sustainability program”, see [Sustainability Report 2019](#), page 36 et seqq. The section “Overview of Business Development” in the management report in the [2019 Annual Report](#) contains information on the business development in 2019 (see [Annual Report 2019](#), page 27).

The challenges for the coming year lie in attaining the targets defined in “Our sustainability program”. Medium-term objectives are set out in “Our sustainability program” (see [Sustainability Report 2019](#), page 36 et seqq.).

See also “Understanding of sustainability” in the Responsibility/Publications/Sustainability Report 2019/Referenced document at <https://www.fraport.com/en/our-company/responsibility/publications.html>.

Ethics and Integrity

GRI 102-16 Values, principles, standards and norms of behavior

In 2002 the Supervisory Board of Fraport AG has adopted its own corporate governance principles for the company. The Fraport Corporate Governance Code describes the fundamental principles for the management and control of the company as well as the responsible corporate governance that Fraport has undertaken to uphold. It also presents the specific implementation of the recommendations and suggestions of the GCGC at Fraport and defines the substantial rights of the shareholders.

The Fraport Corporate Governance Code is closely modeled on the GCGC 2017 and has been regularly monitored and adapted where necessary in light of new legal regulations as well as revised national and international standards (last amended on June 26, 2017). In view of the fact that the DCGC 2019 is clearly different from the DCGC 2017 in structure and wording and that the statement of compliance in accordance with Section 161 of the AktG is in any case exclusively related to the current version of the DCGC, Fraport intends to forgo its own Fraport Corporate Governance Code after the DCGC 2019 enters into force.

See Fraport AG Corporate Governance Code and Joint Statement on Corporate Governance at <https://www.fraport.com/en/our-company/investors/corporate-governance.html>.

The Code of Conduct for Employees that applies worldwide to the Fraport Group reflects the culture of values practiced at Fraport and stipulates the requirement to act responsibly when dealing with the economic, legal, and moral challenges of everyday business.

There are several ways for employees and customers around the world to report potential compliance breaches securely and in confidence. The information received will be carefully and conscientiously evaluated and examined. Compliance breaches are systematically penalized and any grievances are remedied.

Fraport employees are regularly informed on the topic of compliance through various internal channels and undergo mandatory training. The Code of Conduct for Employees and the Compliance Guidelines in place at the Fraport Group are available to the employees on the corresponding information platforms.

In its Supplier Code of Conduct, Fraport describes the requirements and principles for cooperations with contractors, suppliers, and service providers. The contractually agreed Supplier Code of Conduct obliges them to comply with the applicable national laws and the relevant internationally recognized standards, guidelines, and principles, as also stipulated in the Code of Conduct for Employees.

The Compliance Management System (CMS) at Fraport is a systematic tool for ensuring legal and compliant behavior within the Group. The objective of the CMS is to ensure corporate management based on values and with integrity which goes beyond the mere fulfillment of standards.

The responsibility for the CMS lies with the management of each respective Group company; the Executive Board is responsible for the CMS of Fraport AG. It has assigned the Head of the Central Unit Legal Affairs and Compliance as Chief Compliance Officer to develop, set up, organize, and operate Fraport AG's Compliance Management System.

The environmental policy from 2008 obliges all Group companies to make use of natural resources and the environment in a sustainable, conserving and preventive manner, and to continually improve their environmental performance. To this end, environmental management systems were introduced at Fraport AG and at all fully consolidated Group companies that are classified as "fundamentally environmentally relevant" due to their business activities. These systems are, almost without exception, certified in accordance with the relevant standard ISO 14001 or the European EMAS Regulation. Companies that join the Group and do not yet have such a system are obliged to introduce an environmental management system in the course of the acquisition. At the end of the past fiscal year, 84.1% of fully consolidated, environmentally relevant Group companies, weighted according to revenue, had such a system. See also [Environmental Statement 2017](#), page 8 in the "Publications" area on <https://www.fraport.com/en/our-company/responsibility/publications.html>.

Environmental management systems serve to systematically organize, manage and monitor corporate environmental protection within the relevant company. The environmental management systems cover all environmental factors such as energy consumption, CO₂ emissions, air pollutant emissions, effects of business activities on nature and biodiversity, water consumption, and waste. The functionality and effectiveness of the environmental management systems is reviewed and certified by external certifiers (ISO 14001) or environmental verifiers (EMAS) on an ongoing basis. The Coordinator for the Environmental Management System at Fraport AG reports to the Chairman of the Executive Board in management reviews. Fraport AG's employees' many years of experience in environmental management benefit all Group airports, for example in the form of technical support, including on site.

The guideline "Sustainable building at Frankfurt Airport" was developed for the main site in 2014. This guideline primarily addresses builders and designers and should help to incorporate holistic principles of sustainable construction in the early stages of the project. Building projects at the Frankfurt site make up one of the most resource-intensive areas and significantly contribute to the environmentally unfriendly and climate-damaging emissions. Each building that is not optimized in terms of energy and ecological efficiency represents an ecological burden for decades to come, which can only be rectified – if at all – with extremely high financial expenses. In addition to requirements for low resource consumption, low CO₂ emissions and low operating costs, buildings are increasingly faced with requirements relating to comfort and ease of use. Moreover, the outdated model of placing the sole focus on the cost of a building has now evolved into a multi-dimensional consideration of the building throughout its entire life cycle. Appropriate planning tools are described in detail, showing the impact of planning on the entire life cycle of the building. By implementing a holistic approach, planning reliability can be increased, innovative concepts recognized at an early stage, and active contributions made to reaching climate protection goals.

Fraport continued with the implementation of its Group strategy developed based on the mission statement implemented in 2015/2016. In order to ensure the achievement of the strategic objectives of this mission statement and react to changing market

conditions with more focus, seven strategic challenges were formulated within the scope of the 2018 strategy process. The strategic programs presented below have been intensified to identify the defined challenges and corresponding Group objectives. After a successful start, the responsibility for carrying out many tasks was handed over to the individual business units at the end of 2019.

In order to clearly exemplify how the Group mission statement affects the topic of leadership, five new management principles have been developed and implemented since the end of 2019. The management principles support cultural change and are intended to provide managers with a clear orientation. In addition to a critical analysis of their own role as managers, questions have been drawn up to encourage managers to try new things and consider ways of how their employees can take even more responsibility. To ensure that the management principles do not remain mere vague theories but are put into practice on a daily basis, a number of supportive offers have been given to managers, such as creative workshops and opportunities for peer counseling. In addition, management principles are integrated into existing manager development programs. The offers are open to managers of both Fraport AG and Group companies at the Frankfurt site. From 2020, the events on site will be complemented by a wide range of digital offers that can be used worldwide within the Group.

Organizational responsibility:

The highest decision-making level in the organization for

- > Economic performance: Member of the Executive Board and Executive Director Controlling and Finance (CFO)
- > Employment aspects: Executive Director Labor Relations
- > Environmental aspects: Chairman of the Executive Board (CEO)

Targets and performance:

Refer to “Our sustainability program” in [the Sustainability Report 2019](#), page 36 et seqq.

Monitoring and tracking:

The certified electronic whistleblower system, which is available worldwide within the Fraport Group, is an important tool for preventing and uncovering compliance violations. In addition, Fraport AG has an ombudswoman and an external, independent lawyer at its disposal. Employees at the Frankfurt site can also contact an internal representative.

We have numerous **management systems** to establish responsible corporate governance in the business processes. These include, for example, environmental, health and safety, and quality management. Under the umbrella term “process-oriented quality management”, Fraport AG operates a system that is used to maintain and further develop a process-oriented organization with a focus on our mission statement of a “Gute Reise”. With these measures, we want to continuously improve the quality of our processes and keep our promise to customers regarding the product or service. However, this applies not only to external customers such as passengers, airlines, and partners on site but also to employees as internal customers. Process management plays a central role in these efforts. In line with our mission statement, we want to continue to grow together – especially as a Group – and to learn from each other through exchanging ideas and best practices in order to become more efficient. The initiative is also rounded off by collaborations between the central quality management and various universities to develop new solutions within the framework of a holistic analysis as well as examining various issues in the area of process management in order to continuously develop the company.

In this system, the essential processes of Fraport AG are systematically checked and further developed to be able to offer customers continuously high quality and thus ensure the competitiveness of our company. Certification of the quality management system (QMS) in accordance with **ISO 9001** was successfully completed as early as 1996. Beginning in 2000, certification was

expanded to Group companies and a certification association was formed. Currently, this association comprises 17 companies. A key result of our quality management system is the creation of synergies within the Group certification association.

The awareness of the processes implemented in the company and their effectiveness, efficiency, and interaction are essential for sustainable corporate success. In order to maintain the high level of process quality and, if necessary, improve it with the relevant responsible persons, we conduct **internal and external audits** regularly within the scope of the quality management system. These audits are based on international standards. The goal remains the same: to continuously become even better. The quality management network in the Group also offers advantages for this purpose. In this way, member companies can be enlisted by each other as qualified internal auditors, which saves costs and raises the potential for improvement. Around 30 proposals are generated each year. These are also passed on to the Group in order to raise awareness and create synergy effects.

The procedure for internal audits is set out in the company's own process instructions. The internal auditors are independent in accordance with DIN EN ISO 19011. The audits are planned and conducted pursuant to DIN EN ISO 19011 and evaluated and analyzed in a management audit program (MAP). The effectiveness and efficiency of the processes are thus continuously questioned and improved.

Since 1999, Fraport AG has conducted a regular audit at Frankfurt Airport using state authorized and supervised environmental assessors. The basis for this is the European regulation on the "**Eco-Management and Audit Scheme**" (**EMAS**). Since 2002, the audit has also applied the international ISO 14001 standard. These audits under EMAS and ISO 14001 included Frankfurt Cargo Services GmbH (FCS) in 2008, N*ICE Aircraft Services & Support GmbH (N*ICE) in 2009, Energy Air GmbH in 2014, and GCS Gesellschaft für Cleaning Services mbH & Co. as well as FraGround Fraport Ground Services GmbH in 2017. Energy Air GmbH was sold in 2019 and is no longer within the scope of Fraport AG's environmental management systems.

Lima Airport, Ljubljana Airport, and the terminal operation in Antalya have been certified in conformity **with** ISO 14001. The airports in Varna and Burgas have introduced environmental management systems.

In addition, the airports in Frankfurt, Antalya, and Ljubljana are involved with the **Airport Carbon Accreditation of the Airports Council International (ACI) Europe**. In the past fiscal year, the Group airports in Varna, Burgas, Kefalonia, Mytilene, Rhodes, and Thessaloniki participated for the first time in the Airport Carbon Accreditation and reached level 1 ("Mapping").

Procedures to monitor sustainable performance:

Since 2014, decision-relevant sustainability issues have been discussed in meetings of the Executive Board including the relevant heads of the business, service and central units, which increases their binding nature and is accompanied by an increase in significance. These include passing the materiality matrix and program as well as awarding significant sustainability projects. The Executive Board undertakes monitoring and control of the issues relevant to sustainability (see "Strategy, Objectives and Organization" on <https://www.fraport.com/content/fraport/en/our-company/responsibility/at-a-glance/strategy-and-goals.html>).

Key opportunities and risks:

The Fraport Group has a comprehensive, Group-wide risk and opportunity management system. This that risks and opportunities are identified at an early stage, are evaluated, controlled, and monitored in a standardized manner and are transparently communicated using a systematic reporting (see [Annual Report 2019](#), page 110 et seqq.).

Governance

GRI 102-18 Governance structure

Executive Board

For Fraport, a responsible and transparent corporate management and control structure is the cornerstone for creating value and trust. In accordance with the statutory provisions, Fraport AG is subject to a “dual governance system”, which is achieved by the strict separation of personnel in the management and control bodies (two-tier board). The Executive Board manages Fraport AG; the Supervisory Board monitors the Executive Board. The members of the Executive Board and the Supervisory Board work closely together in the interest of the company.

The Executive Board reports to the Supervisory Board on all relevant matters of business development, corporate strategy, and possible risks in a regular, timely, and comprehensive manner. In addition, the Executive Board must have the prior approval of the Supervisory Board for certain matters, particularly for capital expenditure and equity investment measures above a value of €10 million, to the extent that this is not provided for in a business plan approved by the Supervisory Board. The length of the appointment of the Executive Board members is geared toward the long term and is – as already stated – five years as a standard. The age limit for members of the Executive Board has, in principle, been set at 65. Remuneration of the Executive Board comprises fixed and performance-related components. A detailed explanation of the remuneration scheme and a schedule of the remuneration is provided in the remuneration report in the combined management report.

The Executive Board usually meets weekly and constitutes a quorum if at least half of its members participate in the meeting. Resolutions are adopted by a simple majority of all the participating members of the Executive Board. In the case of a tie vote, the chairman holds the casting vote.

Supervisory Board

The Supervisory Board of Fraport AG supervises the activities of the Executive Board. It is composed of an equal number of representatives of shareholders and employees and comprises 20 members. The ten shareholder representatives are elected by the AGM, and the ten employee representatives are elected by the employees in accordance with the provisions of the German Co-Determination Act (MitbestG) for five years. The Supervisory Board has created rules of procedure, under which it has a quorum if – on the basis of a proper notice of meeting – at least half of its members participate in the voting in person or through submission of written votes. Resolutions are adopted with a simple majority unless otherwise mandated by law. In the event of a tie vote, the chairman of the Supervisory Board, who must be a shareholder representative, is entitled to a second vote. Beyond this, the rules of procedure regulate, in particular, the creation and powers of committees of the Supervisory Board.

The Supervisory Board generally meets four times a year (six times in 2019) and regularly reviews the efficiency of its activities. In the year under review, this occurred with the assistance of an external consultant based on a survey combined with face-to-face interviews. The Supervisory Board reviews its activities in the past fiscal year on an annual basis in the Report of the Supervisory Board.

A detailed schedule of its remuneration is provided in the remuneration report in the combined management report.

More detailed information on the individual members of the Supervisory Board, as well as the composition and work of the Board is provided in the [Annual Report 2019](#), page 10 et seqq. A list compiled by the Supervisory Board relating to diversity aspects is provided in the section “Key Figures”.

Further information:

Corporate Governance: <https://www.fraport.com/en/our-company/investors/corporate-governance.html>.

Report of the Supervisory Board/Work of the committees ([Annual Report 2019](#), page 12 et seq.).

Stakeholder Engagement

GRI 102-40 List of stakeholder groups

See [Sustainability Report 2019](#), page 31.

GRI 102-41 Employees covered by collective bargaining agreements

In the Fraport Group, 96.7% (previous year: 96.5%) of all employees are employed and paid under collective bargaining agreements. The difference to 100% is made up mainly by employees and executives who are not covered by collective bargaining agreements and are therefore paid above the general pay scale. In addition, there are a smaller number of employees in smaller Group companies who are not subject to a collective agreement. However, most of these are employees not covered by collective agreements and executives.

See Key figures/Personnel, [GRI 102-41 Employees covered by collective bargaining agreements](#).

GRI 102-42 Identification and selection of stakeholders

The stakeholder groups relevant for us and to be included were defined with the involvement of the Executive Board and representatives from individual departments. We seek a dialog with our business partners, our customers, and with politicians. We also seek dialog with our critics, particularly those people who live near the airport and experience the negative impacts of aircraft noise. Last but not least, we are also dedicated to looking after around 81,000 employees (as of: 2015) at the biggest workplace in Germany. As a large company, we bear direct, to some extent, as well as indirect social responsibility for these people.

GRI 102-43 Approach to stakeholder engagement

Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups. This includes conducting regular surveys and operating systematic feedback management for our passengers, and the continual exchange of views with local authorities and citizens on subjects relating to the airport (see "Service Quality" in the [GRI 400 SOCIAL](#) section and "Noise" in the [GRI 300 ENVIRONMENT](#)).

GRI 102-44 Key topics and concern raised

Approach to integration of the interests of the stakeholders:

The systematic exchange of information with the most important internal and external stakeholders enables us to develop perspectives for the strategic alignment of the company. We outline below the opportunities we want to take forward into the future. We show significant risks in our annual report (see [Annual Report 2019](#), page 110 et seq.).

In the course of aligning sustainability reporting with the Global Reporting Initiative (GRI) standards, the materiality matrix needed to be further developed in 2018 to include a total of three dimensions: the relevance of sustainability issues for the company and the stakeholders as well as the impact of the direct and indirect activities of the Fraport Group on the relevant sustainability issues.

To do this, the content of the materiality matrix was first reviewed in terms of the requirements of the GRI Standards and in consideration of benchmark results (see “Derivation of materiality” in [Annual Report 2019](#), page 82).

Fraport’s management at the Frankfurt site as well as the management of the fully consolidated Group companies and representatives of our most important stakeholders (airline companies, passengers, business partners, bank representatives, shareholders, analysts, investors, employees, employee representatives, political bodies and authorities, economic associations, scientific bodies, NGOs, local residents living near airports, the media) assessed in an online survey the relevance of the 14 sustainability topics regarding the company’s viability in the future. Fraport management was also asked to assess the economic, ecological, and social impact of Fraport business activities in these 14 areas.

The validity of the new materiality matrix was reconfirmed by the Executive Board in 2020.

Resulting key issues:

Our expanded program was derived from the content of the materiality matrix. It focuses on 14 sustainability topics spread among five areas of activity:

“Governance” area of activity:

- Corporate Governance and Compliance
- Data protection
- IT security and airport safety and security

“Economic enhancement” area of activity:

- Customer satisfaction and product quality
- Economic efficiency
- Growth and development in the Group
- Ideas and innovation

“Employees” area of activity:

- Attractive and responsible employer
- Occupational health and safety

“Community” area of activity:

- Value generation and commitment in the regions
- Noise abatement

“Environment” area of activity

- Climate protection
- Conservation of nature and resources
- Air quality

A comprehensive summary of all subjects including the associated objectives and measures can be found in “Our sustainability program” in [Sustainability Report 2019](#), page 36 et seqq.

Implementation in communication:

The objectives and measures of the program were passed by the Executive Board in February 2020. The program is a key element of the reporting such that the requirements of the stakeholders are also included.

Reporting Practice

GRI 102-45 Companies included in the consolidated financial statements

See “Disclosures of shareholding pursuant to Section 313 (2) of the HGB” and “Notes to the Consolidation and Accounting Policies” ([Annual Report 2019](#), page 218 et seqq. and page 144 et seqq.).

GRI 102-46 Defining report content and topic boundaries

The basis for defining the report content is a materiality matrix analysis. We focus on the principles of sustainability context, completeness, materiality, and stakeholder engagement formulated by the Global Reporting Initiative (GRI). From the regular and systematic exchange with our internal and external stakeholders, we gain the impetus for the strategic alignment of the company (see “Stakeholder dialogs” in [Sustainability Report 2019](#), page 30). Since 2010, we have used this to create the materiality matrix that depicts the company’s future challenges. The matrix is checked annually to ensure it is up to date and, if necessary, adjusted (see “Materiality matrix” in [Sustainability Report 2019](#), page 32).

In the course of aligning sustainability reporting with the GRI standards, the materiality matrix needed to be further developed in 2018 to identify key sustainability topics and thus future challenges for the Fraport Group. In 2019 and 2020, the matrix was updated and its validity was confirmed. In defining the key issues for updating the matrix in 2018, we proceeded as follows:

1. Identification

The content of the existing materiality matrix was first checked according to the GRI standards, taking account of the benchmark results and discussions with representatives of internal departments as well as external consultants. Detailed results from the last management and stakeholder survey from 2015 were also considered as well as the current extent to which targets from the sustainability topics in the program had been achieved. The aim of updating the topics was to concentrate on aspects that can be recorded with targets and measurable performance indicators (see “Derivation of materiality” in [Annual Report 2019](#), page 82).

Based on these analyses, we derived 14 sustainability topics that are of key importance to the future of the Fraport Group. The process of updating the materiality matrix and the identified topics were approved by the Executive Board.

2. Prioritization

Fraport management at the Frankfurt site as well as the management of the fully consolidated Group companies and representatives of our most important stakeholders (airline companies, passengers, business partners, bank representatives, shareholders, analysts, investors, employees, employee representatives, political bodies and authorities, economic associations, scientific bodies, NGOs, local residents living near airports, the media) assessed in an online survey the relevance of the 14 sustainability topics regarding the company’s viability in the future. Fraport management was also asked to assess the economic, ecological, and social impact of Fraport business activities as regards these 14 topics (see “Derivation of materiality” in [Annual Report 2019](#), page 82).

3. Validation

After carrying out the stakeholder survey, the results were checked internally and the updated materiality matrix was approved by the Executive Board. The main and relevant GRI topics were then allocated to the sustainability topics in the materiality matrix.

GRI 102-47 List of material topics

After updating the materiality matrix, the 14 sustainability topics were assigned to the key GRI topics.

Nachhaltigkeitsthemen	Assigned GRI Topics
Corporate Governance and Compliance	Anti-corruption Human Rights Assessment Environmental Compliance Socioeconomic Compliance
IT- und Flughafensicherheit	Customer Health and Safety Business Continuity and Disaster Management (Airport Operators Sector Disclosures) Security Practices
Data Protection	Customer Privacy
Customer satisfaction and product quality	Marketing and Labeling Service Quality (Airport Operators Sector Disclosures) Provisions of Services and Facilities for People with Special Needs (Airport Operators Sector Disclosures)
Economic Efficiency	Economic Performance
Growth and development in the Group	Market Presence
Ideas and Innovation	
Attractive and Responsible Employer	Employment Labor/Management Relations Training and Education Diversity and Equal Opportunity Non-discrimination Freedom of Association and Collective Bargaining
Occupational Health and Safety	Occupational Health and Safety
Value Generation and Engagement in the Regions	Market Presence Indirect Economic Impacts Public Policy Local Communities
Noise Abatement	Noise (Airport Operators Sector Disclosures)
Climate Protection	Energy Emissions Intermodality (Airport Operators Sector Disclosures)
Umwelt- und Naturschutz	Water Biodiversity Effluents and Waste
Air Quality	Emissions

Refer to "Materiality matrix" in [Annual Report 2019](#), page 83.

In addition, relevant aspects that are key requirements for operating an airport were determined and these continue to be part of the reporting. This covers the topics "Procurement Practices", "Anti-competitive behavior", "Child labor", "Forced or compulsory labor", "Indigenous rights", "Supplier social assessment" and "Supplier environmental assessment".

GRI 102-48 Restatements of information

With the increasing internationalization of the Fraport Group, the rate per 1,000 employees used thus far almost exclusively in the German-speaking region is being replaced by an international standard, the so-called LTIF (Lost Time Injury Frequency). This is calculated based on the number of accidents at work (from the first day of absence) in relation to the hours worked (in millions). As the LTIF ratio has been available for two years now, the rate per 1,000 employees will also be used in this report for the last time to present the comparison over the last three years. The reportable accidents at work will be replaced by the RIR indicator (Recordable Injury Rate). This measure shows the frequency of accidents from the third day of absence in relation to one million hours worked. For the first time, this report includes a new key figure: SA (Severity of Accidents). This key figure shows the average days of absence in relation to the total number of accidents. This report is the first to implement this 2018 standard for occupational safety and health.

For Disclosure 404-1 Average hours of training per employee, this report no longer describes the training period as “Days per annual average number of total employees”, but rather “Hours per annual average number of total employees”.

Key figures on air traffic noise complaints: The complaint category “Air traffic noise complaint related to flight events” reported until 2018 has been completely eliminated. Noise complaints are now divided into two general categories: one with individual reference to residents and the other standardized, largely automated noise complaints. Based on an agreement with the Aviation Noise Commission, these automated and standardized complaints are not processed as they do not allow for a differentiated assessment of noise complaints, such as their link to local changes in air traffic. They are therefore only recorded statistically and presented separately. Individual noise complaints are included in the representation of the noise pollution in the region as well as for investigating and following up on residents’ claims of potential violations regarding individual aircraft movements.

Changes in the sustainability program:

- The key performance indicators “EBITDA” and “Shareholders' equity ratio” has been added to the objective “We want to generate earnings growth in the long term and maintain our financial strength at a high level, despite future capital expenditure” (economic efficiency).
- For the KPIs “ROFRA” and “Net Financial Debt to EBITDA”, the target values and terms were adjusted.
- The KPI “Global passenger satisfaction” has been extended to include the scopes “Group” and “Fully consolidated Group companies excluding Fraport AG”.
- The KPI for the objective “We want to continuously reduce accidents at work” will now be replaced by the internationally used LTIF (Lost Time Injury Frequency).
- The sickness rate now relates to Fraport AG and the German Group companies.

GRI 102-49 Changes in reporting

See [GRI 103-1 Material topics and its boundary](#). See also [GRI 102-48 Restatements of information](#).

GRI 102-50 Reporting period

Our sustainability reports are published annually in German and English and cover the reporting period of January 1 to December 31 of each year.

GRI 102-51 Date of most recent report

The previous report for the year 2018 was published in May 8, 2019.

GRI 102-52 Reporting cycle

Our sustainability reports are published annually in German and English and cover the reporting period of January 1 to December 31 of each year.

GRI 102-53 Contact point for questions regarding the report

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<https://www.fraport.com/en/our-company/investors/contact.html>

GRI 102-54 Claims of reporting in accordance with the GRI Standards

The present GRI Report has been prepared in accordance with the GRI Standards ("core option") and includes the airport-specific Airport Operators Sector Disclosures.

GRI 102-55 GRI Content Index

See [GRI and Global Compact Index](#).

GRI 102-56 External assurance

The combined non-financial statement complies with Sections 315b and 315c in connection with Sections 289b to 289e of the German Commercial Code (HGB). This combined non-financial statement has been audited by PricewaterhouseCoopers GmbH Wirtschaftsprüfungsgesellschaft according to ISAE 3000 (revised) with limited assurance. An unqualified auditor's opinion can be found in the [Annual Report 2019](#) on page 230.

The sections of text corresponding to the combined non-financial statement are shown in italics in this report.

The environmental key figures are validated by an external environmental assessor in accordance with EMAS. The corresponding figures are highlighted in color in the table (see [Key Figures Environment](#)). See "[Environmental Auditor's Declaration on Verification and Validation Activities](#)" in the [GRI Report 2019](#).

Further information:

[GRI 102-16 Values, principles, standards and norms of behaviour](#), section „Monitoring and tracking“.

https://www.fraport.com/en/our-company/fraport/about-us/awards.html#id_tab_our-company_fraport_about-us_awards_responsibility

<https://www.fraport.com/en/our-company/responsibility/at-a-glance/corporate-values-and-policies/certificates.html>

GRI 103 Management Approach 2016

GRI 103-1 Material topics and its boundary

Sustainability Topics	Where do the effects occur in the value chain?		Organization's Involvement with the Impacts	
	Supporting function	In the value-added process	Direct through Business Activity	Through Business Relationships
Corporate Governance and Compliance	x			
Data Protection	x			
IT Security and Airport Safety and Security	x	x	x	x
Customer Satisfaction and Product Quality			x	x
Economic Efficiency			x	x
Growth and Development in the Group		x	x	x
Ideas and Innovation	x		x	
Attractive and Responsible Employer			x	
Occupational Health and Safety	x		x	x
Value Generation and Engagement in the Regions		x	x	x
Noise Abatement			x	x
Climate Protection			x	x
Environmental and Nature Conservation			x	x
Air Quality			x	x

The defined sustainability topics are considered significant Group-wide. Material topics that are regionally different cannot be shown here.

GRI 103-2 The management approach and its components

See [GRI 102-47 List of material topics](#).

See [GRI Content Index/references to management approaches](#).

GRI 103-3 Evaluation of the management approach

See [GRI 102-16 Values, principles, standards and norms of behaviour](#), section monitoring and tracking and/or references to management approaches in the [GRI Content Index](#).

Specific Standard Disclosures

GRI 200 ECONOMIC

Management Approach EC

Alongside our function of providing transport, our owners are interested in safeguarding value and income over the long term, i.e., sustainable corporate development. We want to continuously increase the assets of Fraport, generate a reasonable return on 'shareholders' equity, and generate the financial means that are necessary for financing future development. Target attainment is measured by various indicators such as revenue, ROFRA (Return on Fraport Assets), net financial debt/EBITDA ratio, and the Group result. Fraport plans and controls the development of the Group in accordance with the principles of value-based management since 2001 with the objective of bringing about a sustainable increase in corporate value. The key measurement and steering figure of this strategy is the ROFRA, which makes the different-sized segments of the Fraport Group comparable in terms of economic enhancement. Compared to the weighted average cost of capital (WACC), the ROFRA shows whether the business units created value (ROFRA > WACC) or not (ROFRA < WACC) (for more information, see [Annual Report 2019](#), page 48 et seqq.).

The highest level in the organization that takes responsibility for the economic performance is the Chief Financial officer (CFO).

The Fraport Group has a comprehensive Risk Management System. This ensures that material risks are identified, continuously monitored, and delimited within the framework of the existing options to an acceptable level (see [Annual Report 2019](#), page 110 et seqq.).

Objectives and measures can be found in "Our sustainability program" in [Sustainability Report 2019](#), page 36 et seqq.

See also section "Control" and "Economic Report" in the [Annual Report 2019](#), page 41 et seqq and 59 et seqq.

See also "Ideas and innovation" in [Sustainability Report 2019](#), page 66 et seq.

GRI 201 Economic efficiency 2016 – Management Approach

The section "Economic Report" in the management report of the Annual Report 2019 includes information on business development in 2019 (see [Annual Report 2019](#), page 27 et seqq.). Information on the risks and opportunities of the company are explained in the risk and opportunities report of the [Annual Report 2019](#), page 110 et seqq.

See also [General Management Approach EC](#) in the area of GRI 200 ECONOMIC.

GRI 201-1 Direct economic value generated and distributed

See 201-1 in the area of [Key Figures Finance](#).

GRI 201-2 Financial implications, risks, and opportunities due to climate change

The Fraport Group has a comprehensive Group-wide risk and opportunity management system to identify, control, and limit risks and detect opportunities. The reference time frame is the rolling 24-month period. As a result of the longer time frames for climate change and the characteristics, the risk and opportunities view is conducted within the environmental management system.

The increase in unpredictable extreme weather events over the past decades that can be attributed to climate change can increasingly be felt in Europe with regard to the operation of airports (for example: increase in heavy rain, severe thunderstorms, hailstorms, wind gusts, fog, as well as the trend towards warmer summers [number of summer days >25°C (77°F) and heat waves] coupled with severe drought). As a result, this will likely lead to more and more to business interruptions, delays, capacity cutbacks, damage to the airport infrastructure as well as rebound effects caused by extreme weather events in both target and home destinations. In summer an increased need to cool the buildings and aircraft on the ground (APU operations) can be expected, which requires more energy and incurs higher energy costs. Hotter and more humid summers may also have negative effects on the health of employees (for example rapid dehydration, increased cardiovascular stress, sunstroke, heatstroke, lightning strikes). An electricity “blackout” due to network instability is also possible, which would affect operational readiness (among other things due to drought-related constraints/failures at thermal power plants) as well as the softening of asphalt on exposed surfaces and thus corresponding potential capacity cutbacks. Failure of data centers due to overheating cannot be ruled out either.

Fraport AG is taking various measures to address the effects of climate change, such as adapting the volumes of rainwater holding tanks, expanding winter service facilities, cooling surfaces relevant to flight operations on hot days and various activities to protect employees' health. The potentially rising energy consumption in buildings (for example due to more air conditioning) is countered by construction and organizational measures to reduce consumption.

Tighter regulatory requirements due to climate change can also be seen as an opportunity. The development of the energy efficiency requirements, for example, supports the operational efforts to reduce energy consumption as well as the emissions and costs associated with this. The standards are met by measures in existing and new buildings. For example, the head office is certified by DGNB for reducing life-cycle costs via energy savings and selecting easily reusable materials. Fraport expects increasing requirements for the energy efficiency of the vehicles and equipment used on a daily basis, so we are gradually converting our fleet to electric drives.

Physical opportunities exist in the predicted trend of global warming. Fraport could, for example, benefit from the expected increase in average temperatures during the winter months by being able to reduce the cost (resources, personnel, costs) of clearing the site, aprons, and runways. This could also apply to aircraft de-icing. In addition, this would reduce the energy consumed in the terminals and administration buildings during the winter months, and therefore lower CO₂ emissions and costs.

Since 2006, Fraport has regularly reported to CDP. Further Information:

<https://www.cdp.net/en/responses?utf8=%E2%9C%93&queries%5Bname%5D=fraport>.

GRI 201-3 Coverage of the organization's defined benefit plan obligations

Refer to [GRI 201-3 Coverage of the organization's defined benefit plan obligations](#) in the area of Key Figures.

Further information:

[Annual Report 2019](#), "Pension obligations", page 183 et seq., "Multi-employer plans", page 188 et seq.
https://www.jobs-fraport.de/content/Arbeitgeberzusatzleistungen/?locale=en_US

GRI 201-4 Financial assistance received from government

In 2019, we received EU subsidies for the SESAR implementation projects (SESAR: Single European Sky Aviation Research Programs) in the amount of €735,540.23. Based on the Commission Implementing Regulation (EU) 716/2014, we are obliged to implement various ATM functions (ATM: Air Traffic Management) developed within the scope of the SESAR program. This regulation aims to increase the capacity of the European aviation network, make aviation more secure, improve the environmental performance of aviation, and reduce the cost of air traffic management. Fraport received EU subsidies for various implementation projects, including the development and commissioning of a new apron monitoring system, the improvement of data and information exchange with process partners, and various security-relevant topics. These subsidies have been pre-financed in part, and require the submission of documents and the execution of audits. If the results of the audits necessitate a partial repayment, the overall amount of the subsidies would decrease accordingly.

Fraport AG has received wage subsidies in the amount of €130,627 from the State Welfare Organization and Office for Integration of the State of Hesse. These subsidies were paid to Ground Services staff with a severe disability of more than 50%.

In 2019, we received subsidies in the amount of €11,542.58 from the FrankfurtRheinMain regional association to purchase pedelec boxes for the CHIPS project. The [CHIPS](#) project (Cycle Highways Innovation for smarter People Transport and Spatial Planning) is a European initiative with the goal of establishing cycle highways as a new mobility option and helping to connect cycle highways to existing infrastructure.

In 2019, the "E-Bus4 Fraport" project received funding from the State of Hesse in the amount of €3,700.00. The "E-Bus4Fraport" project will test two battery-powered electric buses for passenger transport for the Fraport AG ground transport services.

The project "Digital commercial vehicle of the future (acronym AirPortMover)" received funding in the amount of €6,284 from the German Federal Ministry of Economic Affairs and Energy in 2019. As part of this project, we will work together with the project partners (Airbus, IBEO, PIFM, University of Kiel) on fully automatic, electrically powered commercial vehicles for use on the apron of airports. Based on existing developments presented by the project partners, a basic platform will be established to be able to meet the special challenges at airports, such as encounters with aircraft or the high security requirements.

Fraport AG is a joint-stock company under German law. The shares are listed on the Frankfurt Stock Exchange and are included in the MDAX, the index for mid-sized German joint-stock companies. Due to the shares of 31.31% (previous year: 31.31%) held by the State of Hesse and 20.32% (previous year: 20.16%) held by Stadtwerke Frankfurt am Main Holding GmbH, as well as the consortium agreement concluded between these shareholders on April 18/23, 2001 with a supplement as at December 2, 2014, Fraport AG is a publicly controlled enterprise. There are no control or profit transfer agreements (see also [Annual Report 2019](#), "Relationships with affiliated companies", page 49).

Information on the funding relates to the Fraport parent company.

GRI 202 Market Presence – Management Approach

The Fraport Group is among the leading global airport groups with its international portfolio. Fraport provides all airport and terminal operation services and associated services. Fraport also provides planning and consultancy services and has operational and administrative activities. Passenger traffic, which impacts on a majority of the services the Group provides, is key to the Group's revenue and earnings performance.

See "Situation of the Group", *Annual Report 2019*, page 28 et seqq., *Visual Factbook* in the Investor Relations/Publications section at www.fraport.com. See also <https://www.fraport.com/en/our-company/fraport/fraport-group.html>.

GRI 202-1 Ratios of standard entry level wage compared to local minimum wage

Frankfurt Airport is defined as a significant business site, as around 88% of the Group's employees work at this site. 96.7% of all Group companies (see *GRI 102-41 Employees covered by collective bargaining agreements*) have collective bargaining agreements in place. These significantly exceed the local minimum wage standards. In accordance with the collective bargaining agreement for public service workers, which apply to the parent company and individual Group companies, no gender-specific criteria may be taken into account when assessing activities. Criteria such as knowledge and skills, responsibility, level of difficulty of the activity, or management responsibility must form the basis for assessment. Only the actual job is assessed and not the person who is carrying out the activity.

GRI 202-2 Hirings from the local community

Frankfurt Airport is defined as a significant location of operation, as around 88% of the employees in the Group work at this site. Fraport has no corporate policy covering the entire organization and does not implement a procedure for preferring local residents in recruitment. In foreign subsidiary companies, employees from within the country are generally employed because of the specifics of the business. Only a small number of managers are seconded from the parent company.

AO1 Passengers

See *AO1 Passengers* in the area Key Figures Finance.

AO2 Aircraft movements

See *AO2 Aircraft movements* in the area Key Figures Finance.

AO3 Cargo tonnage

See *AO3 Cargo tonnage* in the area Key Figures Finance.

GRI 203 Indirect Economic Impacts 2016 – Management Approach

Airports are important business locations and contribute directly and indirectly to economic and social value creation. For example, Frankfurt Airport is the largest local workplace in Germany with almost 81,000 direct employees (as at December 31, 2015). Additional employment effects are also created in enterprises that are appointed by Fraport for the construction and modernization of airport infrastructures.

Fraport makes a major contribution to social value creation. Even at the sites of the international Group companies, regions close to the airport also benefit from the economic performance and the donations made and sponsorship activities undertaken by each Group company independently.

The goal is to make a positive contribution to the economic and social development of the regions and increase the corporate performance (gross value generation) by at least 2% per year. The Group's direct value creation includes expenses, among other things, for personnel, capital expenditure, taxes, interest, and dividend distribution to shareholders. Over the past fiscal year, corporate performance amounted to approximately €3.4 billion (+3.2%). The net value added amounted to around €2.5 billion (previous year: around €2.4 billion). The Fraport Group's indirect value creation includes consumption by airport employees and companies located at each airport, which also have their own value chain and employment effects and thus directly and indirectly make a contribution to the positive economic development of their respective regions.

GRI 203-1 Infrastructure investments and services for public benefit

For Fraport, social responsibility has been a corporate principle for many years. Fraport AG has long supported numerous clubs and institutions. Fraport AG's funding concept for its community, cultural and social engagement is "Active for the region". It primarily serves to boost clubs and support volunteer work in the region around Frankfurt Airport.

Donation priorities include the promotion of social and charitable institutions, particularly those that encompass measures relating to education, social equality, health, and the integration of marginalized groups in society. Employees can also apply for donations as patrons of their clubs. Sports sponsorship in the Rhine-Main region includes both recreational and professional sports.

In the Group companies outside Germany, the focus is on donations and sponsorship measures, especially in the areas of child protection, environmental protection, and sports.

For further information see [GRI 413 Local Communities](#).

You will find an overview of the expenditure for donations, sponsorship, and the Environmental Fund under "[GRI 203-2 Community engagement](#)" in the area of Key Figures Finance.

See "Additions to non-current assets" in [Annual Report 2019](#), page 71.

GRI 203-2 Indirect economic impacts/Community engagement

The Frankfurt Airport is important for the entire Federal Republic of Germany because the German economy is mainly dependent on exports. Many companies rely on short delivery times and fast turnover of goods in order to be in a position to operate successfully in global markets for sourcing and sales. Air traffic is a necessary prerequisite for this. Frankfurt Airport plays a crucial role for Germany in this respect.

Over 70% (€912 million) of the order volume from the parent company totaling €1,278 million was placed with companies in the Frankfurt/Rhine-Main Region. More than 91% of all orders awarded were below €10,000 and were therefore to the particular advantage of small and medium-sized companies. This is complemented by the economic power of some 500 companies based at the airport. The tax volume generated by the "Airport corporate complex" contributed to financing public services such as schools, sports facilities, hospitals, universities, and social services.

See also [GRI 413 Local Communities](#).

GRI 204 Procurement Practices 2016

GRI 204-1 Proportion of spending on local suppliers

Frankfurt Airport is defined as a significant location of operation and the Frankfurt/Rhine-Main Region is defined as local. Over 70% (€912 million) of the order volume from the parent company totaling €1,278 million was placed with companies in the Frankfurt/Rhine-Main Region. On account of the legal requirements for the airport operator as a sector contracting entity, it is not possible for Fraport AG to show preference to companies located in the immediate vicinity or within the wider area when awarding contracts.

GRI 205 Anti-corruption 2016 – Management Approach

Fraport strives to consistently lead the Group responsibly and transparently. Fraport does not tolerate any form of corruption or other unfair business practices. In addition, Fraport is committed to internationally recognized norms, guidelines, and principles, in particular, the principles of the UN Global Compact, the Universal Declaration of Human Rights, the United Nations (UN) conventions, and the Core Labour Standards of the International Labour Organization and the OECD Guidelines for Multinational Enterprises.

Within the scope of its management responsibilities, the Executive Board determines the values and codes of conduct of the Fraport Group and draws up the framework conditions for legally compliant and ethical behavior of its executives and employees.

The anti-corruption and bribery matters are therefore an essential part of the Fraport Code of Conduct for Employees, which applies worldwide. The Executive Board is expressly committed to the fundamental values set out in the Code of Conduct for Employees and takes a clear stand against corruption with a "zero tolerance principle".

Measures to combat corruption and bribery, as well as information and instructions on how individual employees can contribute to this, are regularly communicated to the employees of the Fraport Group. Employees must complete training on anti-corruption matters.

Fraport has set up a whistleblowing system that is available to all Group companies. The whistleblowing system is an essential tool for preventing and detecting potential compliance violations and thus combating corruption and bribery. In addition, Fraport AG has an ombudswoman, an external, independent lawyer, at its disposal. Employees at the Frankfurt site can also contact an internal representative.

The individual measures to combat corruption and bribery are based on the Group-wide Compliance Management System (CMS), according to which the Group companies develop their own specific CMS based on certain minimum requirements. The responsibility for the CMS of each respective Group company lies with its local management. The CMS of Fraport AG serves as a benchmark for the Group-wide CMSs and sets the relevant standards for the Group companies.

A risk-based compliance due diligence conducted by the Strategic Business Unit “Global Investments and Management” is in place to examine the integrity of Fraport AG business partners’ activities in foreign-related investment projects – integrity of potential business partners are taken into account as part of standard processes. As part of their CMS, the Group companies implement their own measures to combat corruption and bribery. Particularly with regards to financing projects, additional measures against corruption and bribery are implemented, in part also as stipulated by external lenders. Within the context of the tender offer for the expansion of the airport, the Group company Lima has obliged all bidders to sign an anti-corruption agreement.

The Group companies partially have their own guidelines regarding bribery and corruption. Fraport USA, for example, has established guidelines that set out rules on compliance, legally compliant business practices, and safeguarding corporate interests. The Group companies Fortaleza and Porto Alegre have their own anti-corruption guidelines. Compliance issues and information received on violations of the Code of Conduct for Employees are handled within the Group company Fraport Slovenija by the Ethical and Compliance Committee.

The CMS of Fraport AG is based on and starts with a compliance risk analysis, which is carried out regularly and whose main areas of focus include the fight against corruption. With its Compliance Helpdesk, the Compliance department of Fraport AG supports and advises employees of all positions and hierarchy levels. Many of the requests in 2019 related to preventing corruption.

Guidelines on receiving invitations and gifts have been defined for the employees of Fraport AG in a separate policy, which regulates, among other things, the electronic documentation of the approval of received gifts and invitations. The policy supports employees in complying with existing laws and internal regulations.

The Compliance Board of Fraport AG supports and promotes the cooperation of the subsystems Compliance Management (CMS), Risk Management (RMS), and Internal Control System (ICS). It is the central body that brings together topics specific to the segments as well as generally applicable issues with a view to further developing the CMS consistently.

Adherence to Fraport’s compliance principles is examined as part of the internal auditing. The internal auditing department provides independent and objective audit and consulting services in all major business units of Fraport AG, its subsidiaries and joint ventures and Group companies and performs compliance audits. The focal points of the audits are developed on the basis of a standardized, risk-oriented planning approach.

In the role of Chief Compliance Officer, the head of the Central Unit “Legal Affairs and Compliance” is responsible for the content, organization, upkeep, and further development of the CMS of Fraport AG. This officer answers directly to the Executive Director Retail and Real Estate. Semi-annual reports inform the Executive Board about the activities of the department dealing with compliance of Fraport AG and the status of measures to combat corruption. It receives information on material compliance violations immediately after they become known. The aforementioned concepts for identifying and reporting irregularities ensure that the Executive Board gains direct knowledge of any known cases or any other relevant information in this regard.

GRI 205-1 Operations assessed for risks related to corruption

The compliance management system of Fraport AG is based on and starts with a compliance risk analysis, which is carried out regularly and whose main areas of focus include the fight against corruption.

Adherence to Fraport's compliance principles is examined as part of the internal auditing. The internal auditing department provides independent and objective audit and consulting services in all major business units of Fraport AG, its subsidiaries and joint ventures and Group companies and performs compliance audits. The focal points of the audits are developed on the basis of a standardized, risk-oriented planning approach.

See "Legal risks and compliance risks" in [Annual Report 2019](#), page 121 et seq.

GRI 205-2 Communication and training about anti-corruption policies and procedures

Fraport parent company

Semi-annual reports inform the Executive Board about the activities of the department dealing with compliance of Fraport AG and the status of measures to combat corruption.

The management bodies do not receive dedicated training.

The Code of Conduct and the relevant Compliance Guidelines are available to all employees on the internal information platforms.

In its Supplier Code of Conduct, Fraport describes the requirements and principles for collaborations with contractors, suppliers, and service providers. The contractually agreed Supplier Code of Conduct obliges business partners to comply with the applicable national laws and the relevant internationally recognized standards, guidelines, and principles, as also stipulated in the Code of Conduct for Employees.

The central compliance training sessions, particularly on the subject of corruption, are carried out as e-learning lessons. The training concept involved different management levels and functions having the same obligation to undergo training. Of the 9,264 permanent employees (as at the balance sheet date of December 31, 2019), 4,140 workers were obliged to undergo anti-corruption training in 2019 (44.7% of permanent employees). The new training module "Compliance - Corruption Prevention" has thus far been completed by 3,233 of these workers (78%).

In addition, classroom training on integrity and corruption risks in individual departments was conducted in the year under review.

Group

Managers and the local compliance officers are responsible for training their employees.

GRI 205-3 Incidents of corruption and actions taken

No cases of alleged corruption were reported and investigated in 2019 at the Fraport parent company and the Fraport investments.

There were also no instances in which an agreement with a business partner was terminated due to allegations of corruption.

Within the scope of an investigation for alleged bribery of a foreign official, search warrants were carried out in December 2017 including at Fraport AG. Fraport takes the allegations seriously and is investigating the matter internally.

Given the ongoing investigation, no definitive statement can be made at present regarding the accusations.

GRI 206 Anti-competitive behavior

GRI 206-1 Legal actions for anti-competitive behavior, anti-trus, and monopoly practices

In 2019 no substantial legal actions were pending nor were any substantial legal actions completed relating to anti-competitive practices or violations of antitrust law by Fraport AG.

GRI 300 ENVIRONMENTAL

General Management Approach EN

The operation of an airport and air traffic have various effects on the environment. Fraport is committed to the due and proper consideration of the environmental requirements associated with this.

The environmental policy from 2008 obliges all Group companies to make use of natural resources and the environment in a sustainable, conserving and preventive manner, and to continually improve their environmental performance. To this end, environmental management systems were introduced at Fraport AG and at all fully consolidated Group companies that are classified as “fundamentally environmentally relevant” due to their business activities. These systems are, almost without exception, certified in accordance with the relevant standard ISO 14001 or the European EMAS Regulation. Companies that join the Group and do not yet have such a system are obliged to introduce an environmental management system in the course of the acquisition. At the end of the past fiscal year, 84.1% of fully consolidated, environmentally relevant Group companies, weighted according to revenue, had such a system.

Environmental management systems serve to systematically organize, manage and monitor corporate environmental protection within the relevant company. The environmental management systems cover all environmental factors such as energy consumption, CO₂ emissions, air pollutant emissions, effects of business activities on nature and biodiversity, water consumption, and waste. The functionality and effectiveness of the environmental management systems is reviewed and certified by external certifiers (ISO 14001) or environmental verifiers (EMAS) on an ongoing basis. The Coordinator for the Environmental Management System at Fraport AG reports to the Chairman of the Executive Board in management reviews. Fraport AG’s employees’ many years of experience in environmental management benefit all Group airports, for example in the form of technical support, including on site.

Addressing environmental concerns is particularly important in the case of expansion measures in order to minimize environmental impacts while keeping with growth targets. Both the financing of the expansion activities at the Brazilian airports Fortaleza and Porto Alegre as well as at Lima Airport and in Frankfurt are subject to environmental requirements. For the financing of Terminal 3, the European Investment Bank (EIB) requires a project progress report every year that also includes the description of all significant environmental aspects. This helps to reduce environmental risks and is one of the principles of transparency, which aims to increase the reliability of the EIB Group as seen by its shareholders and the citizens of the European Union in general.

Fraport’s environmental policy includes a commitment to report each year on environmental activities and performance (see also www.fraport.com/responsibility). To this end, the Group companies report to Fraport AG once a year on a comprehensive catalog of standardized environmental indicators and projects as well as associated improvements, and Fraport AG compiles this information for reporting purposes.

Promoting biological aviation safety is the responsibility of Wildlife Hazard Management. Wildlife Hazard Management at the international Group airports is implemented according to international regulations as well as, where appropriate, based on more rigorous national and local targets. Corresponding monitoring systems are implemented. Wildlife Hazard Management at Group airports is concerned, among other things, with the monitoring of birds in order to ensure safe operations. In addition to deterrence through acoustic signals, this also includes the releasing of animals in the surrounding areas. The management and maintenance of the green areas is a prerequisite for reducing the number of potential animals that are relevant to aviation safety on the airport sites and is also ensured by the Wildlife Hazard Management.

Comprising an area of around 22 square kilometers, Frankfurt Airport is among the most compact major airports in the world. Around half of this land is unsurfaced. The largest open continuous area is located close to the runways. In nature conservation terms, this extensively maintained permanent grassland is a high-quality habitat that is home to many rare and endangered animal and plant species. Frankfurt Airport has since become a nationally significant retreat and protection area for some species, such as the skylark. The Wildlife Management department is responsible for preserving and further enhancing this value, as long as flight operations allow. Its success in doing so is monitored closely, including counting the number of birds.

In the 2019 fiscal year, the technology for detecting and forecasting flocks of birds was switched from infrared to radar, the so-called "Bird Intrusion Radar Detection System (BIRDS)". The system is based on a horizontally and vertically rotating radar that monitors three air space sections above the Main river. One of them is the air space above the junction of the Main river with the approach corridor from the west. The system is able to detect flocks of birds in the alarm areas and, if necessary, transmit corresponding alerts to the German Air Traffic Control (DFS) in connection with the forecast of when the birds are expected to reach the crossing point. The imaging method used by the system detects the altitude and speed of a flock of birds, recording the number of birds and their size.

Wherever possible, Fraport AG extends the green areas at the Frankfurt site. For example, the new buildings in CargoCity South are increasingly being planned with ecological green roofs. Fraport AG will upgrade some 2,300 hectares of land in the immediate and wider vicinity of the airport from a nature conservation perspective as a legal requirement under the zoning decision for the airport expansion. High-quality habitats such as deciduous forests, orchards, marshes, and nutrient-poor grassland are being developed. Measures to counterbalance the Expansion South project, in particular Terminal 3, are already included in this extensive package of measures. The implementation and evaluation of the measures are subject to continuous monitoring. Once a year, the Wildlife Control Committee meets in Frankfurt, consisting of, among others, the German Air Traffic Control, the Fire Department, and the German Federal Police, as well as airline representatives. It assesses wildlife risks and establishes control measures. For ecological compensation measures, Fraport Group held provisions in the amount of €22.1 million as at the balance sheet date December 31, 2019 (see also Group Notes, note 39, and Fraport AG's Notes, note 30 in [Annual Report 2019](#)).

On a voluntary basis, Fraport AG also supports projects to preserve and promote ecosystems and biodiversity in the Rhine-Main region using funds from the environmental fund.

The Coordinator for the Environmental Management System is based in the Central Unit for Corporate Development, Environment and Sustainability. This Coordinator handles the necessary organizational and coordination functions, authorizes the internal environmental audit and external auditing of the Environmental Management System (in conformity with EMAS and ISO 14001), and advises the Executive Board and senior management on all issues relating to environmental management. The Coordinator for the Environmental Management System reports to the Chairman of the Executive Board in management reviews.

The functions in environmental protection defined under statutory regulations are performed by the operating officers for water protection (Service Unit for Airport Expansion South), waste (Central Unit for Corporate Development, Environment and Sustainability), hazardous goods and radiation protection (Central Unit for Occupational Health and Safety). The operating officers perform monitoring, advisory and facilitating actions within their specialist functions. They also report to the Executive Board.

Noise and air pollution monitoring is the responsibility of the Department "Environmental Impacts Noise and Air" (Strategic Business Unit Airside and Terminal Management, Corporate Safety and Security). The Neighborhood Dialogue Service Center and the program for passive noise abatement are also allocated to this department.

As a central reporting and alarm point for security matters, Fraport AG operates a security control center at Frankfurt Airport, which activates the emergency and crisis management, if required. The airport fire department, medical services, ambulance

service, and the security services then coordinate operations in the field. A crisis unit commences operation in the “Emergency Response and Information Center” (ERIC). It coordinates and executes all measures that require a concerted approach at the site beyond any routine damage and risk prevention. The Care Team and the ERIC Support Team were merged in the 2019 fiscal year under the umbrella concept Fraport Emergency Team (F.E.T.). If necessary, the “Fraport Emergency Team”, consisting of volunteer employees of Fraport AG and the Group companies at the Frankfurt site, is deployed, which interacts with passengers, greeters, and relatives on site, supports the crisis unit, or operates the “emergency information center” to handle telephone inquiries.

Some functions relating to crisis management are mainly executed by the Airport Fire Department. It has a broadly based range of functions: aircraft fire protection, building fire protection, preventive fire protection (fire protection for buildings and systems) and other fire protection services (Fire-fighting Training Center, maintenance of extinguishing systems, aircraft rescues). The Airport Fire Department also deals with any operations relating to the area of transport of dangerous goods, accidents involving hazardous materials and issues relating to water protection.

The heads of the units have operational responsibility for environmental concerns. Functions are organized by delegation to the relevant management levels. The operating units receive supporting advice on environmental issues from the Coordinator for the Environmental Management System and the operating officers.

Fraport AG is able to exert indirect influence over the environmental behavior of the companies and government agencies located at the airport on the basis of the airport user regulations and the airport charges (landing fees). If any discrepancies or irregularities are identified by Fraport AG, we discuss potential solutions with the management of the individual process owners causing the problem and record them in writing. The solution is then implemented with appropriate support.

The (components of the) management approaches on the material aspects are described in detail in the [Environmental Statement 2017](#) (see the Publications/Environmental Statements section on www.fraport.com/responsibility).

The management approach is assessed via Article 18 (tasks of the environmental assessor) and Article 25 (conditions for assessment and validation) of the EMAS REGULATIONS (EU) No. 1221/2009 OF THE EUROPEAN PARLIAMENT AND COUNCIL dated November 25, 2009.

The key effects were determined using the process of environmental auditing stated in Note I, EMAS REGULATIONS (EU) No. 1221/2009 OF THE EUROPEAN PARLIAMENT AND COUNCIL dated November 25, 2009.

Targets and measures are listed in “Our sustainability program” in the [Sustainability Report 2019](#), page 36 et seqq. See also “Environmental Program” in the [Environmental Statement 2017](#), page 56 et seqq.

The Corporate Development, Environment and Sustainability central unit is responsible for the training and education of employees, environmental auditors, and managers on environmental issues. The training courses required by law relating to hazardous goods transport and radiation protection are the responsibility of the Occupational Health and Safety unit (reports directly to the Executive Director Labor Relations), see [Environmental Statement 2017](#), Environment policy, page 48, dangerous goods and hazardous substances, page 45 and 46 in the Publications/Environmental Statements section on <http://www.fraport.com/en/responsibility.html>.

The environmental key figures for the Fraport parent company are audited and verified in accordance with EMAS via an external environmental assessor. The assessment of the standards, methods, assumptions, and factors is part of this verification process. The environmental key figures of the Fraport Group companies are determined using comparable standards and methods.

Country-typical factors are used when calculating CO₂ emissions. The “Group” scope of consolidation in 2019 comprises the Fraport parent company and the fully consolidated investments with significant environmental effects. The SAP BPC system is mainly used for reporting between the Fraport parent company and the Group companies.

Information on monitoring and tracking, and the central opportunities and risks are listed under [GRI 102-16 Values, principles, standards and norms of behavior](#).

See also “[Aircraft noise complaints](#)” in the area of Key Figures/Environment.

GRI 302 Energy 2016 – Management Approach

Our environmental management covers energy efficiency among others (see [General Management Approach EN](#)). For further information, see [Environmental Statement 2017](#), page 22 et seqq. in the Publications/Environmental Statements section on <http://www.fraport.com/en/responsibility.html>.

See also [GRI 305 Emissions – Management Approach](#) and [Environmental Statement 2017](#), page 16 et seqq. And 28 et seqq. in the Publications/ Environmental Statements section on <http://www.fraport.com/en/responsibility.html>.

[GRI 302-1 Energy consumption within the organization](#)

See [GRI 302-1 Energy consumption within the organization](#) in the Key Figures/Environment section.

For information regarding standards, methods, assumptions, and/or calculation tools used, see “[General Management Approach EN](#)”.

[GRI 302-2 Energy consumption outside of the organization](#)

See [GRI 302-2 Energy consumption outside of the organization](#) in the Key Figures/Environment section.

The data are collected by the parent company; no records have yet been kept for the international Group companies included under IFRS.

For information regarding standards, methods, assumptions, and/or calculation tools used, see “[General Management Approach EN](#)”.

[GRI 302-3 Energy intensity](#)

See [G4-EN5 Energy intensity](#) in the Key Figures/Environment section.

For information regarding standards, methods, assumptions, and/or calculation tools used, see “[General Management Approach EN](#)”.

GRI 302-4 Reduction of energy consumption

Since 2008, energy savings, which are due to facility renovations (such as the renovation of the technology centers in Terminal 1), changes to the facility operation, retooling of plants (such as the baggage conveyor system, lighting) or adaptations in energy-consuming processes (such as the baggage conveyor system), have been assessed. As savings (as a consequence of operational or technical measures) as well as increased consumption (for example, as a result of increased traffic or weather effects) generally occur at the same time in the same technical systems, this figure can only be calculated, but not measured. “Cumulative” means that the savings are essentially considered permanent, that is to say that a saving that is achieved remains in place in the following years, unless we have been provided with information that the improvement on which the saving is originally based has been undone by more recent activities (such as the removal of a regulation or the like). Each year, the saved energy quantity therefore increases by the additional (calculated) amount saved in the current year under review.

In our Environmental Statement, we report on the individual climate protection measures and the potential realised in CO₂/year (see Environmental Statement 2018, page. 14 et seq.).

Fraport AG has used its own monitoring instrument, the CO₂ and energy consumption monitoring system, since 2013 to depict, analyze, and manage energy consumption at the Frankfurt site. It creates transparency about consumption and consumers, helps to improve energy efficiency and reduce energy costs. It also allows qualified statements to be made at any time about the current CO₂ emissions at Fraport AG and allows any undesirable developments with respect to the strategic CO₂ targets for Fraport AG to be detected at an early stage. The company's monthly energy consumption, which is recorded in a sophisticated manner by building, system or equipment, serves as the database. All energy sources, such as electricity, district cooling, district heating, gas, fuel for vehicles, and other fuels, are taken into account.

Since 2014, all decisions relating to Fraport AG's energy management at Frankfurt Airport have been prepared in a separate body, known as the Energiezirkel, which is chaired by the Executive Director Controlling and Finance and reports to the Executive Board semiannually. One of the goals is to decrease energy consumption by 20% by 2022 compared to fiscal year 2013 through, among others things, the optimized use of air conditioning and ventilation systems, without major capital expenditure. Other measures mainly concern improvements in building, system, and process energy efficiency. The conversion to LED lamps throughout the entire airport site is ongoing. For the vehicle fleet and the aircraft handling equipment, the specialist departments assess the opportunities to use alternative forms of propulsion, in particular electric vehicles, as an alternative to vehicles with combustion engines.

In the 2019 fiscal year, Fraport AG focused on using renewable energy to meet future energy needs at Frankfurt Airport. From 2020, photovoltaic systems will be installed on selected buildings in the north and south of the airport. Since 2019, Fraport AG has been compensating for the company business trips by its employees through the organization “atmosfair”.

See [GRI 302-4 Reduction of energy consumption](#) in the Key Figures/Environment section.

For information regarding standards, methods, assumptions, and/or calculation tools used, see “[General Management Approach EN](#)”. See also [GRI 302-3 Energy intensity in the Key Figures/Environment](#) section.

See also [Environmental Statement 2017](#), Environmental Aspect climate gases, page 16 et seq., climate protection (environmental program), page 53 (Publications/Environment Statements area on <http://www.fraport.com/en/responsibility.html>).

GRI 303 Water 2016 – Management Approach

Operating an airport requires a lot of water and simultaneously generates a large amount of waste water. When dealing with the legally protected resource of water, Fraport takes all aspects of modern water management into account. This includes control of consumption and quality control of the water entering the ecosystem.

At Frankfurt Airport we use water sparingly and use saving techniques, among other things, in sanitary facilities and recirculation systems in vehicle washing facilities. In addition, where possible we use raw water instead of drinking water.

We operate several rainwater treatment plants located on the site of CargoCity South and in Terminals 1 and 2. The new Pier A-Plus has also been equipped with a rainwater treatment plant. The service water is sourced from rainwater and groundwater (well water). When rainfall is low, purified water from the River Main is used. The service water is sourced through separate supply networks and supplied for sprinkler systems, toilet flushing and for watering landscaped areas. There is a complete service-water supply system in CargoCity South. In the north of the airport, Terminals 1 and 2 are supplied with service water.

We are monitoring groundwater quality at 550 measuring stations. The chemical composition of the groundwater is monitored by 280 groundwater monitoring stations located at Frankfurt Airport and a further 270 groundwater monitoring stations located in the immediate vicinity. The groundwater quality and groundwater level is determined at monitoring stations defined by the regulatory authorities. The data is processed in a groundwater database.

If pollution occurs in the groundwater, the waterways alarm plan ensures that this pollution is immediately reported and remedied. The alarm plan is a constituent element of the Emergency Response Manual of Fraport AG for Frankfurt Airport (FRA Not). Immediate measures are instituted and implemented by the Airport Fire Department of Fraport AG.

Further information:

[General Management Approach EN](#)

[GRI 303-1 Total water withdrawal](#) in the area of Key Figures/Environment.

[Environmental Statement 2017](#), page 36 et seq.

[GRI 303-1 Total water withdrawal](#)

See [GRI 303-1 Total water withdrawal](#) in the Key Figures/Environment section. There is no detailed information available on the sources.

For information regarding standards, methods, assumptions, and/or calculation tools used, see [“General Management Approach EN”](#).

[AO4 Quality of rain water](#)

See [AO4 Quality of rain water](#) in the Key Figures/Environment section.

There are indicators for the rain water which correspond to the statutory values specified by the City of Frankfurt. Compliance with these values is regularly monitored by government agencies.

The data are collected by the parent company; no records are kept for the international Group companies included under IFRS.

GRI 304 Biodiversity 2016 – Management Approach

Our business activities and natural biodiversity can be harmonized. Areas that are close to nature and their inherent biodiversity are preserved and supported as far as this is possible within the operational constraints. Any impairments are kept as restricted as possible. Where substantial impacts occur, at least equal mitigation or equivalent replacement is carried out and we ensure long-term preservation of function. Fraport has made a commitment to the long-term preservation of biodiversity at Frankfurt Airport and has also decided to support projects beyond the confines of the Airport relating to the preservation of biological diversity in the Frankfurt/Rhine-Main region and in Hesse through its Environmental Fund. For example, the orchard meadows in the Frankfurt/Rhine-Main region are particularly worthy of protection. Orchard meadows in the State of Hesse have been reduced by around 90% over the past 30 years. The orchard meadows have a high level of species diversity and therefore play an important role in retaining regional biodiversity. The Hesse Society for Ornithology and Nature Conservation (HGON) (<http://www.hgon.de/vor-ort/hgon-vor-ort/unsere-arbeitskreise/frankfurt-am-main/>) in Frankfurt, for example, receives financial support from Fraport to preserve valuable biotopes.

Our “Principles for biodiversity” presented here (in the environmental policy of Fraport AG and in “Protect environment – maintain biodiversity” in the Publications/Sustainability Reports section on <http://www.fraport.com/en/responsibility.html>) describe our responsibility for this important range of subjects, and document biodiversity projects at the airport and in the region that we conduct ourselves or support financially. International agreements for the protection of biodiversity, such as the Convention on Biological Diversity (CBD), European directives, such as the Habitats Directive and the Birds Directive, and national legislation such as the Federal Nature Conservation Act, are important foundations in conjunction with the actions taken in our valuable areas of nature.

More information can be found in our principles for biodiversity (see “Protect environment – Maintain biodiversity” in the Publications/Sustainability Reports section on <http://www.fraport.com/en/responsibility.html>).

The activities of Fraport AG and its subsidiaries do not generally entail any hazards for endangered species of plants or animals. Hazards of this nature only occur when the operational areas are expanded. In the European Union, an Environment Impact Assessment has to be carried out when this occurs and appropriate mitigation or replacement measures have to be implemented.

Species on Germany’s Red List of endangered species exist at Frankfurt Airport. Plants and animals which are endangered at other locations have settled on the areas between the takeoff and landing runways or the taxiways due to the usage pattern. These areas of land in the operating areas very seldom experience human activity, and the kind of visitor pressure seen in nature conservation areas accessible to the general public does not occur here.

The Group airports outside of Germany are generally financed through international banks. An Environmental Management Plan has to be submitted which is generally based on an Environmental Impact Assessment and defines how the consequences of intervention can be minimized.

Fraport AG developed a Wildlife Management Program to protect against biological risks for air traffic and the impact of the airport operations on wildlife. Collisions with individual large birds or flocks of birds are a hazard for aircraft. Because statistically, around two thirds of all bird strikes take place at airports or neighboring areas, as an airport operator Fraport is also obliged to minimize this risk. In contrast to many international airports, we focus on special biotope management in Frankfurt. This concerns making the Airport area unattractive to relevant animals, i.e., minimizing or avoiding nesting, resting, and feeding opportunities. The bird strike rate is based on reports to the German Federal Aviation Office pursuant to EU Regulation 376/2014 and is calculated by the German Committee for the Prevention of Bird Strikes in Aviation (DAVVL).

See Indicator **AO9 Number of wildlife strikes per 10,000 aircraft movements** in the Key Figures/Environment section.

Within the airport site the areas between the two newly constructed aprons and the new runway were developed as nutrient-poor grassland (approx. 85 ha) and dwarf shrub heathland (approx. 132 ha). To achieve this, local seeds were collected on the airport site and the nearby area and planted on these areas. In addition, sandy grassland and sandy meadows from the former Kelsterbach substation to free areas in Kelsterbach Wood (approx. 2 ha) were successfully created, and the biotopes with the protected maiden pinks and dwarf everlasting flowers are also developing positively.

Further information:

<https://www.fraport.de/de/nachbarschaft-region/entwicklung-standort-fra-umwelt/natur-umweltschutz.html>

GRI 304-1 Sites in, or adjacent to, protected areas

A total area of owned land amounting to 22.84 km² (approx. 8.8 mi²) and an operational area of 18.60 km² (approx. 7.2 mi²) within that area means that our airport in Frankfurt/Main is one of the most compact major airports in the world. By making optimum use of our operational area, we contribute to keeping the utilization of natural areas in the densely populated Frankfurt/Rhine-Main Region as low as possible. Unoccupied areas at the airport are landscaped wherever possible. Environmentally valuable areas are located in the areas bordering takeoff runway 18 (west) with species-rich extensive meadowland, nutrient-poor grassland, sandy grassland adapted to dry habitats, and calluna (heather) heathland.

The areas between the south and center runways measure approximately 600 ha and they are arguably the biggest area of green space in the region which is not used for agriculture. Apart from a substantial proportion of land of “minor biological value” (primarily sealed traffic areas), the airport has large areas of land which are used by animals and plants as habitats. Smaller species of at-risk birds, such as Eurasian skylarks, wheatears, European stonechats, or whinchats, can be regularly found there, and in spring natterjack toads and populations of frogs can also be seen.

The exact data on protected areas can be found under [GRI 304-1 Site in or adjacent to protected areas](#) in the section Key Figures/Environment.

See also [Environmental Statement 2017](#), page 33 et seq.

See also “Conservation of Nature and Resources” in the Dimensions/Environment area and “Environmental Funds” on <https://www.fraport.de/de/nachbarschaft-region/entwicklung-standort-fra-umwelt/natur-umweltschutz.html>.

GRI 304-2 Impacts on biodiversity

The environmental impact audit at Frankfurt Airport verified that overall no sustainable negative impacts were caused to directly adjacent conservation areas. This has been verified since 2010 during the course of monitoring biotopes and species (see “[List of areas with measures](#)” in the “Publications/Sustainability Reports” section on <http://www.fraport.com/en/responsibility.html>).

GRI 304-3 Habitats protected or restored

When construction work is carried out at the airport, the objective is to minimize its impact on the natural environment and the landscape. However, if areas of land have to be developed, mitigation measures are necessary. The unusually extensive, comprehensive environmental measures achieve more than simple compensation (see “[List of areas with measures](#)” in the Publications section on www.fraport.com/responsibility). Regular monitoring of fauna and flora is a constituent element of the plan approval notice and is outsourced to an external agency.

Additional information (for example on restoration measures) can be found in the “Protect environment – Maintain biodiversity” document in the Publications/Sustainability Reports section on <http://www.fraport.com/en/responsibility.html>.

See also “Conservation of Nature and Resources” in the Dimensions/Environment area and “Environmental Funds” on <https://www.fraport.de/de/nachbarschaft-region/entwicklung-standort-fra-umwelt/natur-umweltschutz.html>.

GRI 305 Emissions 2016 – Management Approach

The Executive Board has determined CO₂ emission, which should be reduced Group-wide, as the most important key figure for measuring environmental impact (see [Annual Report 2019](#), chapter “Control” beginning on page 41 and “Non-financial Performance Indicators” beginning on page 80).

A way of successfully managing CO₂ is to participate in the Airport Carbon Accreditation program of the ACI (Airports Council International). Since 2010, it has evolved into the world standard for CO₂ reporting and management at airports. Participation at level 2 (“reduction”) or higher requires proof of both a CO₂ reduction target, a CO₂ management program in accordance with international requirements, and of annual emission reductions verified by external auditors. Frankfurt Airport reached level 3 (“Optimization”) back in 2012. Ljubljana Airport achieved level 2 in 2015 and is aiming for level 3+ (“neutrality”) in the medium term. In the past fiscal year, the Group airports in Varna, Burgas, Kefalonia, Mytilene, Rhodes, and Thessaloniki participated for the first time in the Airport Carbon Accreditation and reached level 1 (“Mapping”). The other Group airports have yet to participate; however, they are obligated to have their CO₂ footprint assessed by way of an external audit. Lima Airport is currently preparing to participate in Level 1.

Fraport AG has used its own monitoring instrument, the CO₂ and energy consumption monitoring system, since 2013 to depict, analyze, and manage energy consumption at the Frankfurt site. It creates transparency about consumption and consumers, helps to improve energy efficiency and reduce energy costs. It also allows qualified statements to be made at any time about the current CO₂ emissions at Fraport AG and allows any undesirable developments with respect to the strategic CO₂ targets for Fraport AG to be detected at an early stage. The company’s monthly energy consumption, which is recorded in a sophisticated manner by building, system or equipment, serves as the database. All energy sources, such as electricity, district cooling, district heating, gas, fuel for vehicles, and other fuels, are taken into account.

Since 2014, all decisions relating to Fraport AG’s energy management at Frankfurt Airport have been prepared in a separate body, known as the Energiezirkel, which is chaired by the Executive Director Controlling and Finance and reports to the Executive Board semiannually. One of the goals is to decrease energy consumption by 20% by 2022 compared to fiscal year 2013 through, among others things, the optimized use of air conditioning and ventilation systems, without major capital expenditure. Other measures mainly concern improvements in building, system, and process energy efficiency. The conversion to LED lamps throughout the entire airport site is ongoing. For the vehicle fleet and the aircraft handling equipment, the specialist departments assess the opportunities to use alternative forms of propulsion, in particular electric vehicles, as an alternative to vehicles with combustion engines.

In the 2019 fiscal year, Fraport AG focused on using renewable energy to meet future energy needs at Frankfurt Airport. From 2020, photovoltaic systems will be installed on selected buildings in the north and south of the airport. Since 2019, Fraport AG has been compensating for the company business trips by its employees through the organization “atmosfair”.

Fraport AG was involved in the Carbon Disclosure Project (CDP) in the 2019 fiscal year, which analyzes CO₂ emissions, climate risks, reduction goals, and strategies of companies, reaching Level C (“Awareness”) This is evidence of transparent reporting and the company’s awareness of its influence on climate change.

CO₂ emissions are measured and monitored by the department of Environmental Management within the Central Unit "Corporate Development, Environment and Sustainability". The Executive Board is informed about the development of Fraport AG's CO₂ emissions on a quarterly basis and on group emissions every six months. In addition, the development of CO₂ emissions is reported to the Executive Board every six months via detailed monitoring for each building at Fraport AG.

Air quality

At the Group airports, air quality measurements and measures to improve it are implemented according to the national requirements and based on advanced specific local regulations. Air quality is also monitored at the Greek regional airports. The Group companies comply with the relevant national laws and have implemented their own monitoring systems where required.

Fraport AG has been focusing on the issue of air quality at the Frankfurt site for many years, including the assessment of the airport's share in the local concentration of nitric oxide. The ongoing discussion on diesel pollutants continues to keep the subject in focus. There is no legal obligation for airports to monitor air quality, yet Fraport has set the objective of gaining a deeper understanding of the emission of air pollutants (emissions) by the airport and their effect on the environment and people (immissions). At the Frankfurt site, air pollutants have therefore been continuously monitored at several air measuring points since 2002. The measuring stations, initially operated by Fraport itself, were transferred in 2017 to the non-profit Umwelthaus GmbH (UNH) in Kelsterbach, an institution of the State of Hesse. From this, the Hessian State Office for Nature Conservation, Environment and Geology (HLNUG) was entrusted with running the airport measuring systems as well as evaluating and providing the measurement data.

From an organizational standpoint, the "Environmental Impact, Noise, and Air Quality" department of the Strategic Business Unit "Airside and Terminal Management, Corporate Safety, and Security" is responsible for this task. The Executive Board is directly involved as it receives an annual report on the matter regarding the results of the measurements on the airport site and in the neighboring areas. In addition, the results are regularly published on the website in Fraport AG's "Air quality annual report". The measurements show that the air quality on the airport site have remained unchanged at an urban level since the beginning of monitoring by Fraport.

Fraport AG cooperates with the German Aviation Association and the Airports Council International. In addition, there are collaborations with the HLNUG and the UNH to study the so-called ultra-fine particulates (UFP). Unlike conventional, limit-controlled pollutants, airports have proven to be a significant source of UFP. There are no reliable statements yet on possible health effects. In order to gain further knowledge, the FFR has taken up the subject area in its work program at the request of the state government. A "UFP" working group has been set up at UNH, in which Fraport AG is also involved. An expert hearing was held by this working group in August 2019 in order to assess the current state of knowledge on the subject. It is now planned to further deepen the level of knowledge in the context of a large-scale study, in which, among other things, the current measurements of the HLNUG are to be incorporated.

At the local level, there is an overlap of air pollutant concentrations related to the airport and those not attributed to the airport. The airport's impact on the air quality in the surrounding areas is largely limited to zones within a close proximity and to the nitrogen dioxide (NO₂) emissions component. Measurements and modeling suggest, however, that external influences, such as road traffic, also play a role in the air quality on airport grounds. In addition, the level of pollutant concentrations strongly depends on the weather.

To gain information on the proportion of a certain polluter to the overall exposure in a region, computational models have been developed that include all the relevant sources of pollution and their emissions for a given zone. The LASPORT program takes into account various airport-related emission sources in the lower atmosphere, prepares spread computations, and illustrates the

exposures. It was developed on behalf of the Association of German Airports (ADV) in 2002 and is now being expanded and regularly implemented in collaboration with specialists from Fraport AG.

While aircraft emissions can be genuinely represented on the basis of the very differentiated traffic data available, the processing and quality assurance of operational data relating to the other airport sources should be improved in order to provide a complete and systematic inventory of air pollutant emissions. The ability to annually record air pollutant emissions of all relevant emission sources from airport operations should be in place by 2022. This will enable future potential for mitigation to be identified, and to be controlled, and their success to be mapped. It also serves as a data basis to determine the proportion of the airport's operations on immissions in the surrounding area. The selection of the pollutants to be observed depends on their relevance. They are especially relevant if they are regulated by a threshold value and are emitted in a noticeable amount at the Frankfurt site.

As an airport operator, Fraport can only indirectly influence emissions from aircraft. In order to motivate airlines to use low-emission aircraft, airport charges are levied on nitrogen oxides and hydrocarbon at the Frankfurt site. The emissions-based fee is charged per kilogram of nitrogen oxide equivalent emitted during takeoff and landing ("landing and take-off cycle", LTO) by an aircraft. The charges are levied per landing and per takeoff. The necessary information on aircraft and engine types is determined by way of a recognized fleet database.

Aircraft turbines mainly emit carbon dioxide (about 7%) and water vapor (approximately 3%) in addition to mixed air (about 90%). The additional resulting pollutants carbon monoxide, nitrogen oxides, sulfur dioxide, hydrocarbons, and soot account for less than one percent overall. The emission spectrum of aircraft turbines corresponds to that of road traffic. The quantities of these pollutants emitted by the aircraft at the Frankfurt site are calculated annually and published in the environmental statement.

In addition to flight operations, air pollutants at airports also arise from the apron and vehicle traffic as well as the operation of heaters run on oil or gas. As a way of reducing pollutants, Fraport has gradually upgraded its fleet of vehicles at Frankfurt Airport to include low-emission and electric motors.

Environmental management at Frankfurt Airport has been validated in conformity with the European Eco-Management and Audit Scheme (EMAS) since 1999.

The air pollutants and emissions are calculated or, since 2002, continuously measured at two dedicated stations. Measures for reduction are implemented: Collection of emissions-dependent airport charges based on nitrous gases and hydrocarbons, use of alternative drive technologies by introducing electrically driven ground handling devices. In addition, methods of calculating air pollutant emissions from infrastructure and aircraft handling were also developed.

Fraport charges takeoff and landing charges based on emissions. The emissions-based fee is charged per kilogram of nitrogen oxide equivalent (= emission value) emitted by an aircraft in standardized takeoffs and landings ("landing and take-off cycle", LTO). Charges are levied per landing and per takeoff. The necessary information on aircraft and engine types is determined based on a recognized fleet database, see airport charges according to Section 19b of the German Air Traffic Licensing Act, page 12 at <https://www.fraport.com/en/business-partner/airlines-cargo/airport-charges.html>.

The use of alternative emission-free drives also has a positive effect on air quality. It also contributes to reducing CO₂ emissions and is described in the "Climate gases" chapter.

The air pollutant emissions are recorded by the organizational unit "Environmental Impact, Noise and Air Quality" of the strategic business unit Airside and Terminal Management, Corporate Safety and Security. The CO₂ emissions are surveyed and monitored in the Environmental Management department. Environmental Management is located in the Corporate Development, Environment and Sustainability central unit, whereas the operational management of effluents is in the Integrated Facility

Management service unit. At the Fraport parent company, a dedicated Waste Disposal department carries out this management function.

For further information, see [Environmental Statement 2017](#), Organizational chart page 4 and 5, Air pollutants page 28 et seqq., Effluents page 39 et seqq., Waste page 48 et seqq. (see the Publications/Environment Statements section on <http://www.fraport.com/en/responsibility.html>).

For further information concerning reduction of emissions see [Environmental Statement 2017](#), page 28 et seqq.

For complaints regarding air quality please see section "Noise".

GRI 305-1 Direct greenhouse gas emissions (Scope 1) including GRI 305-4

See [GRI 305-1 Direct greenhouse gas emissions \(Scope 1\)](#) in the Key Figures/Environment section.

For information regarding standards, methods, assumptions, and/or calculation tools used, see "[General Management Approach EN](#)".

GRI 305-2 Energy indirect greenhouse gas emissions (Scope 2) including GRI 305-4

See [GRI 305-2 Indirect greenhouse gas emissions \(Scope 2\)](#) including GRI 305-4 in the Key Figures/Environment section.

For information regarding standards, methods, assumptions, and/or calculation tools used, see "[General Management Approach EN](#)".

GRI 305-3 Other indirect greenhouse gas emissions (Scope 3)

Each year, we calculate the indirect greenhouse gas emissions of the Frankfurt Airport. These include

- > emissions from air traffic within the limits of the LTO-cycle (= landing and takeoff cycle) up to a height of 3,000 feet (914 m) above ground, including the use of auxiliary power units (APUs)
- > passenger and employee travel to and from the airport
- > business travel by Fraport AG employees
- > the consumption of electricity, district heating and district cooling by third parties on site, as well as
- > the use of vehicles and equipment by third parties on site.

As part of the participation in the ACI Airport Carbon Accreditation, CO₂ emissions for Scope 3 were also determined at Ljubljana airport.

Further information can be found in the [Environmental Statement 2017](#), Environmental Aspect climate gases, page 16 et seqq. (See Publications/Environment area on <http://www.fraport.com/en/responsibility.html>).

CO₂ emissions for Scope 3 are also calculated for Antalya Airport, which is valued at equity. Relevant information for the other Group sites cannot currently be collected as this is very complex for an airport.

See [GRI 305-3 Other indirect greenhouse gas emissions \(Scope 3\)](#) in the Key Figures/Environment section.

For information regarding standards, methods, assumptions, and/or calculation tools used, see "[General Management Approach EN](#)".

GRI 305-4 Greenhouse gas emissions intensity

See [GRI 305-1 Direct greenhouse gas emissions \(Scope 1\)](#) and [GRI 305-2 Energy indirect greenhouse gas emissions \(Scope 2\)](#) in the Key Figures/Environment section.

GRI 305-5 Reduction of greenhouse gas emissions

Climate protection is one of the central challenges for the aviation industry. As an airport operator, we support the four-pillar strategy of the air-traffic industry with measures for climate protection in air traffic. In this context, we focus our efforts on areas which we are able to directly influence. These are primarily technical improvements to buildings and equipment as well as process optimization.

Furthermore, Fraport supports a number of industry-wide initiatives which are directed at reducing CO₂ emissions. Fraport is involved in SESAR (Single European Sky Air Traffic Management Research), an initiative by the European Commission and EUROCONTROL that is intended to secure the future viability of European air traffic management with the involvement of all the players involved in air traffic. The various action plans within the scope of this initiative include integrated planning of flights, i.e., all the players involved are working to optimize the process from undocking the aircraft to reaching the target destination. This means that airports also become important players in air traffic management. The benefits for passengers and the environment: shorter flight times and reduced emissions. The targets of SESAR to 2020 include increasing capacities threefold since 2005, reducing CO₂ emissions per flight by ten percent, increasing safety tenfold, and reducing air safety costs by half (<http://www.sesarju.eu/>).

As a member of the Air Transport Action Group (ATAG) through ACI, the global association of companies involved in air traffic, Fraport supports their targets: Reduction of CO₂ by 1.5% per year by 2020 and carbon-neutral growth by 2050. This means a reduction in CO₂ emissions in 2050 by 50% compared with 2005 throughout the entire industry (<http://www.atag.org/>). At the end of 2016, the International Civil Aviation Organization (ICAO) resolved to introduce and design a market-based global climate-protection instrument (GMBM) to set the course for further progress in climate protection in air traffic. With the international CO₂ offsetting system CORSIA, the growth-related CO₂ emissions of international flights will be offset from 2020 through the financing of climate protection projects.

Fraport participates in Airport Carbon Accreditation, a program of ACI with the objective of persuading the maximum number of European airports to adopt CO₂-neutral operation. Frankfurt Airport was the first airport to be audited in accordance with the rules of Airport Carbon Accreditation and it was accepted into the program in 2009. The highest level of 3+ can be reached in four stages. Fraport has reached level 3 "Optimization" in which a key additional component involves the verification of the assessment of the CO₂ emissions of third parties connected with the airport operation (such as from the air traffic in the LTO cycle up to a height of 3,000 feet, from passenger and employee journeys to and from the airport, from the energy consumption of all other stakeholders at the airport, from business trips) and a stakeholder dialog. In this respect, we are involved in lively discussions with associations (such as the ADV, BDL, ACI), partners at the airport and in the region (such as the Lufthansa Group, Grundstücksgesellschaft Gateway Gardens, the FrankfurtRheinMain regional association, the City of Frankfurt Conservation Advisory Board, Climate Protection Advisory Council of the City of Frankfurt, House of Logistics and Mobility) and regional initiatives (such as Hesse Fuel Cell Initiative and environmental protection initiatives). Our investment, Antalya Airport, has also reached Level 3+ "Neutrality". In 2015, Ljubljana Airport achieved Level 2 "Reduction" by appropriate measures.

Since 2006 Fraport has also contributed its climate reporting externally to the "Carbon Disclosure Project" (CDP) (www.cdp.net), the world's leading climate reporting initiative in the financial industry. This index analyzes companies and their strategies on climate change and CO₂ reporting.

For a detailed description of the climate protection measures at Fraport, see [Environmental Statement 2017](#), page 18 et seqq.

See also [GRI 302-4 Reduction of energy consumption](#).

For information regarding standards, methods, assumptions, and/or calculation tools used, see “[General Management Approach EN](#)”.

[GRI 305-7 Nitrogen oxides \(NOx\), sulphur oxides \(SOx\) and other significant air emissions](#)

Fraport AG emits approximately 264 tons of NO_x, 0.4 tons of benzene and 9.3 tons of PM10 per year.

These data are derived from the zoning plan documents. Determining the data was extremely complex and expensive so that this procedure has not been repeated again. We are unable to influence other air emissions with our measures and they are therefore not relevant.

As the data collection for vehicle and other emissions from handling processes at an airport are very complex and therefore costly, these are not conducted for the Group airports.

For information regarding standards, methods, assumptions, and/or calculation tools used, see “[General Management Approach EN](#)”.

[AO5 Air quality](#)

See [AO5 Air quality](#) in the Key Figures/Environment section and [GRI 305 Emissions – Management Approach](#).

GRI 306 Effluents and Waste 2016 – Management Approach

At the Fraport parent company, the rain water falling in winter is contaminated with biologically degradable de-icing agents for the aircraft and airfield surfaces when snow falls or frost occurs. Rain water with a chemical oxygen demand (COD) of 200 mg of oxygen per liter is retained and treated in water-treatment plants.

The principle of Fraport's waste management is to recycle or reuse unavoidable waste as far as possible. Frankfurt Airport separates non-hazardous waste including paper, cardboard, glass, metal, plastics, wood, packaging waste (DSD green-dot waste), and mixed industrial waste. The collected waste is fed either into advanced sorting systems, where any contaminants are separated out and reusable materials are recycled, or into regional waste-to-energy plants. Electricity and heat are extracted from the energy generated during incineration. The hazardous waste created at Fraport is also collected separately and channeled away for recycling as far as possible. Where recycling facilities are not available this waste is disposed of in approved incinerators or in physical and chemical treatment plants.

Waste Management at the Fraport parent company ensures professional disposal for approximately 60 different types of waste generated at Fraport. In this connection, Fraport maintains close contacts with authorities, disposal companies, other companies and universities. New know-how is incorporated into routine procedures as a result of benchmark activities with other waste generators.

See [GRI 306-1 Total water discharge](#) in the area of Key Figures/Environment.

For further information see [Environmental Statement 2017](#), organizational chart, page 4, wastewater, page 39 et seqq., waste, page 48 et seqq. (Publications/Environment Statements area on <http://www.fraport.com/en/responsibility.html>).

See also [Environmental Statement 2017](#), Environmental Aspect climate gases, page 16 et seqq., climate protection (environmental program), page 53 (Publications/Environment Statements area on <http://www.fraport.com/en/responsibility.html>).

[GRI 306-1 Total water discharge](#)

See [GRI 306-1 Total water discharge](#) in the Key Figures/Environment section. Process water is not produced at Fraport AG.

For information regarding standards, methods, assumptions, and/or calculation tools used, see "[General Management Approach EN](#)".

[GRI 306-2 Waste by type and disposal method](#)

See [GRI 306-2 Waste by type and disposal method](#) in the Key Figures/Environment section.

Detailed information on disposal methods cannot currently be presented for all Group sites.

[GRI 306-3 Significant spills](#)

See [GRI 306-3 Significant spills](#) in the Key Figures/Environment section.

Spills were reported by the parent company and Ljubljana Airport.

[AO6 Aircraft and pavement de-icing agents](#)

At Frankfurt Airport, N*ICE Aircraft Services & Support GmbH (N*ICE) is responsible for the de-icing of the aircraft. N*ICE is a group company that is not fully consolidated in the Group. Fraport AG holds 52% of the shares, while Swissport France Holding

SAS has a 48% stake in the company. Given its relevance, the use of N*ICE aircraft and pavement de-icing agents is presented for the first time in 2018.

To de-ice aircraft at Frankfurt Airport, N*ICE uses a mixture of propylene glycol and varying proportions of water. Doses of potassium formate are used for de-icing of airside areas depending on the weather situation. Both agents are biodegradable within a short time and meet strict environmental requirements. Rain water that contains de-icing agents is kept separate from drained areas and treated in the wastewater treatment plants.

The use of de-icing agents is reduced by increasing the proportion of water per de-icing by 20%. To do this, the so-called NAD technology (N*ICE Advanced De-icing System) is applied. This system consists of three separate tanks for water, type I, and type IV and uses two independent proportional mixing systems that allow for the de-icing agents to be applied precisely in line with the given weather conditions. N*ICE developed the process for converting the de-icing vehicles in cooperation with the respective vehicle manufacturer. There is currently a fleet of 70 de-icing vehicles equipped with NAD technology, and all newly acquired vehicles also have the new technology.

The de-icing of the airside areas at Frankfurt Airport is carried out by the Fraport parent company. Doses of potassium formate in line with the weather situation are used for this purpose. Propylene glycol and potassium formate are biodegradable within a short time and meet strict environmental requirements. Rain water that contains de-icing agents is kept separate from drained areas and treated in the wastewater treatment plants.

See [AO6 Aircraft and pavement de-icing agents](#) in the Key Figures/Environment section.

GRI 307 Environmental Compliance 2016

GRI 307-1 Non-compliance with environmental laws and regulations

At Fraport AG there are no breaches of statutory regulations which have been subject to fines or non-monetary sanctions imposed by the authorities.

Intermodality (Airport Operators Sector Disclosures)

Fraport is working to make the airport accessible to as many passengers and employees as possible with public transport by networking with other carriers – also known as intermodality. In addition, short-haul flights can be shifted to the railways. The strategic networking of the airport with other modes of transport has a long track record at Fraport extending back to the 1970s. At that time, the first underground station at a German airport was opened under the newly constructed Terminal 1 – today this is the airport regional station. Opened in 1999, the AIRail Terminal created the link to the national and international long-distance rail network. We work closely with other means of transport to develop the intermodality of the airport. Our employees receive free job tickets to use local bus and train services.

Each year we collect data on the proportion of workers who come to work by public transport as well as the proportion of originating passengers who use public transport to reach or leave the airport.

Most public transport at our international airports where we hold a majority shareholding is provided by the use of buses.

See [Significant environmental impacts of transport and traffic](#) in the Key Figures/Environment section.

Noise (Airport Operators Sector Disclosures)

Airports located in the vicinity of metropolitan areas are a burden for many local residents. At the Group airports, noise abatement measures are implemented according to the national requirements on noise protection and, where appropriate, based on more specific local regulations. The airports comply with the relevant national laws and have correspondingly implemented monitoring systems. At the Group airports in Europe, legally stipulated maximum noise limits must be observed. As a voluntary noise protection measure, the Group company Fraport Slovenija has introduced a ban on departures between 12:00 a.m. and 6 a.m. for departures in the direction of the towns of Šenčur and Kranj. In order to protect the residents of Burgas, the Group company Twin Star is assisting, among other things, in the construction of noise barriers. Frankfurt Airport is the site in the Group with the largest traffic volume by far, and it is also subject the strictest statutory regulations. The local management approach is therefore described below.

Fraport wants to grow further at its main site while generating as little noise as possible in its operations. For Fraport AG, this means that, in addition to the legal requirements, it is constantly working towards measures that reduce aircraft noise exposure. The development of aircraft noise pollution in the area around the airport is continuously monitored. Measurement analyses and the results of comprehensive simulations are regularly reported to the supervisory authority and the Aircraft Noise Commission (FLK), and are also publicly disclosed on the company's website. Municipalities with Fraport aircraft noise measurement stations receive additional detailed analyses upon request.

Fraport AG collaborates with the region affected by aircraft noise, representatives of the state government, and other members of the aviation industry in two committees. The Aircraft Noise Commission (FLK) is a legally appointed body that advises the Hessian Ministry of Economics, Energy, Transport and Regional Development (HMWEVW), the German Air Traffic Control (Deutsche Flugsicherung, DFS) and the Federal Supervisory Office for Air Traffic Control. The FLK advises the aforementioned bodies on measures to protect against aircraft noise and air pollution resulting from aircraft exhaust gases.

The key task of the Airport and Regional Forum (FFR), which is assigned to the Hessian State Chancellery, is to foster dialog between the region and the aviation industry and to facilitate discussion of the effects of air traffic, with a particular focus on Frankfurt Airport and the Rhine-Main region. The FFR includes the "Active Noise Abatement" expert group, which advises on measures that may help to reduce aircraft noise and the impact on the area around the airport. The most recent results from the joint project is the updated "Frankfurt Air Noise Index (FFI 2.0)", an instrument for presenting the aircraft noise in the region and for comparing the results of aircraft noise as affected by active noise abatement measures. The index was used for the first time in the review of alternative routes of the "AMTIX-short" route. The overall best rated alternative route was then recommended to the Aircraft Noise Commission and to the DFS for trial operation.

Fraport Noise Monitoring, FRA.NoM, tracks the level values continuously measured at stationary measuring stations and indicates the aircraft noise in the last three months. It also reports the approaches and takeoffs at Frankfurt Airport. The information system for aircraft noise issues, FRA.Map, is available online and allows interested parties to find information for their location or place of residence on an interactive map. The system also displays the areas that are targeted by noise abatement measures or entitled to compensation payments.

As regards measures to reduce noise exposure, a distinction must be made between active and passive noise abatement. In active noise abatement, noise is reduced directly at the source or by implementing noise-reducing operating concepts and takeoff or landing procedures. These measures include establishing a "Ground Based Augmentation System" (GBAS) navigation system, which enables a steeper angle of approach of 3.2 degrees for all runways. With the so-called noise abatement model in both off-peak periods at night, individual takeoff and landing runways are alternately not used, enabling the local nighttime six-hour quiet period to be increased by one hour.

During the summer of 2019, there was a significant decrease in landings after 11:00 p.m. This was in part due to additional buffers in the flight plans at Frankfurt Airport. Similarly, no more takeoffs are scheduled after 10:40 p.m. to ensure a timely takeoff before 11 p.m. Late takeoffs after 11 p.m. are checked by the HMWEVW air traffic control in each individual case and, if applicable, approved if the delay was outside the airline's responsibility (for example due to weather conditions). Furthermore, the current structure of the noise-related charges as part of the airport charges is an incentive to use low-noise aircraft. Fraport AG charges noise-related charges for takeoffs and landings. A noise surcharge of 50% is currently payable for aircraft movements during night hours. In the middle of the night starting at 11 p.m., the surcharge is 200% to make delayed aircraft movements unattractive. In November 2019, the HMWEVW approved the amendment to the Airport Charges Regulations requested by Fraport AG. Beginning in 2020, noise-related charges will be increased in general, with charges being raised more in the higher noise categories than in the lower noise categories. Separate charges within the scope of airport charges are applied to finance the passive noise abatement program.

The voluntary alliance for a noise emissions ceiling created in 2017 should help to ensure that the noise exposure at Frankfurt Airport during the day does not increase as much as would be permitted under the zoning decision, despite growth in aircraft movements. The traffic volume and traffic structure of the zoning approval for the expansion result in noise contours with continuous sound levels of 55 dB(A) and 60 dB(A). These contours have been reduced by 1.8 dB(A) across the board. The total areas within the reduced contours define the noise emission ceiling. If the limit is exceeded, Fraport AG and the airlines are obliged to review further noise abatement measures. If the limit is repeatedly exceeded, any of the parties involved can take action outside of the alliance. The monitoring report, jointly prepared by the partners in 2019, shows that the noise emission ceiling was also complied with in the 2018 fiscal year. This same result is also expected for 2019.

Passive noise abatement measures are intended to reduce the noise level inside buildings by way of structural modifications. Fraport AG has extensive statutory obligations to take measures in around 86,000 households close to Frankfurt Airport. Eligibility is defined by a noise protection area determined by the Hessian State Government in accordance with the strictest regulations of the Aircraft Noise Act. Fraport AG satisfies these requirements in full.

In announcing the "Together for the Region – Alliance for Noise Abatement 2012" program in February 2012, the state government promised affected residents additional, more extensive support than previously made in the vicinity of the airport by drawing on a regional fund. The Equalization of Burdens Act, with which the State of Hesse has made an additional €22.6 million by the year 2021 available to local authorities particularly burdened by aircraft noise, has been in effect since January 1, 2018.

In the area of passive noise abatement, the Fraport Group held provisions in the amount of €41.5 million as at the balance sheet date December 31, 2019 (see [Annual Report 2019](#), Group Notes, note 39, and Fraport AG's Notes, note 30).

Wake turbulences

Damage has repeatedly occurred on roofs in the direct vicinity of Frankfurt Airport in the past and wake turbulences from landing aircraft could not be ruled out as a cause. The HMWEVW subsequently issued supplemental planning zoning decisions on May 10, 2013 and May 26, 2014. These regulate the requirements for protecting roof coverings on buildings against wind gusts caused by wake turbulences and clarify the relevant prerequisites.

The HMWEVW defined an area with around 6,000 buildings as an eligible area in the decisions. Including fiscal year 2019, 3,477 applications for roof protection (wake turbulence prevention) have been submitted and work on some 3,073 properties has been completed so far.

The Executive Director Controlling and Finance is regularly informed about the programs of measures regarding noise abatement and roof protection. The Executive Director Operations is also directly informed of individual issues where required.

In the area of wake turbulence prevention, Fraport Group held provisions in the amount of €24.0 million as at the balance sheet date December 31, 2019 (see [Annual Report 2019](#), Group notes, note 39 and Fraport AG's Notes, note 30).

In order to support local residents in the determination of their rights and to assist their applications, Fraport provides an extensive range of information and services on the company website.

The issues surrounding the topic of noise are processed and managed by the "Environmental impact, Noise and Air Quality" (FTULL), which is allocated to the "Airside and Terminal Management, Corporate Safety and Security" strategic business unit.

Fraport web presence regarding aircraft noise and noise abatement

Visitors to Fraport's website can find answers to various questions on noise abatement, aircraft noise, and flight operations and other opportunities for dialog at <https://www.fraport.com/en/our-company/responsibility/aircraft-noise-infoservice/noise-abatement.html>. The site provides a compact overview of the personal aircraft noise situation at home, the services for residents provided by the Fraport roof protection program and passive sound proofing program, as well as information for residents about their aircraft noise inquiries and complaints.

This website is complemented by an interactive FRA Map, www.framap.fraport.de, where residents can find information on a wide range of topics in the region around the airport, such as monthly route and train occupancy figures, as well as annual aircraft noise contours. In addition, FRA Map provides information on possible claims regarding structural sound protection or roof protection, and shows the noise-reducing effect of active noise abatement measures in the region surrounding the airport.

Detailed information can be accessed by entering addresses, compiled in a report, via the function accessible at the link www.fraport.de/fluglaerminfo.

Currently, these websites record individual levels at the stationary noise measurement points operated by Fraport AG as well as the flight tracks of the arrivals and departures at Frankfurt Airport; users can access them at the FRA NoM (Fraport Noise Monitoring) website at www.fraport.de/franom. Aircraft flight noise listed as measurements for the last three months is available at FRA NoM.

We also publish a history of the results of aircraft noise measurements, route allocations, or the arrivals and departures by operating direction of the takeoff and landing runway system and extensive measurement reports online at www.fraport.de/fluglaermmessung.

Complaints and requests regarding aircraft noise

Since 2000, Fraport has provided residents close to the airport with a central contact point for inquiries and complaints by citizens on the following topics:

- Aircraft noise with noise levels and annual noise contours
- Flight routes, route and runway allocations
- Noise abatement measures
- Fraport programs on structural noise abatement and roof protection
- Air quality

Telephone inquiries may be made to the Infonon hotline free of charge around the clock, between 12:00 a.m. and 5:00 a.m., messages can be left on a voice recording system. Complex questions are passed on to the Nachbarschaftsdialog (Neighborhood Dialog) department.

The Nachbarschaftsdialog (Neighborhood Dialog) colleagues can also be contacted directly by email or letter, as well as via a contact form specifically for inquiries concerning aircraft noise on the Fraport website.

In 2019, 1,982 residents contacted Fraport with questions and complaints, a decrease of 35% compared to the previous year. A total of 750,646 aircraft noise complaints and requests were received by the Neighborhood Dialog. Here, too, there was a decrease compared to the previous year (–22%). Most aircraft noise complaints (97%) at Frankfurt Airport continue to be made by a small number of people. The number of complainants who regularly sent high numbers of automated and standardized complaints represents only 3% of total complaints.

The complaint category “Air traffic noise complaint related to flight events” reported until 2018 has been completely eliminated. Noise complaints are now divided into two general categories: one with individual reference to residents and the other standardized, largely automated noise complaints.

Based on an agreement with the Aviation Noise Commission, these automated and standardized complaints are not processed as they do not allow for a differentiated assessment of noise complaints, such as their link to local changes in air traffic. They are therefore only recorded statistically and presented separately.

Individual noise complaints are included in the representation of the noise pollution in the region as well as for investigating and following up on residents’ claims of potential violations regarding individual aircraft movements.

With regard to key figures, we publish the total number of messages received, the number of individually prepared complaints, and the number of complainants (see the section Key Figures Environment). Also at Fraport’s [website](#) on noise abatement, we provide an overview of the individual concerns of residents affected by noise who have contacted Fraport.

LOG noise area

Siehe LOG noise area in the area [Key Figures/Environment](#).

GRI 400: SOCIAL

Labor Practices and Decent Work

General Management Approach LA

Fraport AG has a long tradition as a company with a social perspective and a partner-centered approach. Group-wide, Fraport aims to remain competitive at all sites and in all sections and thereby secure jobs with fair and just working conditions. This involves providing fair wages and salaries, and a package of benefits that goes beyond pay. Fraport offers a high level of job security, good working conditions based on collective bargaining agreements, professional and personal development options, and a highly developed corporate ethic.

The Fraport policy forms the overarching structure for all commitments and the codes of the Group based on specific topic areas. Pursuant to responsible corporate governance, Fraport has made a commitment to comply with internationally recognized standards of conduct, such as those defined in the principles of the UN Global Compact, the OECD guidelines, and the ILO Core Labor Standards. They are published in the Code of Conduct for Employees, which commits employees to comply with these fundamental principles.

Fraport Group has over 22,500 employees. Given the growing challenges, such as increasing international competition in the aviation industry and passengers' and airlines' increasing demands, and the continuous focus of the Group on earnings, the aim is to organize the personnel structure in such a way that this competitive pressure can be withstood. Employees' personal and professional skills are boosted Group-wide by training measures. This allows Fraport to ensure a high service quality.

The fundamental importance of the human resources strategy is taken into account by the three key non-financial performance indicators of employee satisfaction, women in management positions, and sickness rate both in Germany. The Executive Director Labor Relations is informed at quarterly meetings with the HR managers of the Group companies, among other things, of the development of these key figures at the Frankfurt site.

See also "Employee-related Matters" in "[Annual Report 2019](#)", page 93.

GRI 401 Employment 2016 – Management Approach

A sign of a good working environment is a high level of employee satisfaction, which is also part of the remuneration calculation for the Executive Board (see also the chapter entitled "Control" beginning on page 41, "Remuneration Report" beginning on page 50, and the "Non-financial Performance Indicators" beginning on page 80).

The results of the employee surveys are used by all international group companies to increase their own employee satisfaction. Based on this, the Group company Twin Star developed a package of measures in 2019, which is meant to contribute to increasing employee satisfaction, among other things, in the areas of communication, appreciation, and wages.

At Fraport AG, the results of the employee survey are used to identify potential for improvement and derive appropriate measures. They are documented by the Central Unit "Human Resources"; which controls the implementation and processes them for the departments or German Group companies. In individual cases, the measures and the intended improvements can be included in the target agreements with executives.

A high level of employee satisfaction is also a valuable contribution to attracting new and qualified and motivated employees. Fraport has developed and implemented a variety of measures and initiatives to meet the staffing needs of the labor-intensive

Group companies. This also applies to recruiting suitable trainees for the approximately 30 apprenticeships and dual study programs.

In 2019, the employee retention measures focused on several groups of employees in facility management and on skilled workers responsible for operating and performing maintenance on the baggage transfer system. The employee loyalty measures follow a structured plan. Core elements of retention management are, on the one hand, so-called stay interviews with employees who, due to their operational functions and socio-demographic data, have a high degree of comparability with the employees who have left the company in the past. The feedback from these discussions is analyzed in order to see how influenceable work conditions, management behavior, and operational performance lead to generally higher employee satisfaction and, in turn, a higher retention rate. The experience gained so far will be gradually extended to other groups of employees.

As a responsible employer, Fraport respects and promotes personal diversity and attaches great importance to ensuring that this is reflected in the way employees interact with each other. Diversity is a key goal for Fraport, which the Group systematically tackles as part of its diversity management. Diverse cultural backgrounds, international experience and gender aspects enrich the collaboration and promote innovation and creativity. This enables Fraport to flexibly respond to the changing requirements in the international markets and benefit from them. Fraport is sending a clear signal throughout the Group with its campaign “Respect for Diversity – I, You, We”, which was launched in June 2019. As part of a roadshow, the Diversity Team in the Group provides an opportunity for dialog. The aim of the campaign is to draw attention to the diversity of Fraport employees and thus express appreciation for this.

As far back as 2007 Fraport committed itself to the “Charta der Vielfalt” – a company initiative to promote diversity in companies and institutions. The Group agreement “Conduct of Partnership, Diversity and Equality in the Workplace” formed the platform for principles such as freedom from discrimination and equal opportunities. The company agreement includes explicit definitions of values as well as specific internal regulations and structures. From an organizational perspective, responsibility for diversity is assigned to the Executive Director Labor Relations with corresponding resources.

In order to identify, attract, promote, develop, and place talents in the company in the best possible way, a talent management process has been established. Through the long-term, systematic development and retention of talented employees, Fraport AG meets the long-term need for qualified employees and thus contributes to maintaining its competitiveness. Fraport places a particular focus on promoting women in management positions at the two levels directly below the Executive Board as well as at the respective management levels at the German Group companies (see chapter “Control” beginning on page 41 and “Non-financial Performance Indicators” beginning on page 80).

Fraport has worked on increasing the proportion of women in management positions for many years. Particular focus is placed on all staff development processes that have an influence on increasing the proportion. This includes strategic succession planning across all levels of management as well as talent management with a development check management system and corresponding individual development measures. The long-term measures that are already proving to be successful include the Cross Mentoring Program, coaching measures within the context of the continuous development of female executives as well as individual support within the scope of the development initiative “GROW” for middle management. The success of the initiative is, among other things, ensured thanks to a digital learning platform. There are also offers, such as the option of holding an executive position on a part-time basis within the scope of an 80% or 90% workload. For job vacancies, suitable female candidates are also actively approached and systematic development and career paths are presented. During the reporting period, the topic “part-time executives” was discussed to strengthen and encourage women and men with leadership responsibilities to reflect on and implement possible success-defining aspects of part-time positions.

The measures for strategic succession planning and the supervision of executives are carried out organizationally by the Central Unit “HR Top Executives”, which is assigned to the Executive Director Retail and Real Estate. Talent management, which is primarily concerned with developing potential executives, is assigned to the Executive Director Labor Relations within the Central Unit “Human Resources” of Fraport AG.

Fraport AG did not receive any grievances about labor practices from employees or suppliers in the reporting period.

Further information:

“Attractive and responsible Employer” in [Annual Report 2019](#), page 93 et seqq.,

“Sustainability Program” in [Sustainability Report 2019](#), page 36 et seqq. and

[GRI 102-16 Values, principles, standards and norms of behaviour](#).

GRI 401-1 New employee hires and employee turnover

With regard to permanent employees excluding seasonal staff, the Group staff turnover rate of 8.9% as at the balance sheet date was higher than the rate of 7.9% in the previous fiscal year. The change is mainly due to increased hires at the Group companies FraSec and FraGround based on traffic volumes.

All Group companies and investments have high turnover rates in some cases, due to their business model or business activities. The reasons for this are fixed-term employment contracts, terminations by either employees and employers, severance agreements, retirements, and deaths. In addition, some companies exhibit strong seasonal fluctuations. This is for example the case at our Group company Twin Star in Bulgaria. Other Group companies are active in the services sector, which generally features high turnover rates. FraGround GmbH and FraSec are particularly affected by this. These companies have strong seasonal recruitment and high levels of temporary employment.

At the Fraport parent company, the turnover rate in 2019 amounted to 2.8% (previous year: 3.6%).

See [GRI 401-1 New employee hires and employee turnover](#) in the area of Key Figures Personnel.

GRI 401-2 Benefits provided to full-time employees

Frankfurt Airport is defined as a significant business site, as around 88% of the Group's employees work at this site.

Fraport offers employees a series of non-payscale benefits. Supplementary company social benefits are granted equally to all employees (as appropriate, pro rata in accordance with the scope of employment). This also applies - unless a specific length of service is a prerequisite for entitlement - irrespective of whether the employment relationship is temporary or permanent.

The Group companies in Germany and abroad also have benefits that are above the general pay scale. Most of them take out or participate in supplementary insurance, promote the health of their employees, offer further training opportunities and provide additional support (meal allowance, bus transfer to the workplace, etc.).

Further information:

https://www.jobs-fraport.de/content/Arbeitgeberzusatzleistungen/?locale=en_US

[Annual Report 2019](#), pension obligations, page 183 et seq.

GRI 402: Labor/Management Relations – Management Approach

See [General Management Approach LA](#), [GRI 401 Employment – Management Approach](#), [GRI 102-16 Values, principles, standards and norms of behaviour](#), [GRI 102-41 Employees covered by collective bargaining agreements](#).

GRI 402-1 Minimum notice periods regarding significant operational changes

Fraport works closely with employee representatives in an atmosphere of trust. Pursuant to the Works Constitution Act, the Works Council must be promptly and comprehensively informed about any changes in the business. This has not been defined in detail or restricted within the framework of the collective agreements. A notification obligation of three months is standard business practice.

A total of 43 meetings were held by the parent company's Works Council in 2019 (including two extraordinary meetings), while the Group Works Council held 12 ordinary and five extraordinary meetings.

Just as in Frankfurt, Fraport also ensures that employees have the basic right of freedom of association and the right to collective bargaining agreement negotiations at international sites where Fraport has a majority shareholding. We are committed to open cooperation in an atmosphere of trust with democratically elected employee representatives, and we use this process to work toward achieving a settlement that is fair for all interests.

GRI 403 Occupational health and safety 2018 – Management Approach

Occupational health management in the Fraport Group focuses on preserving the health, performance and therefore productivity of employees in the long term. With its preventive nature, Fraport contributes to maintaining employee performance and prevents work-related health risks. Employees are regularly informed about health-maintaining measures and their workplaces are ergonomically designed in the operational and administrative areas. Fraport evaluates the effectiveness of the measures by continuously analyzing the sickness rate, among other things, in the German Group companies (see also [Annual Report 2019](#) chapter "Control" beginning on page 41 and "Non-financial Performance Indicators" beginning on page 80). The aim is to stabilize the sickness rate in the medium term and to reduce it in the long term.

Fraport AG's occupational health management initiates a wide range of health-promoting activities and measures with various focal points. For example, cooperation with gyms made it possible for employees to exercise close to their place of residence. Those who exercise regularly are rewarded with a contribution to membership fees. In 2019, occupational health insurance was extended to include an inpatient component. In total, around 2,500 contracts were concluded with employees and their relatives. In particular, the employees in operating areas were thanked for their work in particularly stressful circumstances (such as the heat in the summer months) with vouchers for ice cream, fruit, smoothies, and cereal bars. In addition, several skin cancer screenings were carried out at various locations on the airport premises in 2019. From an organizational perspective, responsibility for health management is assigned to the Executive Director Labor Relations with corresponding resources.

A strong prevention culture means that, in addition to health management, occupational safety is systematically integrated into the company's processes and structures as well. Strengthening the personal responsibility of all employees and management in particular is a top priority and is part of the goal of continually reducing accidents at work everywhere in the group.

The key principles for Fraport AG and the Group companies can be found in the Group policy "Occupational safety" (Occupational safety and health management manual) issued in August 2019. The Group policy further helps to increase the level of obligation. It draws on the requirements of ISO45001 and replaces the previous occupational health and safety management system. The

defined guidelines are to be implemented independently by the Managing Directors and supplemented by company-specific rules in internal regulations. This requirement is valid effective immediately for Fraport AG and German Group companies. Taking into account the national laws, the guidelines is also an option for desired action for the international Group companies. Among other things, training and monitoring to sensitize employees as well as involve executives is carried out at the Group airports.

In accordance with the Occupational Safety Act, Fraport AG has implemented an occupational safety unit under the Executive Director Labor Relations, which advises and supports corporate departments in the further development of occupational safety. The Occupational Safety Board (OSB) represents the Executive Board's efforts for the effective and efficient organization of preventive health and safety for the Fraport Group worldwide. The cooperation and the exchange of experiences is part of the Board of Occupational Health and Safety Management System (OH&S-MS), which meets once a year Group-wide to review the management assessments and the status of occupational health and safety in the previous year and discuss the objectives and projects for the current and the coming year. The Group companies based at the Frankfurt site also participate in a quarterly OH&S-MS sub-board. Group-wide tasks are promoted together in order to work efficiently and resource-friendly.

Comprehensive measures to guarantee high occupational safety standards at the Frankfurt site are required, for example, when handling hazardous materials, in Ground Services' handling processes, in maintenance, in internal transport and traffic, and during infrastructure construction activities. In addition to workplace-specific basic and recurring training programs for all employees, special driver safety training is offered to employees whose work involves driving. There are occupational safety seminars for executives, for example on transferring obligations of the business operator. Targeted and temporary measures and projects are intended above all to raise employees' awareness of safe conduct in operational sections. With the "ZERO" project, another prevention project is currently on the agenda until 2020 as a part of Ground Services. Behavioral health and safety is to be strengthened in this department which is responsible for the loading and unloading of aircraft as well as internal transport.

With the increasing internationalization of the Fraport Group, the rate per 1,000 employees used thus far almost exclusively in the German-speaking region is being replaced by an international standard, the so-called LTIF (Lost Time Injury Frequency). This is calculated based on the number of accidents at work (from the first day of absence) in relation to the hours worked (in millions). The target is a Group LTIF value of less than 22.5 by 2025. For 2019, the LTIF was 25.0 compared to 26.5 in 2018.

GRI 403-1 Occupational health and safety management system

The key principles for Fraport AG and the Group companies can be found in the Group policy "Occupational safety" (Occupational safety and health management manual) OH&S management system (occupational health and safety) issued in August 2019. The Group policy further helps to increase the level of obligation. It draws on the requirements of ISO45001 and replaces the previous occupational health and safety management system. The defined guidelines are to be implemented independently by the Managing Directors and supplemented by company-specific rules in internal regulations. This requirement is valid effective immediately for Fraport AG and German Group companies. Taking into account the national laws, the guidelines is also an option for desired action for the international Group companies.

The occupational health and safety management system at Fraport AG and within the Group, which was introduced on a voluntary basis, is constantly being developed further and optimized. The occupational health and safety management system at the Frankfurt site applies equally for all employees of Fraport AG, its Group companies, and temporary workers at the Frankfurt site. Accident and hazard prevention for third parties and external partners is ensured by defining appropriate contractual clauses and by carrying out necessary safety instructions.

Further information:

<https://www.fraport.com/en/our-company/responsibility/at-a-glance/corporate-values-and-policies/certificates.html>

GRI 403-2 Hazard identification, risk assessment, and incident investigation

The basis for efficient efforts to prevent accidents at work, damage events, or work-related health hazards is the preparation and observance of risk assessments for all areas wherever possible. These are continuously checked to ensure they remain up to date and expanded if necessary, such as to analyze psychological stress. The procurement and use of the right equipment as well as the design of secure infrastructure are also important preventive measures. Audits, training, instruction, and inspections of all workplaces are regularly carried out to identify hazards and evaluate risks.

At the Group level, the Executive Board bears the overall responsibility for occupational health and safety management and ensures it is updated and developed further. To carry out this responsibility operationally, the Board appoints the Fraport Group's senior occupational safety specialist.

At the company level, top management and the subordinate managers in each Group company are responsible for the organization and compliance with occupational health and safety. The management also appoints a responsible contact person for occupational safety and health, if necessary a specialist for occupational safety.

Internal control mechanisms ensure the quality of procedures. All those responsible are obliged to regularly carry out the necessary documentation, reporting, and security inspections.

The deviations or errors identified here are processed and rectified promptly by the relevant departments. In the event of accidents at work that require action to be taken, accident analysis interviews are carried out. Accident prevention measures are developed and defined together with occupational health services, occupational safety specialists, and the employee who suffered the accident. Major accidents and potentially dangerous situations will also be included and discussed in the Occupational Safety and Health Committee for the purpose of deriving measures and communicating within the company.

Further information:

[GRI 403 Occupational health and safety 2018 – Management Approach](#)

GRI 403-3 Occupational health services

Occupational health services is responsible for the care and advice of employees in all matters relating to occupational health protection within the scope of specific medical examinations.

Occupational health services is responsible for all pre-employment physical examinations of Group employees at the Frankfurt site. These physicals determine the level of health and fitness of an applicant for the planned activity and his or her ability under the special working conditions at the airport.

In risk assessments of a workplace, the various aspects are described from the point of view of occupational health and safety in cooperation with the company doctors, and the resulting protective measures, training courses, and occupational health preventive examinations are defined based on these assessments. Advice to managers by occupational health services covers both physical and psychological stress.

Special consultations and examinations are also carried out from Frankfurt for our employees abroad.

At the same time, occupational health services supports company integration management and provides comprehensive advice on work assignments for employees with reduced mobility. Interdisciplinary work includes, for example, involvement in issues relating to construction, office furnishings, and the provision of personal protective equipment. This naturally also applies to the professional advice of the works council.

Occupational health services includes, among other things, occupational health care in accordance with Section 3 of the German Occupational Safety Act (ASiG) and the German Ordinance on Occupational Health Prevention (ArbmedVV).

Comprehensive and clear information on the range of services and advice available to employees is provided on the intranet ("Skynet"), the extranet ("GalaxyNet"), and print products, in particular specific flyers.

See also "Data protection" in the [Annual Report 2019](#), page 92.

GRI 403-4 Worker participation, consultation, and communication on occupational health and safety

Employees at Fraport AG have an opportunity to contribute to company processes in the area of occupational traffic safety. Fraport has a system of committees in Frankfurt which focus on occupational traffic safety. Appointments to some of these committees have equal employee and employer representation.

The Fraport Job Safety Committee deals with operational issues relating to occupational safety at the parent company. The permanent members of the Committee include representatives from the Disabled Employees Committee and members of the Works Council, the Senior Company Medical Officer, the Senior Safety Expert, the Executive Director of Labor Relations in the Ground Services units, and five selected safety officers from the business units. The opinions of experts from technical departments and experts from the affected areas are sought on defined issues in specific instances relating to job safety and environmental protection. In 2019, the Committee met three times under the chairmanship of the Executive Director of Labor Relations.

Fraport also actively participates in the further development of occupational health and safety issues in the Group. The basis is the Group Occupational Safety and Health Committee (K-ASA), which was introduced in 2012. The function of this Committee is to make fundamental decisions across the Group on standardizing processes in occupational health and safety. One of the Committee's tasks was to approve overall occupational safety targets for the Group. Permanent members include the Senior Safety Expert, the Senior Company Medical Officer, the Group Disabled Employees Committee, and the Group Works Council, as well as all Executive Managers from the majority shareholdings at the Frankfurt site and representatives of the Acquisition and Investments department. In 2019, the Job Safety Committee met twice. The Executive Director of Labor Relations also chaired these meetings.

Fraport also operates a Transport Safety Committee, which meets at least once a month. This Transport Safety Committee focuses primarily on increasing traffic safety in the operational and apron areas. A representative from each of the departments is included on this committee as necessary. The Committee analyzes reported accident events and special traffic problems. It then uses expert reports to make recommendations to the Company's management on improving the relevant situation.

All employees, including temporary staff, are informed about the procedures and work in the committees at the Frankfurt site in the work and safety training.

Poster campaigns also take place at the FRA site to expand and optimize communication and exchange information. This type of communication is particularly meant to reach employees in the operational areas. Information on important topics on safety and health is also provided by placing posters in frequented places, such as cafeterias or lounges.

GRI 403-5 Worker training on occupational health and safety

Training concepts in occupational health and safety for managers, employees, safety officers, and first responders are a cornerstone of the health and safety organization at the Frankfurt site. These training concepts are continuously developed on the basis of risk assessments. Due to the increase in employment rates in all processing areas, especially the training documents for employees with a migrant background who work in operational areas were revised and made available in "simple language". We believe a meaningful combination of e-learning training and face-to-face training is important.

In addition to workplace-specific basic and recurring training programs for all employees, special driver safety training is offered to employees whose work involves driving. There are occupational safety seminars for executives, for example on transferring obligations of the business operator. Targeted and temporary measures and projects are intended above all to raise employees' awareness of safe conduct in operational sections. With the "ZERO" project, another prevention project is currently on the agenda until 2020 as a part of Ground Services. Behavioral health and safety is to be strengthened in this department which is responsible for the loading and unloading of aircraft as well as internal transport.

GRI 403-6 Promotion of worker health

To maintain and promote the health of all employees of Fraport AG and its subsidiaries, Fraport's health management offers numerous preventive and health-promoting measures at Frankfurt Airport. These are often developed and implemented in cooperation with other departments, such as occupational medicine or occupational safety. Both target group-specific and general measures are offered.

Comprehensive and understandable information on preventive and health-promoting measures is made available to employees via the intranet ("Skynet"), the extranet ("GalaxyNet") and via print products, especially topic-specific flyers.

See also „Fraport health management measures“ in the area of publications:

<https://www.fraport.com/en/our-company/responsibility/publications.html>

GRI 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships

At the Frankfurt site, the overarching prevention measures and safety regulations are enshrined in the principles, guidelines, rules and regulations, such as general airport regulations, terminal regulations, or traffic and admission rules (<https://www.fraport.com/en/business-partner/services/safety-management-system.html>).

There is a high risk of accidents on construction sites. For this reason, occupational safety measures still require the full attention of the principal and the executing company. The Occupational Health and Safety unit provides advice for all construction projects throughout the entire period of the project. The basis for this advice is the generally binding regulation on the construction site in addition to the Hesse building regulations (HBO). The occupational health and safety coordinators in the unit monitor compliance with these regulations.

Occupational safety on construction sites of Fraport AG

According to the German Construction Site Ordinance (BaustellV), the building contractor bears the overall responsibility for safety and health protection on its construction site. EU Directive 92/57 was implemented into German national law with the BaustellV and the occupational safety at Fraport AG implements the provisions of BaustellV. This includes, for example, a suitable site safety coordinator (SiGeKo) or registering a construction project with the Occupational Safety Authority.

The tasks of the SiGeKo include advising the project team in the planning phase, drawing up the health and safety plan (SiGe Plan) and the documents for subsequent work phases. Briefing the contracted companies about the SiGe plan, carrying out inspections of construction sites, or coordinating occupational safety issues are part of the execution phase.

New construction, remodeling, and refurbishment measures make an important contribution to the development of the site, helping to ensure that passengers and business partners can use the airport safely, comfortably, and profitably.

As a building contractor, we strive to actively influence the processes of the contracted companies and thus to have a positive influence on the health and safety of health on our construction sites.

Managing and coordinating occupational safety are fundamental elements of our philosophy. Despite continued mechanization, employees on construction sites are still exposed to increased stress and risks. In particular, the constantly changing weather conditions, working in forced postures, handling heavy machinery, and new building materials lead to increased physical stress and can result in accidents.

Ensuring safety and health protection on construction sites is complex and requires foresight. From the outset, builders, coordinators, and contractors must work together to prevent the project from being affected by disruptions or accidents. The protective measures must be as diverse as the risks to employees.

In addition to the design of the communal areas, such as the break, changing, and sanitary rooms, this includes preparing the project-specific risk assessment as well as the instructions for demolition, assembly, or dismantling to be subsequently drawn up by the parties responsible.

As a result of this teamwork, despite increased construction work, in 2019 there were only 12 (2018: 6) reportable accidents with downtime of more than 3 workdays. In 2019, there were no work-related accidents resulting in deaths on construction sites of Fraport AG. The main accidents were stumbling/falling accidents in connection with ladders as well as cuts from handling small machines such as one-handed angle grinders.

Fraport AG has a local occupational safety network, SiFRA-BAU. Once a year, occupational health and safety convenes a meeting with network partners. The agenda includes presentations, discussions as well as exhibitions on current occupational health and safety topics and products, which are organized by the network partners and external specialist speakers. The network consists of Fraport managers, representatives of occupational health and safety authorities, supervisors of professional associations, and managers and security specialists from construction and maintenance companies working at Frankfurt Airport.

GRI 403-9 Work-related injuries

In 2019, the main accidents were the stumbling/falling accidents in connection with ladders as well as cuts from handling of small machines such as one-handed angle grinders.

Information on workers who are not under contract but whose workplace is managed by the organization (employees of contractors on Fraport construction sites at the Frankfurt site) cannot be presented in full since Fraport does not have the necessary information to calculate further key figures.

Recording, investigating, and evaluating accidents at work is carried out in accordance with the German Occupational Safety Act (Arbeitssicherheitsgesetz).

A list of work-related injuries can be found [GRI 403-9](#) in the Key figures section.

GRI 403-10 Work-related ill health

No workers are involved in operating activities that carry a particularly high risk of developing a specific disease or where a large number of illnesses occur. All measures for protection and prevention are taken through proper organization, provision of appropriate workwear, and occupational safety and medical examinations.

Work-related hazards and risks are collected in detailed risk assessments and regularly checked in occupational health and safety conditions. Based on this, recommendations are made to the employer in order to prevent work-related illnesses.

GRI 404 Training and Education 2016 – Management Approach

Human resources development

In the light of the growing challenges such as international competition in the air transport industry, as well as passengers' and airlines' expectations and a continuing focus on earnings, the objective is to foster our employees' personal, professional, social and methodological skills. This allows us to ensure a high service quality as well as to secure attractive jobs in the long term.

Continuously developing one's own abilities and skills is an essential part of private and professional life today. As a company, we promote the individual willingness to learn and develop with a wide range of training and qualification programs in the areas of languages, IT, management and leadership, communication, and technical training. We support employees in their roles as specialist and executive professionals with individual coaching programs. We gradually introduce employees to the challenges and opportunities of digitization with new learning formats.

A managed training services (MTS) online service platform has been set up for external training. The objectives of this MTS were to promote the topics of digitalization/Industry 4.0 in addition to significantly increasing efficiency and cost savings.

We take our employees' wishes in relation to their own personal development within the company seriously. Our leadership work is characterized by continuous learning and mutual trust. We endeavor to enable individual development measures – with a constant eye on the corporate objectives. For the management of our employees, we require creativity, openness, fairness and interest in the individual. This creates an ideal framework for dealing with each other based on trust and a motivating working environment.

We promote specific target groups and talented individuals in long-term development programs, for example the internal "take off pool" and through various mentoring programs in cooperation with universities and other companies.

We enable our employees to take part in recognized continuing training activities, e.g. to become professional managers, engineers or master craftsmen, as well as postgraduate courses at universities. In many cases we also offer scholarships for part-time MBA programs that meet the company's interests.

In the face of an employment market that is increasingly favoring employees and an already noticeable lack of skilled workers, there are no extensive or even surplus reserves of specialist and managerial staff in the Fraport Group. The situation surrounding external applicants is difficult, so that above all internal development measures are required in order to achieve the corporate and growth targets.

In this context, internal job placements and the targeted use of employees offer the Fraport Group the greatest added value. The search for talent and employee loyalty play a central role.

We therefore offer our employees a wide range of training opportunities. We promote and systematically prepare them for taking on responsible positions in the company, thereby ensuring that high-performance employees will shape the future of Fraport.

Digitalization and new forms of work require a number of new skills, which we have increasingly addressed since 2018. These so-called 'future skills' (based on a study by the Stifterverband from 2018) include 'traditional skills' such as problem-solving ability, adaptability, project management, creativity and entrepreneurship, and personal initiative as well as, in particular, 'basic digital skills' such as the use of common software, careful and informed handling of online data, critical examination of one's own digital activities, digital learning, collaboration, and agile work forms.

Initial measures to strengthen self-management have already been implemented. Unlike in traditional, hierarchical structures, work in self-organized, agile teams calls for competence borne out of the self-management of each individual. This work form is still unusual for many colleagues and can easily lead to a feeling of being overwhelmed. In addition to the cross-divisional development of new management principles which are in place to support all executives in their daily work from 2019, we have also expanded the Fraport Training portfolio.

In 2019, 'Mindful Leadership' offers in professional and leadership development were made for management levels 4 and 5 will be added in order to provide appropriate measures for improved self-perception, self-regulation, mindfulness, and self-management, while, at the same time, supporting the process of change already initiated at top management levels.

In 2019, the external training budget of the Fraport parent company was €3.8 million.

The aforementioned personnel development measures relate to the Fraport parent company. Open seminars and talent management are also offered at Group companies in Frankfurt. Foreign participations are supported on a case-by-case basis.

Training

Our company has conducted vocational training for over fifty years. Every year, as one of the largest training companies in the region, Fraport offers at least 110 young people an opportunity to start a career, with dual-degree programs and apprenticeships in more than thirty skilled occupations. In addition, there are two special programs to prepare for vocational training in accordance with Section 68 of the German Vocational Training Act.

The aim of initial vocational training is to obtain state-certified training or diplomas.

The training offered by our company is fundamentally geared to the needs of the sections and Group companies. A needs assessment is carried out annually for all training occupations and dual-degree programs that are clearly assigned to target areas. The training on offer is under continual development. Vocational training helps to meet the need for qualified junior staff in the medium term, and helps to secure the sustainability of the Fraport Group.

A total of 17 people are employed in the specialist unit for professional training at the Fraport parent company; 13 of these employees are training or program directors for the professional orientation programs and manage all training processes from recruitment to final examinations, and are supported in these endeavors by around 400 part-time trainers and teachers. Each year, we invest ten million euros in training young professionals.

In the field of vocational education and training, Fraport continues to face major challenges. The projected decline in school graduates in the years up to 2025, the continuing trend towards attending university, and the integration of young people who, for various reasons, do not yet have all the prerequisites for direct entry into vocational training all require further efforts and innovative methods. Technical training occupations are particularly affected by this. Fraport will therefore become more involved in career orientation efforts and support parents and teachers in general education schools in the process of choosing a career. Greater efforts are now being made to retain educated young people in the company. This is one reason why the Executive Board decided in autumn 2017 to offer permanent contracts to trainees in technical occupations who demonstrate professional and personal aptitude. In the summer of 2018, the company concluded an agreement with the works council on remuneration given the shortages resulting from demographic change and the increasing departures of young workers trained by us. According to this, young professionals trained within the company receive remuneration in addition to the provisions of the collective bargaining agreement.

As one of the largest employers in Hesse, Fraport AG is also focused on helping young people integrate into the workplace with two career preparation programs. With the "Ready for Takeoff" professional preparation program, we prepare applicants who do not yet meet all criteria for direct entry for the technical vocational training at Fraport. The eight-month long program is carried out in cooperation with the Employment Agency of Frankfurt am Main as well as Pittler ProRegion Berufsausbildung GmbH, a vocational training company in Langen.

With the BIFF training project initiated by Fraport and conducted in collaboration with companies based in Frankfurt and other institutions dedicated to the professional integration of young refugees, we have played a role in assisting in professional and social integration and taken social responsibility since 2016. The program offers an opportunity to choose a vocation, prepare for an apprenticeship, and improve language skills, while imparting the fundamental values of our social system as the essential element for integrating into the workplace and society. All parties involved intend to continue the cooperation beyond 2020 and expand it to other target groups with support needs due to the current decline in the number of refugees. The cooperation partners for this program are the Gesellschaft für Jugendemployment (gjb) e.V., an association dedicated to youth employment in Frankfurt, and Pittler ProRegion Berufsausbildung GmbH in Langen.

Around 60% of the participants have successfully completed the programs and started vocational training or now are employed as skilled workers.

The digitization of the working environment presents another major challenge and will inevitably affect all training activities. The competences required of future skilled workers in the technical areas were coordinated with the departments within the framework of the "Professions of the future" project. The skills gained here were harmonized with the requirements of the training regulations and examinations and taken into account when planning the training courses. Newly created and modified training modules will be implemented for the first time for the training years 2019 and 2020 and then evaluated. The survey of the necessary future competences is carried out at regular intervals with the departments. Commercial training occupations will also be examined based on the results of the survey. With a pilot group of technical apprentices, we will also review and evaluate the pedagogical and didactic value added of the use of tablets in the training. Tablets have been purchased for this purpose, which are now being gradually integrated into the apprentices' training routine. The objective is to ensure a consistent learning success without interruptions to the media used, which fits with young peoples' lives and media habits. Fraport thus presents itself as a training company with modern equipment and sustainable learning methods.

Both management and employee representatives agree that it is more important than ever to help young people develop a sense of values in addition to professional qualifications and to promote their personal development. This includes promoting understanding of social, economic, and political developments, and strengthening the apprentices' awareness of the tenets of society and democracy. These activities are an integral part of vocational training.

We concluded an evaluation of our current activities in political education and began implementing the modified concept in 2019. Our partners are the Gesellschaft für Politische Bildung Akademie Frankenwarte e.V., an association for civic education, in Würzburg and Anne Frank Educational Center in Frankfurt. We have concluded cooperation agreements with both organizations on "forming values" of our apprentices. Apprentices from the 2019 recruitment year have already attended the one-day seminar "Democracy Professionals at Work" at the Anne Frank Educational Center. In 2020, the Akademie Frankenwarte will once again offer two three-day seminars on political issues, the selection of which is based on a vote by the apprentices. Participation in these seminars is voluntary.

Fraport has financially supported youths' and young adults' integration into working life for 20 years with the ProRegion Foundation. In addition to projects for the vocational and social integration of young refugees, other projects on professional orientation and competence assessment in general education schools continuously receive funding. Since the Foundation merely acts as a funding institution, it relies on close cooperation with proven institutions of youth vocational training. These include Gesellschaft für Jugendbeschäftigung e. V., an association dedicated to youth employment in Frankfurt, Evangelischer Verein für Jugendsozialarbeit, an association for youth social work, Verein für Kultur und Bildung e. V., an association for culture and education, and Berufsbildungswerk Südhessen in Karben, an institute whose goal is to prepare youth for careers and vocational training.

Further information:

https://www.jobs-fraport.de/content/Schuelerinnen-und-Schueler/?locale=de_DE

https://www.jobs-fraport.de/content/Sonderprogramme/?locale=de_DE

GRI 404-1 Average hours of training per employee

See [GRI 404-1 Average hours of training per employee](#) in the area of Key Figures Personnel.

GRI 404-3 Percentage of employees receiving regular performance and career development reviews

See [GRI 404-3 Percentage of employees receiving regular performance and career development reviews](#) in the area of Key Figures Personnel.

GRI 405 Diversity and Equal Opportunity 2016 – Management Approach

Fraport stands for diversity. This becomes evident, in particular, when observing the variety of passengers, guests, and employees at the airport. Of a total of 22,577 employees in Germany, 5,273 employees do not possess a German passport. The largest share of these are employees of Turkish origin (1,957), followed by employees of Italian (428), Greek (367), and Croatian (242).

Not only is there a remarkable number of nations that cross paths at the airport, but there is hardly any location in the world that combines to such an extent the religious and cultural backgrounds of people who use the airport terminals and who are employed at the airport. A variety of meditation and prayer rooms along with a room of silence are used by both passengers and employees. No other airport in the world offers passengers a comparably wide offer. Employees are grateful to have the opportunity for prayer, reflection, and contemplation directly at their workplace.

Whenever people travel, there are always situations where help is needed. The church social service for passengers at Frankfurt Airport supports travelers who are in difficulty. There may be many different reasons for a difficult situation. Visas may have expired, documents or money been stolen, or passengers may have become stranded at the airport. Travelers may suffer from psychological stress and seek help from social services. Fraport supports the activities of Diakonie, a religious social welfare organization, both in terms of financial aid and personnel.

A Diversity Board – Diversity Steering Committee – has been in place at Fraport since 2017. This Diversity Board is led by the diversity officers and is tasked with implementing the diversity strategy and ensuring adherence to the diversity goals. Executives from the management teams of the business, service, and central units are represented in the Diversity Board.

At the same time, the Diversity Council was founded; it is tasked with supporting the diversity strategy as well as the goals and measures in technical terms and specific to each unit. The Diversity Council consists of representatives of the different work areas at Fraport.

The Diversity Board and Diversity Council are bodies of the Fraport parent company and its units.

Activities of Diversity Management in 2019 (selection):

A particular focus on Diversity Management in the year under review was implementing the conceptual objectives that Fraport set for successful diversity management. An important part of this is the Diversity Council, which met on four occasions in the past year. Of central importance here is, on the one hand, learning more about specific issues and, on the other hand, increasing awareness for the importance of diversity in the company.

Fraport is sending a clear signal throughout the Group with its campaign “Respect for Diversity – I, You, We”, which was launched in June 2019. As part of a roadshow, the Diversity Team in the Group provides an opportunity for dialog. The aim of the campaign is to draw attention to the diversity of Fraport employees and thus express appreciation for this.

This communication campaign has three pillars: the posters, a film, and a roadshow. Volunteer ambassadors in the Group promote the topics of generations, gender, work-life balance, handicap, and sexual orientation.

Employees who want to look at preparing for the transition to part-time or full-time retirement will be given the opportunity to reflect on this in a one-day workshop with a half-day refresher. They learn to make even better use of their mental and physical resources.

The seminar entitled “Arrival” addresses a target group of participants over the age of sixty; it was well received by participants and will now be held twice a year during normal working hours. This seminar aims to motivate long-term employees and to support them in the transition to retirement, both mentally and physically.

To further develop a culture of reconciliation, the results of a survey of employees and managers regarding their experience with teleworking as well as the measures derived from them were presented in detail in the past year. Workshops with managers to exchange experiences and further develop appropriate tools in the teams affected by different sectors will continue to be offered.

Changes in society also affect the demands of employees and the corporate culture at Fraport. Significantly higher participation in the network exchange of the Fraport Fathers Network has been observed. This offers around 100 people the opportunity to regularly exchange views on topics relating to fatherhood and work-life balance. An intensive exchange was held with Väter GmbH, a consulting company focused on work-life balance for fathers, in which numerous representatives from other regional and national employers were involved.

Religious festivals and traditions are recognized as well. In 2019 for example, Fraport once again offered both passengers and employees a three-day “Iftar” at the airport, during which meals and drinks were served free of charge for people to break their religious fast. The number of people taking part in such events has grown steadily in recent years.

Since 2018, two social workers from Diakonie Frankfurt, a social welfare organization, have been specifically attending to the homeless at Frankfurt Airport. Our outreach work is there to help these people and allow them to return to normal life. Since 2016, Fraport has worked successfully in this area with the Diakonisches Werk, a charity aid organization. Since then, around 50 people not belonging to the airport have been able to find a new outlook on life.

People with disabilities

In 2006, an initiative to integrate people with health and physical constraints in all employment areas of the company was enshrined as an objective in the integration agreement of the Fraport parent company. This integration agreement applies to all disabled persons under the recognition procedure in accordance with Section 69 German Social Code IX and to all persons with a degree of disability (GdB) of at least 50 and equivalent persons who are employed by Fraport.

We offer the same opportunities to people with disabilities or limitations so that they can be promoted and develop their skills just as other employees. The designated group of people is supported by all those involved in the development process in order to obtain suitable jobs. Since qualifications are crucial for the chances of finding an adequate job, all qualification options must be open to all employees. Fraport sees the skills and abilities of each employee, but is also aware of the individual performance limitations. The effects of these restrictions are discussed in an open dialog between the representation of the severely disabled, the employer, and the disabled person, and a practical and professional solution is pursued. Fraport also uses third parties, such as the Integration Specialist Service, the Employment Agency, or the Integration Office.

Fraport is working to ensure that the contents of the integration agreement are taken into account in the Group companies in Germany.

The proportion of workers with a severe disability or equivalent circumstance at the Fraport parent company was 13.3 % (in the previous year: 13.1%). These values are – as has been the case in past years – well above the five percent required by law in Germany. Within the Group, the rate was 7.9% % (in the previous year : 7.7%).

See also [GRI 401 Employment – Management Approach](#).

GRI 405-1 Composition of employees

See [GRI 405-1 Composition of employees](#) in the area of Key Figures Personnel.

GRI 405-2 Ratio of basic salary and remuneration of women to men

As an international company, Fraport encourages diversity in its workforce and acts in accordance with the principle of equality, rejecting any form of discrimination.

Frankfurt Airport is defined as a significant business site, as about 88% of the Group's employees work at this site.

In accordance with the usual structure of collective bargaining agreements, in particular that included in the CBA for public service workers, no gender-specific criteria may be taken into account when assessing activities. Criteria such as knowledge and skills, responsibility, level of difficulty of the activity, or management responsibility must form the basis for assessment. Only the actual job is assessed and not the person who is carrying out the activity. Moreover, positions are usually assessed before they are advertised.

In 2013 we participated in a Logib-D consultation promoted by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (BMFSFJ) in order to review the actual salary data of female and male employees. After the survey and analysis of the structural data, Fraport AG was given formal recognition at the start of 2014 that the Company had made equal pay a key strategic issue and that it acted as a role model.

In addition, the so-called "Pay Transparency Act" entered into effect in Germany in 2017. This law promotes transparency of remuneration and remuneration schemes. An important role is given to strengthening collective bargaining coverage and social partnership. Beginning in 2018, the law provides a right to information enabling employees to find out the statistical median pay for workers of the opposite sex in their pay grade.

See also code of conduct for employees at

<https://www.fraport.com/en/our-company/fraport/management/compliance.html>

Human Rights

General Management Approach HR

Fraport stands for a commitment to respecting human rights. Fraport is also committed to internationally recognized codes of conduct, in particular, the principles of the UN Global Compact, the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises, and the Core Labour Standards of the International Labour Organization.

Respect for human rights is enshrined in the Group-wide binding Code of Conduct for Employees: Fraport undertakes to respect the fundamental right to freedom of association and the right to collective bargaining that governs the general working conditions within the Group, give legitimate employee representatives an open and trusting cooperation, and strive for a fair Group-wide balance of interests. Fraport rejects any form of forced or child labor and advocates for the rights of children and adolescents.

As an international company, Fraport encourages diversity in its workforce and pursues the objective of rejecting any form of discrimination. The principle of mutual appreciation and respect is an essential part of the Fraport value culture: Fraport stands for a fair, respectful, and cooperative relationships.

Fraport has the same expectations regarding respect for human rights towards its business partners; these requirements are set out in the Supplier Code of Conduct. In this code, Fraport business partners are obliged to work towards ensuring that all other companies, like subcontractors, involved in the provision of services, consistently comply with these standards.

The certified electronic whistleblower system, which is implemented across the globe and readily available on the internet, is an important tool for preventing and uncovering violations of human rights. In addition, employees in Germany can also contact an external ombudsperson contracted by Fraport AG or their internal representative, as needed.

The Group companies also implement their own specific measures to safeguard human rights. Regulations on working hours and complaints mechanisms, for example, are implemented as part of large financing projects, some of which are also demanded by external lenders. The planning and construction contract for the construction project at the 14 Greek regional airports, for example, obliges the general contractor to fully protect human rights. Violations of these provisions constitute a breach of contract and may result in termination of the contract. Regular visits to the construction sites are made to verify compliance with the contractual agreements.

The Group Company Lima complies with the standards of the IFC Environmental Health & Safety Guidelines and is required to comply with the requirements of the Environmental Impact Study for the Expansion Program of the AIJCH of the Peruvian State. In addition, the company will commit itself to respect the “Equator Principles”, a set of rules set forth by banks to comply with environmental and social standards in the area of project financing. Compliance with the principles is a prerequisite for financing and will also be included in the contractual agreements.

In addition to an electronic whistleblower system introduced in 2018, Group companies Fortaleza and Porto Alegre have set up meetings that are convened as required and provide an opportunity to discuss reports of potential violations and the subsequent steps to be taken. Within the scope of the expansion program, the Group company Porto Alegre is committed under the concession contract to relocate over 900 families. Initial measures to implement their relocation have already been taken. The relocation is being conducted in a structured manner that is already in practice in Brazil. Close cooperation with the competent authorities of the municipal administration and the regional government ensures strict compliance with local legislation. The Group company Porto Alegre will compensate the affected families.

Human rights violations can be reported via the existing whistleblower channels. The organizational concepts for identifying, notifying, and reporting irregularities ensure that the Executive Board gains direct knowledge of any known cases of human rights violations or any other relevant information in that regard.

In the period under review, Fraport AG and its subsidiaries did not receive any complaints in connection with human rights submitted through formal, organizational complaint mechanisms.

See also [GRI 102-16 Values, principles, standards and norms of behaviour](#).

GRI 406 Non-discrimination 2016 – Management Approach

As a cosmopolitan company with an international perspective, Fraport values the diversity of its employees. Diversity enriches cooperation and promotes innovation and creativity. This is why diversity is a strategic issue for Fraport which the Group systematically fosters in its Diversity Management program. We respect and promote personal differences and work toward ensuring that this is reflected in dealings with others. The Group company agreement entitled “The Conduct of Partnership, Diversity, and Equality in the Workplace” formed the platform for defining key principles such as non-discrimination and equal opportunity for the Fraport Group.

See also [General Management Approach HR](#) and [General Management Approach LA](#).

GRI 406-1 Incidents of discrimination and corrective actions taken

In the reporting period, one legal proceeding was initiated at the Frankfurt site in relation to the German General Act on Equal Treatment (AGG). This concerned claims for compensation for discrimination in a job selection procedure. Fraport AG won the case in 2019, and the judgment is currently under appeal.

GRI 407 Freedom of Association and Collective Bargaining 2016 – Management Approach

Respect for human rights is enshrined in the Group-wide binding Code of Conduct for Employees: Fraport undertakes to respect the fundamental right to freedom of association and the right to collective bargaining that governs the general working conditions within the Group, give legitimate employee representatives an open and trusting cooperation, and strive for a fair Group-wide balance of interests.

Further information:

[GRI 102-16 Values, principles, standards and norms of behavior](#)

[GRI 102-41 Employee covered by collective bargaining agreement](#)

[GRI 412 Human Rights Assessment](#)

GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

In the period under review, no business activity or significant supplier was assumed to endanger the free exercise of employees' rights to freedom of association and collective bargaining.

Suppliers from countries with an increased risk are reviewed separately. In 2019, we did not place any orders with companies in countries with increased risk.

See also GRI 102-9 Supply Chain, GRI 102-16 Values, principles, standards and norms of behaviour and GRI 412 Human Rights Assessments – Management Approach.

GRI 408 Child Labor 2016

GRI 408-1 Operations and suppliers at significant risk for incidents of child labor

In the period under review, no business activity or significant supplier was expected to be exposed to a significant risk of child labor.

See also GRI 102-9 Supply Chain, GRI 102-16 Values, principles, standards and norms of behaviour and GRI 412 Human Rights Assessments – Management Approach.

GRI 409 Forced or Compulsory Labor 2016

GRI 409-1 Operations and suppliers at significant risk for incidents of forced and compulsory labor

During the reporting period, no substantial risk of forced labor arose from any business activity nor from any major supplier.

See also GRI 102-9 Supply Chain, GRI 102-16 Values, principles, standards and norms of behaviour and GRI 412 Human Rights Assessments – Management Approach.

GRI 410 Security Practices 2016 – Management Approach

IT security and airport safety and security

Security is the key requirement for air traffic. This principle applies equally to passenger traffic and air freight. Accordingly, security management has always been a top priority at Fraport.

All countries in which Fraport is active belong to the International Civil Aviation Organization (ICAO) and have contractually committed to comply with the organization's safety standards and recommended practices for airports. In contrast to most ICAO member states, German law allocates passenger and baggage checks to government authorities, whereas in other countries this is usually the responsibility of the airports.

IT Security

All important business and operating processes at Fraport AG are supported by IT systems and IT components. Due to the ongoing development of new technologies and the increasing global threat of cyberattacks generally, there is an underlying risk potential for IT systems. Fraport takes account of this situation with active and preventative IT security management. The objective is to protect the IT systems and data against failure, manipulation, and unwanted publication. These systems are configured redundantly and are housed at separate sites. The risks in the area of IT security are included in the risk management system. The requirements for IT security are specified in the IT security policy and security guidelines that must be followed throughout the Group, and compliance with these requirements is checked regularly by the internal auditing department, by IT security management, or external advisors (see also the chapter titled "Risk and Opportunities Report" beginning on page 110).

The Group companies outside of Frankfurt use their own IT infrastructure, that they protect according to the Group's IT security guidelines. As a rule, the IT systems of the Group companies at the Frankfurt site as well as the SAP systems of Fraport Greece are integrated into the technology of Fraport AG and managed from Frankfurt. Exceptions in this regard are only possible with the consent of the Executive Board. At Fraport AG, a separate section is responsible for IT security within the Service Unit "Information and Telecommunication". Its tasks are, among other things, the ongoing identification and implementation of measures to meet high security standards.

Within the scope of a working group in the German Aviation Association, Fraport AG along with other airport operators, Deutsche Lufthansa and the German Air Traffic Control has developed the security standards of the industry. These are based on the new requirements laid out by the IT Security in Critical Infrastructures Act (KRITIS). The goal is to establish a high standard of security within the aviation industry through the selection of security measures, the assignment of measures according to predefined confidence levels, and mutual assessment. The required proof of compliance with the legal requirements of the German IT Security Act has been submitted by Fraport AG to the competent authorities on time. An industry standard for air traffic is being drawn up and is currently under review.

The use of a standardized tool for all IT security processes, including documentation, is currently being planned. In addition, the department coordinates awareness-raising activities for staff and external workers to ensure a high security awareness. The IT Security Officer at Fraport AG reports weekly to the Chief Information Officer, and a report is submitted to the IT Management Board every two months. The level of IT security is also part of the annual management report for the ISO 9001 quality management certification. A specific KPI system can provide information about the status of IT security measures, divided into security and compliance aspects, at any time. The resulting overall score is regularly reported to the Executive Board.

In 2019, Fraport AG once again implemented a variety of projects to adequately respond to the growing risks arising from information technology. In addition, new requirements from the German IT Security Act, such as the reporting of incidents and an independent audit of security levels, have been implemented.

Airport safety and security

This area encompasses both security and safety: Safety refers to the operational safety of the overall airport as well as the safety within the airport site. Security is understood in terms of defending against terrorist threats and protecting civil aviation. This particularly focuses on safeguarding the security of everyone at Fraport's airports. The relevant measures include passenger, baggage, and cargo inspections and reviewing the access control points for airport employees and suppliers. Regular weekly or monthly meetings are held with airlines, security service providers, and authorities to exchange current information.

At the international Group airports, the security requirements of each respective country as well as international standards for safety and security management are in effect. Compliance with and adherence to these requirements is the responsibility of the local management of each respective Group company and includes, among other things, establishing and maintaining a safety management system and implementing access checks before entering the security area.

Safety and security are of central importance in day-to-day operations and already play an important role in the planning of new terminals as well as air and land infrastructures at Group airports. Fraport AG supports the Group companies in planning and implementing security measures and occasionally trains its employees, for example, within the scope of safety and security workshops at the Group sites and in Frankfurt. In the context of specialist exchange events, there is also a regular exchange between the Group companies on the topic of airport security.

Safety

The Safety Management System (SMS) is in place with the goal of preventing personal injury and damage to aircraft, vehicles, or infrastructure due to accidents and technical defects. For example, anyone with access to the airside areas (apron and runway) must complete SMS training before they may enter the airside areas.

Based on European statutory regulations, Fraport AG is obligated to operate an SMS at Frankfurt Airport. With the SMS, security incidents are recorded and evaluated, and potential vulnerabilities are identified. It is meant for all organizations and individuals with access to the airside areas at Frankfurt Airport. The EASA Safety Manager follows the guidelines of the European Aviation Safety Agency (EASA) and enjoys a direct reporting right to the Executive Board.

As a central reporting and alarm point for security matters, Fraport AG operates a security control center at Frankfurt Airport, which activates the emergency and crisis management, if required. The airport fire department, medical services, ambulance service, and the security services then coordinate operations in the field. A crisis unit commences operation in the “Emergency Response and Information Center” (ERIC). It coordinates and executes all measures that require a concerted approach at the site beyond any routine damage and risk prevention. The Care Team and the ERIC Support Team were merged in the 2019 fiscal year under the umbrella concept Fraport Emergency Team (F.E.T.). If necessary, the “Fraport Emergency Team”, consisting of volunteer employees of Fraport AG and the Group companies at the Frankfurt site, is deployed, which interacts with passengers, greeters, and relatives on site, supports the crisis unit, or operates the “emergency information center” to handle telephone inquiries.

The contingency plan for Frankfurt Airport “FRA Not” documents which preparations have been made for various emergency scenarios and defines procedures to minimize the impact.

ICAO and EASA prescribe regular exercises to be carried out by the respective airport operating company at the international airports to train for the handling of emergencies and other security-related scenarios. Such exercises have no impact on flight operations. The results will be used for further education and training.

Security

Both international and European regulations contain guidelines on the structural design of airport infrastructure for the purposes of defending against attacks on the security of air traffic. The security measures at the airports aim to prevent attacks, such as acts of sabotage or terrorist activities.

In Germany, the Air Security Act (LuftSiG) regulates passenger and baggage checks, access controls in the airside areas as well as the security of the premises, which are the direct responsibility of the airport operator. At Frankfurt Airport, Fraport employees as well as employees of the Group company FraSec and other private security providers currently carry out airport security checks on behalf of the German Federal Police.

Fraport AG develops measures in agreement with the competent authorities responsible for maintaining the high safety standards. In 2019, test runs for an autonomous fence monitoring system were continued in cooperation with the Fraunhofer Institute, and evaluations are still ongoing. The Security Awareness Campaign launched in 2018 has been followed up and expanded to include safety issues. In October, for example, “security days” were held, during which airport employees were informed about security-relevant topics with booths, testimonials, and talks. Airport security, the security control center, airport fire protection, and the ambulance service were involved. Two films to raise awareness about safety-related topics were produced.

GRI 410-1 Security personnel trained in human rights policies or procedures

The education and training of all security personnel occurs in accordance with Group-wide regulatory and internal requirements. At the Frankfurt site, the training requirements apply to security personnel of Fraport AG as well as of the Group company FraSec. The Group company FraSec carries out access checks for vehicles and people as well as goods at access points to the security area on behalf of Fraport AG.

GRI 411 Indigenous Rights 2016

GRI 411-1 Incidents of violations involving rights of indigenous peoples

Fraport respects the rights of indigenous peoples. During the reporting period, there were no incidents affecting the rights of indigenous peoples.

GRI 412 Human Rights Assessment 2016 – Management Approach

See [General Management Approach HR](#).

The objective regarding the topic of human rights is subsumed in the program under the “Corporate Governance and Compliance” area of activity. All controlled Group companies are obliged to implement the Group policy on the compliance management system. An important part of the Group policy is the Code of Conduct for Employees, the implementation of which is obligatory. Respect for human rights is enshrined in this Code of Conduct. It is not necessary to determine the key performance indicators on Corporate Governance and Compliance since the topic “corporate governance and compliance” is a basic requirement for our business and included in our standard processes.

See Sustainability Program in [Sustainability Report 2019](#), page 36 et seqq. and [Code of Conduct for Employees](#), section “Human Rights”, page 14.

GRI 412-1 Operations that have been subject to human rights reviews or impact assessments

During the reporting period, none of the investments were subject to a human rights assessment and/or impact assessment.

GRI 412-3 Investment agreements and contracts that include human rights clauses

No significant investment agreements with new organizations were concluded in the 2019 fiscal year. However, Fraport purchased more shares in Lima Airport Partners S.R.L., increasing its stake by +10.0% to 80.01%.

Within the framework of large financing projects, for example, regulations on working hours and complaint mechanisms, some of which are also required by lenders, are implemented (see [General Management Approach HR](#)).

Significant factors for the selection of suppliers include the principles for awarding orders based on Section 97 of the German Act against Restraints of Competition (GWB):

- > Competitive principle (the maximum number of bidders should be given the opportunity to offer their services in a formalized procedure)
- > Transparency principle (all bidders should be provided with the same information. The selected procedure must not be changed in an ongoing commissioning procedure)
- > Equality principle/Prohibition on discrimination (all bidders should be treated equally)
- > Offer based on batch allocation (Major orders should be allotted in specialist batches and sub-batches in order to give small and medium-sized companies the opportunity to submit bids within the scope of their capacity)
- > Principle of profitability (the contract should be awarded to the most economic offer)

When services are put out to tender, Fraport AG generally guarantees compliance with national and international law and agreements. This is again confirmed in legally binding terms when the contract is signed.

In its Supplier Code of Conduct, Fraport describes the requirements and principles for collaborations with contractors, suppliers, and service providers. The contractually agreed Supplier Code of Conduct obliges them to comply with the applicable national laws and the relevant internationally recognized standards, guidelines, and principles, as also stipulated in Fraport's Code of Conduct for Employees.

A separate procurement process via the Group company Fraport Ausbau Süd was defined for the Expansion South project, in particular Terminal 3 at Frankfurt Airport, due to the size and complexity of the project. By submitting an offer in this procurement process, building companies are obliged to comply with all requirements in the Posted Workers Act (Arbeitnehmer-Entsendegesetz, AEntG) and the Minimum Wage Act (Mindestlohngesetz, MiLoG), to make contributions to the collective bargaining parties' joint facilities, and also to only engage subcontractors or other third parties that meet these requirements. The Fraport Supplier Code of Conduct also forms part of any agreement. A due diligence review process was defined for purchases made for the construction of Terminal 3, which has since been carried out depending on the order value. In addition to mandatory checking of sanction lists and company information, this includes extensive research online on potential business partners before business relationships are started.

The fully consolidated Group companies are also obliged to comply with the Group Compliance Management System (CMS) policy. An important part of the Group policy is the Code of Conduct for Employees, the implementation of which is obligatory in the Fraport Group. The policy also includes instructions to make the Supplier Code of Conduct part of the General Terms and Conditions insofar as this is possible for the Group companies pursuant to national law. This is particularly relevant for major construction projects such as the new terminal at Lima Airport, the modernization of the Greek regional airports, and the construction activities of the Brazilian Group companies Fortaleza and Porto Alegre, where compliance with the Fraport Supplier Code of Conduct is an integral part of the contract. If such inclusion in the General Terms and Conditions is not possible, or is only possible if the Supplier Code of Conduct is modified, the local management shall inform the department dealing with compliance at Fraport AG.

See also [GRI 102-16 Values, principles, standards and norms of behaviour](#).

Community

General Management Approach SO

Airports are important business locations and contribute directly and indirectly to economic and social value creation. For example, Frankfurt Airport is the largest local workplace in Germany with almost 81,000 direct employees (as at December 31, 2015). Additional employment effects are also created in enterprises that are appointed by Fraport for the construction and modernization of airport infrastructures.

Fraport makes a major contribution to social value creation. Even at the sites of the international Group companies, regions close to the airport also benefit from the economic performance and the donations made and sponsorship activities undertaken by each Group company independently.

The goal is to make a positive contribution to the economic and social development of the regions and increase the corporate performance (gross value generation) by at least 2% per year. The Group's direct value creation includes expenses, among other things, for personnel, capital expenditure, taxes, interest, and dividend distribution to shareholders. Over the past fiscal year, corporate performance amounted to approximately €3.4 billion (+3.2%). The net value added amounted to around €2.5 billion (previous year: around €2.4 billion). The Fraport Group's indirect value creation includes consumption by airport employees and companies located at each airport, which also have their own value chain and employment effects and thus directly and indirectly make a contribution to the positive economic development of their respective regions.

GRI 413 Local Communities 2016 – Management Approach

For Fraport, social responsibility has been a corporate principle for many years. In the Group companies outside Germany, the focus is on donations and sponsorship measures, especially in the areas of child protection, environmental protection, and sports. Among other things, Fraport Greece supports "ELIZA – Society for the Prevention of Cruelty to Children", which is committed to protecting against violence and neglect of children.

Fraport AG has long supported numerous clubs and institutions. Fraport AG's funding concept for its community, cultural and social engagement is "Active for the region". It primarily serves to boost clubs and support volunteer work in the region around Frankfurt Airport. All activities are combined into an independent department within the Central Unit "Corporate Communications" and assigned to the Chairman of the Executive Board.

The so-called "neighborhood framework" describes the geographical boundary for these support activities. The area is based on district and state borders taking into account the most important approach and takeoff routes. If these change, the neighborhood framework will also be modified – as was most recently the case when Runway Northwest was inaugurated.

Donation priorities include the promotion of social and charitable institutions, particularly those that encompass measures relating to education, social equality, health, and the integration of marginalized groups in society. Employees can also apply for donations as patrons of their clubs.

Sports sponsorship in the Rhine-Main region includes both recreational and professional sports. Well-known names that have concluded long-term contracts with Fraport AG include the FRAPORT SKYLINERS and Eintracht Frankfurt. In the area of basketball, Fraport sponsors not only the German national division team but also gives donations to support the project "Basketball goes to school". The Eintracht Frankfurt Fußball AG and Eintracht e.V. with 18 different departments also receive support.

In the fields of culture and education, Fraport is involved in the Rheingau Music Festival, among other things. There are also long-term partnerships with the Frankfurt cultural institutions Städel Museum, Schirn Kunsthalle, and Liebieghaus sculpture collection.

Overall, in 2019 Fraport supported more than 1,500 projects run by various clubs and institutions by making donations and providing sponsorships totaling around €5.41 million.

Fraport has financially supported youths' and young adults' integration into working life for 20 years with the ProRegion Foundation. In addition to projects for the vocational and social integration of young refugees, other projects on professional orientation and competence assessment in general education schools continuously receive funding. Since the Foundation merely acts as a funding institution, it relies on close cooperation with proven institutions of youth vocational training. These include Gesellschaft für Jugendbeschäftigung e. V., an association dedicated to youth employment in Frankfurt, Evangelischer Verein für Jugendsozialarbeit, an association for youth social work, Verein für Kultur und Bildung e. V., an association for culture and education, and Berufsbildungswerk Südhessen in Karben, an institute whose goal is to prepare youth for careers and vocational training.

As one of the largest employers in Hesse, Fraport AG is also focused on helping young people integrate into the workplace with two career preparation programs. The "Startklar" (Ready to Takeoff) and "BIFF" (Berufliche Integration von Flüchtlingen in Frankfurt Rhein-Main or Professional Integration of Refugees in Frankfurt Rhine-Main) programs are aimed at young people without formal training or young refugees. Around 60% of the participants have successfully completed the annual programs and started vocational training.

Fraport has supported nature and environmental conservation projects, research, and environmental education since 1997 with the environmental fund. Its best-known project is the RhineMain Regional Park, which extends between Rüdeshheim, Wetterau, the Kinzig Valley, and the Hessian Ried.

See also "Engagement in the regions" in [Annual Report 2019](#), page 97 et seqq.

GRI 413-1 Operations with local community engagement, impact assessments, and development programs

See [GRI 413 Local Communities – Management Approach](#).

Fraport regularly conducts open stakeholder dialogues (see [Sustainability Report 2019](#), page 30).

GRI 413-2 Operations with significant actual or potential negative impacts on local communities

Airports significantly contribute to economic prosperity through jobs, tax revenue, and excellent transport connections. However, their business activities also have disadvantages which exert negative impacts on local communities. A material aspect here is noise abatement (see "Noise" in section [GRI 300 ENVIRONMENTAL](#)).

AO8 Number of persons displaced by the airport operator and compensation measures

Within the scope of the expansion program, the Group company Porto Alegre is committed under the concession contract to relocate over 900 families. Initial measures to implement their relocation have already been taken. The relocation is being conducted in a structured manner that is already in practice in Brazil. Close cooperation with the competent authorities of the municipal administration and the regional government ensures strict compliance with local legislation. The Group company Porto Alegre will compensate the affected families.

In order to expand the airport in Porto Alegre, in particular the runway, two residential areas are to be relocated. While 51 families already completed their move into new apartments in 2018 and early 2019, an additional 128 families of the over 900 families also moved into new apartments in the Vila Nazaré area by mid-2019. A further 250 families will be resettled by the beginning of 2020. Contracts for relocation have already been signed for the remaining families and the move will take place from Q1 2020.

GRI 414 Supplier Social Assessment 2016

GRI 414-1 New suppliers that were screened using social criteria

During the reporting period, no contracts with major suppliers or contractors were rejected on account of human rights criteria or came into being only due to the inclusion of additional framework conditions. Further screening is therefore not required.

GRI 415 Public Policy 2016 – Management Approach

Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups (see [Sustainability Report 2019](#), page 31).

Working with trade organizations is a top priority for Fraport. Involvement in trade organizations promotes the exchange of information and cooperation with other airports and airlines on current issues relating to traffic policy and sector-specific matters. ADV and the BDL focus on Germany's importance as a traffic hub. ACI EUROPE and ACI WORLD address issues relating to European and international air traffic. In Europe, the exchange between hub airports is particularly important, as common positions, strategies and solutions can be agreed here. Working with trade organizations involves a range of different specific issues (e.g., environmental policy, safety measures, passenger rights, infrastructure development, Single European Sky, etc.). The Fraport Executive Board also plays an active role in the management bodies of the industry associations.

See also <https://www.fraport.com/en/our-company/fraport/about-us/european-topics-associations.html>.

Fraport gives input on proposed legislation through its membership in the industry organizations Task Force for German Commercial Airports (ADV) (see <https://www.adv.aero>), Airports Council International (see <http://www.aci.aero>) Europe and World. Since July 2018, the Chairman of the Fraport AG Executive Board, Dr. Stefan Schulte, has been serving as the honorary president of the German Commercial Airports (ADV) for a period of two and a half years. Fraport is also a member of the Federation of the German Air Traffic Industry (BDL) (see <http://www.bdl.aero/>). BDL focuses on the importance of air traffic as an economic factor for Germany and aims to highlight its contribution to safe mobility, climate and environmental protection. We are working together with committees within these organizations to prepare positions on air traffic issues. This includes personal interviews, white papers, and positions on projected legislation and political initiatives. Information on personal interviews and individual opinions is subject to data protection.

Published white papers are available on the aforementioned websites of the associations:

<https://www.adv.aero/sevice/downloadbibliothek/#pp> (in German)

<https://www.bdl.aero/en/topics-and-positions/>

Two examples on relevant, current legislative procedures are:

Air security controls and climate protection - Information and positions:

<https://www.bdl.aero/en/topics-and-positions/safety-and-operation/safety-has-top-priority-in-air-transport/>

<https://www.adv.aero/wp-content/uploads/2019/07/ADV-PM-16-2019-Unser-Klima-unser-Beitrag-Flughafenverband-ADV-stellt-Maßnahmenpaket-vor.pdf> (in German)

GRI 415-1 Political contributions

The company makes no financial donations to political parties or institutions.

Product Responsibility

General Management Approach PR

The customer comes first at Fraport, both in Frankfurt as well as at all international Group airports. This is also reflected by the mission statement, “Gute Reise! We make it happen.” The goal is to continuously optimize the focus on customers and service at Fraport's airports. Passenger satisfaction and baggage connectivity are considered the most important criteria for service quality.

Passenger satisfaction at the Group airports are significant non-financial performance indicators. Passenger satisfaction in Frankfurt is additionally part of the remuneration calculation for the Executive Board (see also chapter “Strategy”, “Control”, “Remuneration Report” and “Non-Financial Performance Indicators” beginning on page 80). In order to guarantee service quality while traffic volume increases, and to meet passengers’ and airlines’ increasing requirements, Fraport is conducting extensive expansion and modernization measures at the Group airports. Among other things, a new terminal will be built at Lima Airport and extensive expansion and modernization measures will be carried out at the Greek regional airports. At the Greek regional airports and Brazilian airports, among others improvements have been made to the check-in systems to avoid long waiting times. More attention has also been placed on the cleanliness of the terminals and the comfort of the passengers. With various measures, for example the further development of the “We Care” service program, the Group company Twin Star continues to maintain a high service level. In 2019, measures in the areas of the website, parking, and employee motivation were implemented, among other things. Based on the previous year's results, the Group company Lima has identified the areas that had the lowest satisfaction levels and developed a corresponding package of measures including monitoring. The Group company Fraport USA has adapted the system for evaluating satisfaction in order to respond better to the needs of its customers in the future.

The service program launched at Frankfurt Airport in 2010 has increased global passenger satisfaction significantly at the Frankfurt site. As part of five sub-initiatives, directions and signposting, ambiance and convenience, and the range of relaxation, work and entertainment options on offer in the terminals were all significantly improved. Most of the measures were successfully completed in 2018. Individual measures, such as the renovation of the sanitary facilities, also continued in fiscal year 2019. In addition, various measures have been implemented to expand the range of digital passenger services. Among other things, free WiFi for passengers has been further improved and simplified in terms of availability and access procedures. Other digital information media have been implemented to assist passengers in the terminal. In order to improve the procedures around security checks, various measures to increase the capacity for security checks were carried out in 2019 in cooperation with the German Federal Police. In addition to the introduction of new security check technology and equipment at the Frankfurt site, an extension hall was built in Terminal 1, Area A, which provides additional capacities, particularly for the summer months. At the same time, various optimization measures were initiated for the workflows and processes of the security checks, such as enhancing the tray return system. In order to better prepare passengers for their time at Frankfurt Airport, a comprehensive information and communication concept has been developed and implemented. In addition to tips for a timely and smooth arrival at the airport, the focus was on the most important messages for preparing for security checks (including hand luggage regulations, carrying electronic devices, etc.). Passenger satisfaction with waiting times at security checkpoints was down in 2019 at 74% (previous year: 80%). Across all four quarters, satisfaction was below the target of 80% (Q1 2019: 79%; Q2 2019: 76%; Q3 2019: 72%; Q4 2019: 68%). Along with the infrastructure measures, approximately 900 employees completed training within the scope of the “Service Excellence” program in 2019; the goal was to further improve hospitality and service orientation.

Fraport has also been directly exchanging ideas with Deutsche Lufthansa, the security companies working at the Frankfurt site, retail concessionaires and other service providers, and Deutsche Bahn regarding service, hospitality, and customer satisfaction in the Service Quality Committee since 2016. The first important milestone was the definition and approval of the Service Guidelines for FRA. In these guidelines, the partners reiterate their desire and their joint responsibility to strengthen the Frankfurt site and to further develop service quality and trusting cooperation. An example of such successful cooperation is the inclusion of trainers at partner companies for joint training activities (e.g. intercultural training) and visits by the Executive Board and management levels at events within the framework of the “Service Excellence” program and other training programs at Fraport AG. The goal is to ensure that common passengers, customers, and guests retain a positive impression of Frankfurt Airport in addition to improving global satisfaction of the passengers, the willingness to recommend Frankfurt Airport, satisfaction with the hospitality, and improving the sense of security.

Fraport AG’s Executive Board is informed in quarterly reports about the most important key figures of passenger satisfaction and involved in decision-making processes. The Executive Board also adopts annual target levels for the most important passenger satisfaction criteria. These levels are authoritative for all relevant business units and in some cases for service providers. Improvement measures are primarily set out in the service program, employee training, and other infrastructure projects.

Moreover, the reliable loading of luggage for departing flights and the fast delivery of luggage to the baggage claim for arriving flights have a major impact on customer satisfaction. Fraport AG measures this performance for departure baggage with the non-financial performance indicator “baggage connectivity” (see also chapter “Strategy”, “Control” and “Non-Financial Performance Indicators”). In order to maintain connectivity at its current high level in the future coupled with increasing number of baggage items, Fraport is constantly working on optimization measures that are implemented in close cooperation with airlines within the scope of regular performance discussions. In 2019, on the one hand, recruitment and qualification was intensified. On the other hand, processes were developed further regarding the IT infrastructure of the baggage transfer system.

Despite all the precautions taken, there was an extensive disruption of the baggage transfer system in Terminal 1 in September 2019, more than two years since the last major system error. This was caused by several simultaneous electrical and subsequent mechanical failures. In order to reduce the risk of similar disruptions in the future, an operational and infrastructural package of measures was adopted. The construction of additional bypasses and baggage collection points will create redundancies and relieve the strain on the system during peak traffic times.

The Executive Board is informed about the development of baggage connectivity on a monthly basis. Management receives information on a daily basis so that action can be taken at an early stage. The figures are regularly discussed with the airlines, and measures are implemented for improvements. For example, Deutsche Lufthansa frequently receives a detailed monitoring report, and optimization measures are managed jointly at regularly held meetings. In the future, a focus will be placed on the inbound processes and improving information flows, among other things, within the context of further digitalization.

Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups. This includes conducting regular surveys and operating systematic feedback management for our passengers, and the continual exchange of views with local authorities and citizens on subjects relating to the airport (see [“Service Quality”](#) in the [GRI 400 SOCIAL](#) section).

A comprehensive feedback and complaint system allows our customers to share their experiences. Whether via Facebook, Twitter, e-mail, phone, letter, in person or via the FRA Airport App, we are available to customers with the aim of providing a final response to every complaint within five days. In 2019, we received almost 12,800 complaints (previous year: approximately 11,400) with rising passenger numbers. The majority of complaints still reach the feedback team by e-mail. The complaints are forwarded to the responsible departments and transferred to a continuous improvement process (CIP).

In addition, we are in constant dialogue with our business customers and partners. The established dialogues include our customer advisory councils and working groups with the airlines, which meet regularly, and numerous ad hoc meetings are also held on specific topics. We are also in close contact with the authorities.

GRI 416 Customer Health and Safety 2016 – Management Approach

Security is the key requirement for air traffic. This principle applies equally to passenger traffic and air freight. Accordingly, security management has always been a top priority at Fraport.

All countries in which Fraport is active belong to the International Civil Aviation Organization (ICAO) and have contractually committed to comply with the organization's safety standards and recommended practices for airports. In contrast to most ICAO member states, German law allocates passenger and baggage checks to government authorities, whereas in other countries this is usually the responsibility of the airports.

Another central area of action is noise abatement. We are committed to taking responsibility and we incorporate all the aspects of this conflict into our business actions to maximum possible effect. This is particularly important against the background of a foreseeable increase in the volume of traffic.

In order to reduce the noise pollution created by the operation of the airport, together with our partners from the "Alliance for Noise Abatement" we have implemented a variety of active and passive noise abatement measures, and we continue to work on the development and introduction of additional improvements (for more information, see "Noise Abatement" at <https://www.fraport.com/en/our-company/responsibility/aircraft-noise-infoservice/noise-abatement.html>).

Fraport AG developed a Wildlife Management Program to avert biological hazards for air traffic and to prevent animal-induced impairment of airport operations. Collisions with individual large birds or flocks of birds are a hazard for aircraft. Because, statistically, around two thirds of all bird strikes take place at airports or neighboring areas, Fraport, like every airport operator, is obliged to minimize this risk. As is now common practice internationally, Fraport in Frankfurt also focuses on special biotope management. The airport grounds are designed to be unattractive for animals relevant in this context, i.e. breeding, resting and feeding opportunities are minimized or avoided. Bird collection points in the vicinity of the airport are regularly monitored. In the case of new planning and rescheduling in the region, influence is exerted in the planning process to ensure biological flight safety. While the wildlife strike rate has increased throughout Germany in recent years, Frankfurt Airport has decoupled itself from this trend and has a much lower rate. In 2019, Frankfurt Airport had a wildlife strike rate of 4.46 incidents per 10,000 aircraft movements (previous year: 5.42), slightly below the national average of 5.97 (previous year: 5.61). The statistics also include collisions with mammals.

Further information:

[Service quality \(Airport Operators Sector Disclosures\)](#)

[GRI 401 Employment 2016 – Management Approach](#)

[GRI 410 Security Practices 2016 – Management Approach](#)

[Business Continuity and Disaster Management \(AOS\)](#)

Business Continuity and Disaster Management (Airport Operators Sector Disclosures)

The Safety Management System (SMS) is in place with the goal of preventing personal injury and damage to aircraft, vehicles, or infrastructure due to accidents and technical defects. For example, anyone with access to the airside areas (apron and runway) must complete SMS training before they may enter the airside areas.

Based on European statutory regulations, Fraport AG is obligated to operate an SMS at Frankfurt Airport. With the SMS, security incidents are recorded and evaluated, and potential vulnerabilities are identified. It is meant for all organizations and individuals with access to the airside areas at Frankfurt Airport. The EASA Safety Manager follows the guidelines of the European Aviation Safety Agency (EASA) and enjoys a direct reporting right to the Executive Board.

As a central reporting and alarm point for security matters, Fraport AG operates a security control center at Frankfurt Airport, which activates the emergency and crisis management, if required. The airport fire department, medical services, ambulance service, and the security services then coordinate operations in the field. A crisis unit commences operation in the “Emergency Response and Information Center” (ERIC). It coordinates and executes all measures that require a concerted approach at the site beyond any routine damage and risk prevention. The Care Team and the ERIC Support Team were merged in the 2019 fiscal year under the umbrella concept Fraport Emergency Team (F.E.T.). If necessary, the “Fraport Emergency Team”, consisting of volunteer employees of Fraport AG and the Group companies at the Frankfurt site, is deployed, which interacts with passengers, greeters, and relatives on site, supports the crisis unit, or operates the “emergency information center” to handle telephone inquiries.

The contingency plan for Frankfurt Airport “FRA Not” documents which preparations have been made for various emergency scenarios and defines procedures to minimize the impact.

ICAO and EASA prescribe regular exercises to be carried out by the respective airport operating company at the international airports to train for the handling of emergencies and other security-related scenarios. Such exercises have no impact on flight operations. The results will be used for further education and training.

Emergency and crisis management comprises the following elements

- > Emergency planning
- > Crisis preparation
- > Emergency Response and Information Center (ERIC)
- > Fraport Emergency Team
- > Emergency exercises
- > Airport fire brigade
- > Airport safety
- > Security control center
- > Medical services

Examples of various emergency drills:

- > Planned exercises
- > Full exercises
- > (Partial) exercises firefighting and rescue exercises
- > (Partial) exercises for informing relatives, affected airlines, media, and the general public
- > (Partial) exercises providing initial counseling for uninjured survivors of an accident, their relatives, and people giving assistance.

Alongside smaller exercises, e.g. evacuation of persons from the Skyline, a full exercise is carried out at the airport every two years in accordance with statutory regulations and international and European directives. This major exercise involves practicing for complex emergencies. The primary focus is on the effective cooperation between internal and external emergency services. The Emergency Directive for Frankfurt Airport (FRA Not) forms the basis for planning and coordinating these exercises. The exercise scenarios are planned and carried out as near to reality as possible, in order to ensure that all the parameters contained in the emergency plan are reviewed – the functionality and effectiveness of organizational, personnel, and material precautions, as well as the qualifications of the emergency and support personnel. Special training and career development courses are held, for example, for employees in the Fraport Emergency Team (see <https://www.fraport.com/en/business-partner/airlines-cargo/security-services.html>).

The Fraport Group has a comprehensive, Group-wide risk and opportunity management system. This that risks and opportunities are identified at an early stage, are evaluated, controlled, and monitored in a standardized manner and are transparently communicated using a systematic reporting (see [Annual Report 2019](#), page 23 and page 110 et seqq.).

Among the events that may affect the quality of service at the airport, for example, are a failure of the central airport information system (INFOplus) or the electronic gate management system.

Corresponding countermeasures for the failure of a system are laid down in individual section processes.

GRI 416-1 Product life cycle stages for which health and safety impacts are assessed for improvement

The top priority for air traffic is safety. By continuously reviewing all safety-related processes, the training of our staff, and a safety management system, we can maintain the high level of safety at Frankfurt Airport. Increasingly advanced technologies and more and more personnel are being deployed at Frankfurt Airport to guarantee the security of passengers, baggage, and cargo.

GRI 416-2 Incidents of non-compliance with regulations concerning health and safety impacts

No violations of health and safety standards were reported to Fraport AG for 2019.

AO9 Number of wildlife strikes per 10,000 aircraft movements

See [AO9 Number of wildlife strikes per 10,000 aircraft movements](#) in the area of Key Figures Environment.

GRI 417 Marketing and Labeling 2016 – Management Approach

The ongoing economic success of our company depends on the satisfaction of our customers and employees. Prices in line with the market, the quality of services, and the safety and security of processes are crucial factors here.

See [General Management Approach PR](#), [GRI 410 Security Practices – Management Approach](#) and [Business Continuity and Disaster Management](#).

Service Quality (Airport Operators Sector Disclosures)

Service quality is measured by the following instruments:

1. Fraport passenger survey on customer satisfaction

Each year, around 29,000 passengers are surveyed in respect of their satisfaction with Frankfurt Airport. The questionnaire includes satisfaction with the time spent at the airport overall, as well as approximately 75 criteria along the entire passenger process chain at Germany's largest air-traffic hub. This ranges from the arrival, signage and friendliness of the check-in staff to waiting times at security and passport controls, the ambience and cleanliness of the terminals, gastronomic, shopping and entertainment offers, as well as the comfort and equipment of rest zones and departure gates. The survey takes place at the departure gates as part of the ongoing "Fraport MONITOR" passenger survey, where all departing passengers are personally interviewed prior to boarding.

Analysis: The proportion of passengers (on a scale where one is best and six is worst) who selected one of the best assessment options ("top box") is analyzed in terms of global satisfaction and individual aspects along the passenger process chain. One example: Global satisfaction calculated using this method reached a new peak value of 88 percent in 2019, meaning that 88 out of 100 passengers surveyed gave the question "How satisfied were you with Frankfurt Airport today all in all?" a rating of 1 or 2. Just like global satisfaction, the willingness of passengers to recommend Frankfurt Airport to others reached a historic peak value in 2019: it increased by one percentage point to 83 percent.

2. Direct feedback system

In addition to the interviews conducted as part of the Fraport passenger survey, a direct feedback system in the sanitary facilities, security and information counters was implemented at Frankfurt Airport in 2016 in order to measure the quality of service at these locations. Passengers evaluate the service they experience directly at or after the processing point by pressing a green, yellow or red smiley button (scale of 3). The individual evaluations are transmitted within seconds in "real time" to the server for assessment. On the one hand this permits the systematic measurement and evaluation of service quality in the various processing areas (ex post), as well as the operational use of the data to manage the processes. In 2019, a total of over seven million passenger feedbacks were submitted.

We are also in continuous dialog with our business customers and partners. The regular meetings held by our customer advisory councils, working groups with the airlines as well as the meetings of the service quality committee (SQC) are part of established dialogs.

There are also regular exchanges with authorities such as the federal police and the main customs office in Frankfurt.

Fraport has also been directly exchanging ideas with Deutsche Lufthansa, the security companies working at the Frankfurt site, retail concessionaires and other service providers, and Deutsche Bahn regarding service, hospitality, and customer satisfaction in the Service Quality Committee since 2016. The first important milestone was the definition and approval of the Service Guidelines for FRA. In these guidelines, the partners reiterate their desire and their joint responsibility to strengthen the Frankfurt site and to further develop service quality and trusting cooperation. An example of such successful cooperation is the inclusion of trainers at partner companies for joint training activities (e.g. intercultural training) and visits by the Executive Board and management levels at events within the framework of the "Service Excellence" program and other training programs at Fraport AG. The goal is to ensure that common passengers, customers, and guests retain a positive impression of Frankfurt Airport in addition to improving global satisfaction of the passengers, the willingness to recommend Frankfurt Airport, satisfaction with the hospitality, and improving the sense of security.

See also [Annual Report 2019](#), chapters “Control” beginning on page 41 and “Non-financial report” beginning on page 82.

Provision of Services and Facilities for People with Special Needs (Airport Operators Sector Disclosures)

FraCareServices GmbH is a subsidiary company of Fraport AG and Deutsche Lufthansa AG, and is based at Frankfurt Airport. FraCareServices GmbH offers services to people with restricted mobility and special needs pursuant to the provisions of EU Directive (EC) 1107/2006.

This service is Fraport AG’s response to the EU Directive. Responsibility for providing assistance at the airport has been transferred from the airlines to the airport operators in order to ensure a uniform quality standard for assistance provided for passengers with special needs and restricted mobility. FraCareServices GmbH has specially trained employees and looks after passengers requiring help in making their way to and from the aircraft.

For more information, see <https://www.fracareservices.com/english/>.

GRI 417-1 Product and service information required by law

Numerous international and national guidelines and laws regulate air traffic. The Airport User Regulation is also applicable. The EU “Rights of Passengers” are also applicable. Fundamental principles are also defined in extensive ICAO and EU regulations governing air traffic and ground handling services. The Aviation Security Act (LuftSiG), which came into force in 2005, includes provisions covering the checks carried out on air passengers and their baggage (Section 5). It also defines the security measures that have to be taken by airport operators and the airline companies (Sections 8 – 9).

Further information:

<http://www.icao.int/>

<https://www.fraport.com/en/business-partner/services/guidelines-and-payment-terms.html>.

http://www.eu-info.de/static/common/files/view/1294/Amtsblatt_Fluggastrechte_04.pdf.

GRI 417-2 Incidents of non-compliance with regulations concerning product information and labeling

No incidents were recorded for 2019.

GRI 417-3 Incidents of non-compliance with regulations concerning marketing communications

No sanctions, fines, or warnings on account of the infringement of advertising standards were issued during the reporting period.

GRI 418 Customer Privacy 2016 – Management Approach

The objective is to ensure the handling of personal data in compliance with the data protection laws and to safeguard the rights of the data subjects, irrespective of whether the data is from passengers, customers, employees, or external companies.

The Executive Board works towards ensuring that Group companies in Europe comply with the European General Data Protection Regulation (GDPR) as at Fraport AG. The individual Group companies are independently responsible for the implementation, which is monitored by Fraport AG. For the Group companies outside the EU, the laws on data protection must be complied with in accordance with national regulations. In addition to training employees, the Group companies have created technical conditions for compliance with data protection, which are regularly checked for their effectiveness.

The Data Protection Officer at Fraport AG monitors compliance with these regulations within the company. This officer reports directly to the Executive Board and is independent in exercising his tasks in the area of data protection. Violations of the GDPR or related complaints can be sent directly to him, anonymously if necessary. In 2019, Fraport AG did not record any violations of data protection that were reportable according to the GDPR.

Fraport AG has a notification process for data protection and data security incidents in place. To consolidate the processes and rules at Fraport AG, it has implemented existing processes in a data protection management system and is planning the implementation of a data protection policy. Appropriate training concepts such as an e-learning tool and video training have been established, which can be accessed on the intranet.

As part of the Association of German Commercial Airports (ADV), Fraport AG is part of a task force on the subject of GDPR.

The processes required for compliance with the GDPR are part of the quality management system according to ISO 9001. The records of processing activities have been created and are constantly being updated. A guideline for deleting personal data has been developed. The Executive Board is continually informed about relevant matters as necessary.

Personal data of passengers are required by Fraport AG primarily for the use of parking garages and for baggage handling. The processing of travel data is the responsibility of the airlines. The majority of the personal data processed by Fraport is due to the issue of airport ID cards and is thus compulsory for security reasons.

In order to guarantee the privacy rights of passengers, visitors, and employees, Fraport AG has a concept for using video technology at the Frankfurt site which lays out clear rules for users of all video data regarding the respective purpose and data protection requirements. Regulations on the use of Fraport video technology by authorities is also included.

Personal access rights to operating and security areas in Frankfurt are managed and verified by way of an identification management system as well as access control systems. Fraport AG has implemented both technical and organizational measures to protect data against misuse. Access to this system is allowed to only a limited group of people for a specifically defined task.

GRI 418-1 Complaints regarding breaches of customer privacy

Fraport did not identify any substantiated complaints in 2019.

GRI 419 Socio-economic Compliance

GRI 419-1 Non-compliance with laws and regulations in the social and economic area

No breaches are known at Fraport AG.

Environmental Auditor's Declaration on Verification and Validation Activities

The environmental assessment organization Institut für Umwelttechnik Dr. Kühnemann und Partner GmbH – environmental auditor, represented by the undersigned Mr. Ulrich Schmidt with the registration number DE-V-0366, accredited or approved for NACE 52.23, was commissioned by Fraport AG to provide an independent limited confirmation of certain environmental indicators published in the Sustainability Report 2019 under the registration number DE-125-00032.

Scope of the verification

The key figures audited pursuant to the requirements of the Global Reporting Initiative are defined in the Environment chapter as well as in section "Environment" in the Key Figures chapter. The scope of this validation includes the key environmental figures for

- > Fraport parent company
at the Frankfurt Airport site for 2019.

Audit approach

We performed the following activities as part of the audit:

- > Audit of the key environmental figures based on the principles of
 - Regulation (EC) no. 1221/2009 of the European Parliament and the Council of November 25, 2009 on the voluntary participation by organizations in a Community eco-management and audit scheme (EMAS) incl. the amending regulations 2017/15 05 and 2018/2026,
 - DIN EN ISO 14001
 - DIN EN ISO 17021 and
 - DIN EN ISO 19011.

Conclusion

Based on our assessment, no facts have become known to us that would lead us to believe the audited figures are not adequately represented.

Reporting criteria

Fraport AG applies the Global Reporting Initiative Standards "core option" within the scope of the sustainability reporting. The Fraport AG Executive Board is responsible for preparing the sustainability report in consideration of the aforementioned guidelines.

Frankfurt/Main, March 5, 2020



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Disclaimer

In case of any uncertainties which arise due to errors in translation,
the German version of the GRI Report is the binding one.

Rounding

The use of rounded amounts and percentages means slight discrepancies
may occur due to commercial rounding.

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