

# *GRI Report 2015*



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# About this Report

The information in this report covers all activities, products, and services by the Group and all companies that are consolidated according to the regulations on financial reporting issued by the International Accounting Standards Board on the balance sheet date or have significant environmental effects within this framework.

The financial, HR, 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.

The Fraport Group is among the leading global airport operators with Frankfurt Airport and its international portfolio of investments. The range of the Group includes all services of aviation and terminal operations as well as associated services.

The Group's most important revenue and profit driver is Frankfurt Airport. With a share of just over 80% of revenue and more than 63% of the Group result, the German site – and here almost exclusively Frankfurt Airport – was again the most important site of the Fraport Group in 2015. Over 90% of employees were employed in Germany/at the Frankfurt site in 2015.

Our reports "GRI Report 2015" and "[2015 Compact – Gute Reise! We make it happen](#)" 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 excluded that individual GRI indicators may be associated with a degree of uncertainty. A summary of all key figures is found in our financial report.

# Key Figures

## Finance

### Aspect: Economic Performance

#### G4-EC1 Direct economic value generated and distributed

##### Revenue and profit

	Unit	2013	2014	2015
<b>Group<sup>1)</sup></b>				
Revenue	€ million	2,375.7	2,394.6	2,598.9
Total revenue	€ million	2,441.1	2,466.0	2,679.1
Earnings before interest, tax, depreciation, and amortization (EBITDA)	€ million	732.9	790.1	848.8
Operating result (EBIT)	€ million	438.6	482.8	520.5
Result from ordinary operations (EBT)	€ million	331.5	374.7	433.8
Group result	€ million	235.7	251.8	297.0

<sup>1)</sup> As a result of amended accounting standards, there may be deviations from the values reported in previous years.

##### Profitability indicators (selection)

	Unit	2013	2014	2015
<b>Group</b>				
Return on Fraport Assets (ROFRA)	%	8.7	9.2	9.4
Net financial debt as at December 31	€ million	2,870.6	3,012.8	2,774.3
Free cash flow	€ million	34.3	246.8	393.6

Other key figures are found on pages 200 and 201 of the 2015 Annual Report.

##### Value generation

	Unit	2013 adjusted	2014 adjusted	2015
<b>Group<sup>1, 2)</sup></b>				
Value generation (value generated)		2,409.4	2,455.3	2,737.8
<b>Distributed value generated</b>				
Purchased services				
Cost of materials	€ million	-595.2	-533.3	-610.4
Other operating expenses <sup>3)</sup>	€ million	-184.1	-172.2	-193.2
Capital expenditure	€ million	-437.0	-291.2	-295.3
<b>Corporate services</b>				
Providers of capital	€ million	-149.8	-148.7	-131.3
Government	€ million	-78.6	-86.0	-77.2
Employees	€ million	-928.9	-970.4	-1,026.7
Shareholders	€ million	-121.8	-123.1	-131.1
Retained generated value	€ million	-86.0	130.4	272.6

<sup>1)</sup> The added value statement was created for the first time in 2015 based on the statement of cash flows. The previous year's figures 2013 and 2014 have been adjusted accordingly.

<sup>2)</sup> It is not presented separately by countries, regions, or particular markets, as no separate income statement or statement of cash flows was published in accordance with consolidated accounting.

<sup>3)</sup> Incl. donations and sponsorship.

## G4-EC3 Coverage of the organization's defined benefit plan obligations

	Unit	2013	2014	2015
<b>Group</b>				
Social security and welfare expenses	€ million	135.5	143.6	150.1
Pension expenses <sup>1)</sup>	€ million	42.4	43.4	43.8

<sup>1)</sup> As a result of amended accounting standards, there may be deviations from the values reported in previous years.

## G4-EC4 Significant financial assistance received from government

	Unit	2013	2014	2015
<b>Group</b>				
Subsidies received	€ million	0	0	0

## Aspect: Market Presence

### AO1 Passengers

	Unit	2013 adjusted	2014	2015
<b>Group airports excluding Frankfurt Airport <sup>1, 4)</sup></b>				
<b>Passengers (total) <sup>5)</sup></b>	<b>million</b>	<b>18.71</b>	<b>19.87</b>	<b>22.31</b>
Arriving passengers (total)	million	9.30	9.89	11.09
Departing passengers (total)	million	9.36	9.93	11.14
<b>Domestic passengers</b>	<b>million</b>	<b>8.09</b>	<b>8.64</b>	<b>9.64</b>
Arriving passengers (domestic)	million	4.01	4.30	4.79
Departing passengers (domestic)	million	4.08	4.35	4.85
<b>International passengers</b>	<b>million</b>	<b>10.56</b>	<b>11.18</b>	<b>12.59</b>
Arriving passengers (international)	million	5.29	5.60	6.30
Departing passengers (international)	million	5.28	5.58	6.30
Local passengers	million	18.65	19.82	22.23
Transfer passengers <sup>6)</sup>	In % of local passengers	6.5	6.8	7.1
Transit passengers	million	0.06	0.05	0.08
<b>Frankfurt Airport <sup>4)</sup></b>				
<b>Passengers (total) <sup>2)</sup></b>	<b>million</b>	<b>58.04</b>	<b>59.57</b>	<b>61.04</b>
Arriving passengers (total)	million	29.05	29.86	30.61
Departing passengers (total)	million	28.85	29.57	30.30
<b>Domestic passengers</b>	<b>million</b>	<b>6.58</b>	<b>6.72</b>	<b>6.91</b>
Arriving passengers (domestic)	million	3.31	3.38	3.50
Departing passengers (domestic)	million	3.27	3.34	3.42
<b>International passengers</b>	<b>million</b>	<b>51.32</b>	<b>52.72</b>	<b>54.00</b>
Arriving passengers (international)	million	25.74	26.49	27.11
Departing passengers (international)	million	25.58	26.23	26.89
Local passengers	million	57.90	59.43	60.91
Transfer passengers <sup>3)</sup>	In % of local passengers	54.5	55.1	58.7
Transit passengers	million	0.14	0.14	0.13

<sup>1)</sup> For reasons of significance, the data is only shown for majority-owned Group airports (Varna, Burgas, Lima, Ljubljana). As a result of amended accounting standards, Antalya is no longer shown as of 2014 (2013 numbers adjusted).

<sup>2)</sup> Commercial and non-commercial traffic (arr + dep + transit). Note: Only commercial traffic is shown in the annual report.

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

<sup>4)</sup> Rounding differences are possible.

<sup>5)</sup> 2013 figure subsequently adjusted for Antalya. 2014 figure only includes Ljubljana pro rata due to acquisition (Q4). 2015 figure extended to include transfer and transit passengers. Previous years' figures for 2013 and 2014 adjusted.

<sup>6)</sup> Excluding the Varna and Burgas Group airports because the company does not show transfer passengers separately.

## AO2 Aircraft movements

	Unit	2013	2014	2015
<b>Group airports excluding Frankfurt Airport <sup>1)</sup></b>				
Aircraft movements (arr + dep)	Number of movements	183,086	193,224	229,511
Day (arr + dep)	Number of movements	118,175	126,269	190,125
Night (arr + dep)	Number of movements	64,911	66,955	39,386
Commercial passenger flights	Number of movements	165,652	173,639	200,458
Domestic	Number of movements	84,901	84,293	93,861
International	Number of movements	80,751	89,346	106,597
Commercial cargo flights	Number of movements	4,017	4,316	6,470
Domestic	Number of movements	1,659	1,120	939
International	Number of movements	2,358	3,196	5,531
General aviation flights and other aircraft movements	Number of movements	7,710	10,015	16,837
Domestic	Number of movements	3,767	5,216	9,125
International	Number of movements	3,943	4,799	7,712
State Aviation flights	Number of movements	5,717	5,276	5,808
Domestic	Number of movements	5,649	5,218	5,752
International	Number of movements	68	58	56
<b>Frankfurt Airport</b>				
Aircraft movements (arr + dep)	Number of movements	472,692	469,026	468,153
Day (arr + dep) <sup>2)</sup>	Number of movements	440,343	437,779	437,140
Night (arr + dep) <sup>2)</sup>	Number of movements	704	835	715
Aircraft movements (5 a.m. – 5.59 a.m.)	Number of movements	13,260	12,274	12,039
Aircraft movements (10.00 p.m. – 10.59 p.m.)	Number of movements	18,385	18,138	18,259
Commercial passenger flights	Number of movements	440,341	437,335	435,217
Domestic	Number of movements	67,519	65,648	64,970
International	Number of movements	372,822	371,687	370,247
Commercial cargo flights	Number of movements	21,262	20,970	21,618
Domestic	Number of movements	1,290	1,373	1,422
International	Number of movements	19,972	19,597	20,196
General aviation flights and other aircraft movements <sup>3)</sup>	Number of movements	11,089	10,721	11,318
Domestic	Number of movements	3,938	3,704	4,049
International	Number of movements	7,151	7,017	7,269

<sup>1)</sup> For reasons of significance, the data is only shown for majority-owned Group airports (Varna, Burgas, Lima, Ljubljana).

As a result of amended accounting standards, Antalya is no longer shown as of 2014 (previous year 2013 numbers adjusted).

<sup>2)</sup> Day (6 a.m.–9.59 p.m.), Mediation night (11 p.m.–4.59 a.m.).

<sup>3)</sup> These numbers include State Aviation flights.

## AO3 Cargo tonnage

	Unit	2013	2014	2015
<b>Group airports excluding Frankfurt Airport <sup>1, 2, 4)</sup></b>				
Cargo tonnage <sup>3)</sup>	Million metric tons	0.30	0.31	0.32
Arriving cargo tonnage	Million metric tons	0.09	0.10	0.10
Cargo flights	Million metric tons	0.03	0.04	0.04
Cargo on passenger flights (belly cargo)	Million metric tons	0.06	0.06	0.06
Departing cargo tonnage	Million metric tons	0.21	0.21	0.22
Cargo flights	Million metric tons	0.09	0.10	0.11
Cargo on passenger flights (belly cargo)	Million metric tons	0.11	0.11	0.10
<b>Frankfurt Airport <sup>2, 4)</sup></b>				
Cargo tonnage (arr + dep + transit)	Million metric tons	2.13	2.16	2.11
Air freight (arr + dep + transit)	Million metric tons	2.05	2.08	2.03
Air mail (arr + dep + transit)	Million metric tons	0.08	0.08	0.08
Arriving cargo tonnage (tarr)	Million metric tons	0.96	1.02	0.99
Cargo flights (arr)	Million metric tons	0.58	0.62	0.61
Cargo on passenger flights (belly cargo) (arr)	Million metric tons	0.38	0.40	0.38
Departing cargo tonnage (dep)	Million metric tons	1.13	1.11	1.09
Cargo flights (dep)	Million metric tons	0.66	0.65	0.65
Cargo on passenger flights (belly cargo) (dep)	Million metric tons	0.47	0.46	0.44

<sup>1)</sup> For reasons of significance, the data is only shown for majority-owned Group airports (Varna, Burgas, Lima, Ljubljana).

As a result of amended accounting standards, Antalya is no longer shown as of 2014 (previous year 2013 numbers adjusted).

<sup>2)</sup> Commercial and non-commercial traffic (arr + dep + transit). Note: Only commercial traffic is shown in the annual report.

<sup>3)</sup> It was not possible to sub-divide cargo tonnage by air freight and air mail at Group airports.

<sup>4)</sup> Rounding differences are possible.

## Aspect: Indirect Economic Impacts

### G4-EC8 Community engagement

	Unit	2013	2014	2015
<b>Fraport parent company</b>				
Community engagement	€ million	7.4	6.4	6.6
Sponsoring	€ million	4.1	3.9	4.1
Environmental fund	€ million	1.9	1.1	1.2
Donations	€ million	1.4	1.4	1.3

## Environment

The scope of consolidation for the environmental key figures from 2013 to 2015 comprises the Fraport parent company and the fully consolidated investments with significant environmental effects. These are: Fraport Cargo Services GmbH (FCS), Gesellschaft für Cleaning Service mbH & Co. (GCS), Airport Cater Service GmbH (ACS) and the Group airports Varna, Burgas, Lima, and Ljubljana (fourth quarter 2014 and later). FCS was fully consolidated to October 31, 2015 and a joint venture afterwards, but for comparison purposes is shown as a fully consolidated company up to December 31, 2015.

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

Rounding differences are possible.

### Aspect: Energy

#### G4-EN3 Energy consumption within the organization

(1/2)

	Unit	2013	2014	2015
<b>Group</b>				
<b>Total energy consumption (Scopes 1 and 2)</b>	TJ	<b>3,279.3</b>	<b>2,997.9</b>	<b>3,112.0</b>
Purchased direct energy sources (Scope 1)	TJ	547.3	517.8	543.1
Of which renewable energy sources	%	<< 1	<< 1	<< 1
Of which non-renewable energy sources	%	>>99	>>99	>>99
Natural gas	TJ	13.4	12.6	20.0
Liquid gas (LPG)	TJ	8.9	11.5	11.0
Liquid gas (LNG) <sup>2)</sup>	TJ	0.0	0.0	0.0
Biogas	TJ	0.0	0.0	0.0
Heating oil	TJ	98.1	84.3	97.4
Heating oil	million liters	2.717	2.334	2.699
Diesel <sup>1)</sup>	TJ	397.7	376.6	377.3
Diesel <sup>1)</sup>	million liters	11.171	10.578	10.600
Gasoline <sup>1)</sup>	TJ	26.7	30.6	35.2
Gasoline <sup>1)</sup>	million liters	0.824	0.945	1.087
Kerosene (Jet A1)	TJ	2.6	2.3	2.2
Kerosene (Jet A1)	million liters	0.074	0.065	0.063
Purchased direct non-renewable energy sources <sup>4)</sup>	TJ	2,732.0	2,480.1	2,568.9
Electricity <sup>3, 4)</sup>	TJ	1,475.0	1,417.5	1,493.2
Electricity <sup>3, 4)</sup>	million kWh	409.7	393.7	414.8
District heating <sup>3)</sup>	TJ	816.9	635.1	651.7
District heating <sup>3)</sup>	million kWh	226.9	176.4	181.0
District cooling <sup>3)</sup>	TJ	440.0	427.6	424.0
District cooling <sup>3)</sup>	million kWh	122.2	118.8	117.8

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

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

<sup>3)</sup> All information includes technical losses.

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



(1/2)

	Unit	2013	2014	2015
<b>Fraport parent company</b>				
<b>Total energy consumption</b>	TJ	3,030.60	2,737.80	2,723.10
Purchased direct energy sources (Scope 1)	TJ	501.80	468.30	483.10
Of which renewable energy sources	%	<< 1	<< 1	<< 1
Of which non-renewable energy sources	%	>>99	>>99	>>99
Natural gas	TJ	7.6	5.1	5.8
Liquid gas (LPG)	TJ	6.8	9.3	8.4
Biogas	TJ	0.00	0.00	0.00
Heating oil	TJ	87.40	73.40	87.50
Heating oil	million liters	2.420	2.032	2.424
Diesel <sup>1, 2)</sup>	TJ	374.9	350.1	346.7
Diesel <sup>1, 2)</sup>	million liters	10.532	9.834	9.740
Gasoline <sup>1, 2)</sup>	TJ	23.2	28.3	32.6
Gasoline <sup>1, 2)</sup>	million liters	0.716	0.872	1.005
Kerosene (Jet A1)	TJ	2.60	2.30	2.10
Kerosene (Jet A1)	million liters	0.074	0.065	0.062
Purchased direct non-renewable energy sources <sup>3)</sup>	TJ	2,528.8	2,269.5	2,240.0
Electricity <sup>3)</sup>	TJ	1,293.3	1,223.4	1,181.7
Electricity <sup>3)</sup>	million kWh	359.2	339.8	328.2
Of which renewable energy sources	%	24.3	29.4	32.5
Of which non-renewable energy sources	%	75.7	70.6	67.5
District heating <sup>3)</sup>	TJ	795.5	618.5	634.4
District heating <sup>3)</sup>	million kWh	221.0	171.8	176.2
District cooling <sup>3)</sup>	TJ	440.0	427.6	424.0
District cooling <sup>3)</sup>	million kWh	122.2	118.8	117.8

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

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

<sup>3)</sup> All information includes technical losses.

## G4-EN4 Energy consumption outside of the organization

	Unit	2013	2014	2015
<b>Fraport parent company</b>				
<b>Total energy consumption Scope 3</b>	TJ	19,642.5	19,819.1	19,781.8
Air traffic <sup>1)</sup>	TJ	12,546.9	12,780.6	12,994.3
Employee traffic Fraport AG and third parties at the airport <sup>2, 5)</sup>	TJ	1,528.6	1,524.3	1,560.3
Passenger traffic (originating passengers) <sup>3, 5)</sup>	TJ	3,395.0	3,452.0	3,052.0
Business trips of Fraport AG employees <sup>4)</sup>	TJ	11.3	10.3	9.8
Third party energy consumption (infrastructure and vehicles) <sup>5)</sup>	TJ	2,160.8	2,051.9	2,165.5

<sup>1)</sup> Aircraft movements up to 914 m (LTO cycle) of all aircraft landing and taking off at Frankfurt Airport.

<sup>2)</sup> Commuting to and from workplace.

<sup>3)</sup> Arrival and departure of originating passengers, individual and public transport.

<sup>4)</sup> Includes automobiles, rail, and flights.

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

## G4-EN5 Energy intensity

	Unit	2013	2014	2015
<b>Group</b>				
<b>Specific total consumption</b>	TJ per million traffic units	32.6	28.9	29.1
Purchased direct non-renewable energy sources (Scope 1) <sup>1)</sup>	TJ per million traffic units	5.4	5.0	5.1
Purchased energy (Scope 2) <sup>1)</sup>	TJ per million traffic units	27.2	23.9	24.0
<b>Fraport parent company</b>				
<b>Specific total consumption</b>	TJ per million traffic units	38.5	33.9	33.3
Purchased direct non-renewable energy sources (Scope 1 as in G4-EN3) <sup>1)</sup>	TJ per million traffic units	6.4	5.8	5.9
Purchased energy (Scope 2 as in G4-EN3) <sup>1)</sup>	TJ per million traffic units	32.1	28.1	27.4

<sup>1)</sup> One traffic unit is equivalent to one passenger or 100 kg of air freight or air mail.

## G4-EN6 Reduction of energy consumption

	Unit	2013	2014	2015
<b>Fraport parent company</b>				
Energy savings due to conservation and efficiency improvements <sup>1, 2, 3, 4)</sup>	million kWh	15.45	26.08	30.07

<sup>1)</sup> The base year is 2008; cumulative effects from 2008 if also effective in the subsequent years.

<sup>2)</sup> 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 electricity, district heating, and district cooling.

<sup>3)</sup> Calculated figures.

<sup>4)</sup> Due to a recalculation, the figure increased from 24.17 million kWh in 2014 to 26.08 million kWh.

## Aspect: Water

### G4-EN8 Total water withdrawal

	Unit	2013	2014	2015
<b>Group</b>				
Total water withdrawal	million m <sup>3</sup>	1.815	1.795	1.781
Total water withdrawal <sup>2)</sup>	Liters per traffic unit	18.0	17.3	16.6
Drinking water	million m <sup>3</sup>	1.527	1.520	1.508
Service water	million m <sup>3</sup>	0.287	0.275	0.273
<b>Fraport parent company</b>				
Total water withdrawal <sup>1)</sup>	million m <sup>3</sup>	1.151	1.166	1.088
Total water withdrawal <sup>1, 2)</sup>	Liters per traffic unit	14.6	14.4	13.3
Drinking water <sup>1, 3)</sup>	million m <sup>3</sup>	0.864	0.891	0.819
Service water <sup>4)</sup>	million m <sup>3</sup>	0.287	0.275	0.269

<sup>1)</sup> Total use by airport minus consumption by third parties at Frankfurt Airport site.

<sup>2)</sup> One traffic unit is equivalent to one passenger or 100 kg of air freight or air mail.

<sup>3)</sup> From local authority water supplies.

<sup>4)</sup> The service water is processed from surface water, rain water, and ground water.

### AO4 Quality of rain water

	Unit	2013	2014	2015
<b>Fraport AG</b>				
Hydrocarbons <sup>1)</sup>	mg/l	0.1	0.1	0.11
Settleable solids <sup>1, 2)</sup>	ml/l	0.4	3.8	0.3

<sup>1)</sup> 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.

In 2012 the figure for hydrocarbons was calculated from 12 individual samples and the value of "settleable solids" from 11 individual samples.

<sup>2)</sup> The increase in 2014 compared with the previous year is due to a high figure in July.

This was preceded by days with very high rainfall that washed out deposits from the drains.

## Aspect: Biodiversity

### G4-EN11 Sites in, or adjacent to, protected areas

	Unit	
<b>Fraport parent company</b>		
<b>Frankfurt Airport <sup>1)</sup></b>		
Distance from airport		Neighboring
Land area	ha	3,229
Biodiversity value <sup>2)</sup>	Description	Five protected areas as defined by the fauna and flora directive
Distance from airport		Neighboring
Land area	ha	4,283
Biodiversity value <sup>2)</sup>	Description	Two protected areas as defined by the EU Birds Directive
<b>Group</b>		
<b>Lima Airport <sup>1)</sup></b>		
Distance from airport	m	100
Biodiversity value <sup>2)</sup>	Description	Peregrine falcons, migratory birds such as seagulls, owls, others
<b>Burgas Airport <sup>1)</sup></b>		
Distance from airport	m	1,000
Land area	ha	1,075
Biodiversity value <sup>2)</sup>	Description	Atanasovsko Lake is a "defensive area"
<b>Ljubljana Airport <sup>1)</sup></b>		
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 <sup>2)</sup>	Description	No official protection status, common buzzards, kestrel, barn swallow

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

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

### Area use

	Unit	2013	2014	2015
<b>Fraport AG at Frankfurt Airport</b>				
Owned area <sup>1)</sup>	ha	2,297	2,296	2,284
Of which paved	ha	1,065	1,065	1,085
<b>Varna Airport</b>				
Owned area <sup>1)</sup>	ha	223	223	223
Of which paved	ha	55	55	55
<b>Burgas Airport</b>				
Owned area <sup>1)</sup>	ha	253	253	253
Of which paved	ha	64	64	64
<b>Ljubljana Airport</b>				
Owned area <sup>1)</sup>	ha	–	279	279
Of which paved	ha	–	75	75

<sup>1)</sup> Coherent owned area.

## Aspect: Emissions, Effluents, and Waste

### G4-EN15 Direct greenhouse gas emissions (Scope 1) incl. G4-EN18

	Unit	2013	2014	2015
<b>Group</b>				
CO <sub>2</sub> emissions				
direct CO <sub>2</sub> emissions <sup>1)</sup>	1,000 metric tons CO <sub>2</sub>	40.2	38.0	39.7
Climate intensity of traffic volume				
direct CO <sub>2</sub> emissions <sup>1, 2)</sup>	kg CO <sub>2</sub> per traffic unit	0.40	0.37	0.37
Compensated CO <sub>2</sub> emissions (certificates) <sup>3)</sup>	1,000 metric tons CO <sub>2</sub>	0.0	0.0	0.0
<b>Fraport parent company</b>				
CO <sub>2</sub> emissions				
direct CO <sub>2</sub> emissions <sup>1)</sup>	1,000 metric tons CO <sub>2</sub>	37.0	34.5	35.5
Climate intensity of traffic volume				
direct CO <sub>2</sub> emissions <sup>1, 2)</sup>	kg CO <sub>2</sub> per traffic unit	0.47	0.43	0.44
Compensated CO <sub>2</sub> emissions (certificates)	1,000 metric tons CO <sub>2</sub>	0.0	0.0	0.0
Other relevant greenhouse gas emissions <sup>3)</sup>	metric tons CO <sub>2</sub>	<2	<2	<2

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

<sup>2)</sup> One traffic unit is equivalent to one passenger or 100 kg of air freight or air mail.

<sup>3)</sup> According to investigations in 2005, the emissions of other greenhouse gases at the airport are virtually non-existent.

### G4-EN16 Energy indirect greenhouse gas emissions (Scope 2) incl. G4-EN18

	Unit	2013	2014	2015
<b>Group</b>				
CO <sub>2</sub> emissions				
indirect CO <sub>2</sub> emissions <sup>1)</sup>	1,000 metric tons CO <sub>2</sub>	224.4	223.8	210.7
Climate intensity of traffic volume				
indirect CO <sub>2</sub> emissions <sup>1, 2)</sup>	kg CO <sub>2</sub> per traffic unit	2.23	2.16	1.97
Compensated CO <sub>2</sub> emissions (certificates)	1,000 metric tons CO <sub>2</sub>	0.0	0.0	0.0
<b>Fraport parent company</b>				
CO <sub>2</sub> emissions				
indirect CO <sub>2</sub> emissions <sup>1)</sup>	1,000 metric tons CO <sub>2</sub>	206.0	203.7	182.8
Climate intensity of traffic volume				
indirect CO <sub>2</sub> emissions <sup>1, 2)</sup>	kg CO <sub>2</sub> per traffic unit	2.61	2.52	2.24
Compensated CO <sub>2</sub> emissions (certificates)	1,000 metric tons CO <sub>2</sub>	0.0	0.0	0.0

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

<sup>2)</sup> One traffic unit is equivalent to one passenger or 100 kg of air freight or air mail.

### G4-EN17 Other indirect greenhouse gas emissions (Scope 3)

	Unit	2013	2014	2015
<b>Fraport parent company (Scope 3 pursuant to GHG)</b>				
Aircraft traffic <sup>1)</sup>	1,000 metric tons CO <sub>2</sub>	943.4	936.5	952.2
Employee traffic Fraport AG and third parties at the airport <sup>2, 5)</sup>	1,000 metric tons CO <sub>2</sub>	118.9	113.7	112.8
Passenger traffic (originating passengers) <sup>3, 5)</sup>	1,000 metric tons CO <sub>2</sub>	259.0	231.3	201.3
Business trips of Fraport AG employees <sup>4)</sup>	1,000 metric tons CO <sub>2</sub>	0.86	0.75	0.7
Third party energy consumption (infrastructure and vehicles) <sup>5)</sup>	1,000 metric tons CO <sub>2</sub>	187.2	186.5	180.8
Other relevant greenhouse gas emissions <sup>5)</sup>	metric tons CO <sub>2</sub> equivalent	<2	<2	<2

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

<sup>2)</sup> Commuting to and from workplace.

<sup>3)</sup> Arrival and departure of originating passengers, individual and public transport.

<sup>4)</sup> Includes automobiles, rail, and flights.

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

## G4-EN22 Total water discharge

	Unit	2013	2014	2015
<b>Group</b>				
Sewage water	Million m <sup>3</sup>	2.738	2.541	2.678
Sewage water <sup>1)</sup>	Liters per traffic unit	27.2	24.5	25.0
<b>Frankfurt Airport</b>				
Sewage water <sup>2, 3, 4)</sup>	Million m <sup>3</sup>	2.253	1.795	1.986
Sewage water <sup>1, 3, 4)</sup>	Liters per traffic unit	28.6	22.2	24.3
BSB5 <sup>5)</sup>	Metric tons	1,575	786	1,231

<sup>1)</sup> One traffic unit is equivalent to one passenger or 100 kg of air freight or air mail.

<sup>2)</sup> Sewage water is treated in the fully organic Fraport AG treatment plant as well as the fully organic 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.

<sup>3)</sup> Sewage water from Fraport AG and over 500 other companies at Frankfurt Airport.

<sup>4)</sup> In 2014, rain water containing de-icing chemicals as a percentage of sewage water was significantly lower than in the previous year. In 2014 there was no snow apart from a few days in the last week of the year. At the start of 2013 there was a severe winter with ice and snow.

<sup>5)</sup> Biochemical oxygen demand after five days.

## G4-EN23 Waste by type and disposal method

	Unit	2013	2014	2015
<b>Group</b>				
Waste volume <sup>1, 2, 6)</sup>	1,000 metric tons	32.86	29.11	28.66
Waste volume <sup>2, 3)</sup>	kg per traffic unit	0.33	0.28	0.27
Hazardous waste <sup>2)</sup>	1,000 metric tons	3.94	2.74	2.81
Non-hazardous waste <sup>2)</sup>	1,000 metric tons	28.92	25.99	25.50
Recoverability rate	In % of waste volume	71.2	74.1	71.5
Waste from international flights <sup>8)</sup>	1,000 metric tons	5.93	6.76	6.04
<b>Fraport parent company</b>				
Waste volume <sup>2)</sup>	1,000 metric tons	26.54	22.48	21.49
Waste volume <sup>2, 3)</sup>	kg per traffic unit	0.34	0.28	0.26
Hazardous waste <sup>2)</sup>	1,000 metric tons	2.73	1.59	1.60
Non-hazardous waste <sup>2)</sup>	1,000 metric tons	23.81	20.89	19.88
Total recoverability <sup>2, 4)</sup>	1,000 metric tons	22.19	20.30	19.15
Total recoverability rate <sup>2, 5)</sup>	In % of waste volume	83.6	90.3	89.1
Waste from international flights <sup>7)</sup>	1,000 metric tons	5.93	5.77	5.00

<sup>1)</sup> Detailed information on disposal methods cannot currently be presented for all Group sites.

<sup>2)</sup> Incl. waste from third parties, excluding soil and building rubble.

<sup>3)</sup> One traffic unit is equivalent to one passenger or 100 kg of air freight or air mail.

<sup>4)</sup> Pursuant to the German Product Recycling and Waste Management Act (Kreislaufwirtschaftsgesetz, KrWG).

<sup>5)</sup> Definition change due to the German Product Recycling and Waste Management Act – KrWG, which came into force for the first time on June 1, 2012.

<sup>6)</sup> Variances in the addition of hazardous and non-hazardous waste are due to country-specific legislation in Peru.

<sup>7)</sup> 2015 figure lower than in previous years as some of the waste from aircraft cabins at Frankfurt Airport is disposed of directly by the cleaning company and no longer via Fraport AG since October 2015.

<sup>8)</sup> Figures from 2014 for Fraport AG, and Lima and Ljubljana airports, 2013 figures only for Fraport AG

## G4-EN24 Significant spills

	Unit	2013	2014	2015
<b>Fraport parent company<sup>1)</sup></b>				
Spills of water-polluting substances				
Number of spills	Number	637	649	735
Volume of spills	m <sup>3</sup>	12.37	8.52	8.00
Frequency of spills	Number per 1,000 aircraft movements	1.35	1.38	1.57
Effects <sup>2)</sup>		none	none	none
<b>Lima Airport</b>				
Spills of water-polluting substances				
Number of spills	Number	16	9	10
Area over which spills have an effect <sup>3)</sup>	m <sup>2</sup>	204.41	0.18	389.00
Frequency of spills	Number per 1,000 aircraft movements	0.10	0.06	0.06
Effects		none	none	none
<b>Ljubljana Airport</b>				
Spills of water-polluting substances				
Number of spills	Number	–	4	46
Volume of spills	m <sup>3</sup>	–	15.00	0.67
Frequency of spills	Number per 1,000 aircraft movements	–	0.57	1.4
Effects		none	none	none

<sup>1)</sup> Spills primarily due to third parties.

<sup>2)</sup> 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.

<sup>3)</sup> Lima specifies the affected area.

## A05 Air quality

	Unit	2013	2014	2015
<b>At Frankfurt Airport</b>				
NO <sub>2</sub> <sup>1, 2, 3, 4)</sup>	µg/m <sup>3</sup>	46.6	46.3	45.5
SO <sub>2</sub> <sup>1, 2, 4, 5)</sup>	µg/m <sup>3</sup>	2.4	2.2	2.3
Fine dust, PM10 <sup>1, 2, 4, 6)</sup>	µg/m <sup>3</sup>	19.8	19.0	18.2
Benzene <sup>1, 2, 4, 7)</sup>	µg/m <sup>3</sup>	0.8	0.8	0.7
<b>At Lima Airport</b>				
NO <sub>2</sub> <sup>2, 8, 9, 11)</sup>	µg/m <sup>3</sup>	23.8	–	–
SO <sub>2</sub> <sup>9)</sup>	µg/m <sup>3</sup>	7.9	8.5	10.3
Fine dust, PM2.5	µg/m <sup>3</sup>	22.75	19.98	13.87
Fine dust, PM10 <sup>2, 8, 10, 11)</sup>	µg/m <sup>3</sup>	41.0	–	–

<sup>1)</sup> Annual average of the values measured at the SOMMI1 station located on the airport site. These figures represent the overall results of all emissions from different source groups, i.e., in addition to emissions by the airport also those from third parties (road traffic, trade and industry, house fires, wide-ranging background pollution). The airport's share depends on the location and, according to model calculations and depending on the components, ranges between 10% and 30%.

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

<sup>3)</sup> NO<sub>2</sub> pursuant to EU Directive 2008/50/EC and German emissions legislation (39th BImSchV): 40 µg/m<sup>3</sup>.

<sup>4)</sup> 2015 figures are preliminary.

<sup>5)</sup> SO<sub>2</sub> assessment according to Technical Instructions on Air Quality Control (TA Luft) 2002 (otherwise no annual average is defined): 50 µg/m<sup>3</sup>.

<sup>6)</sup> Fine dust, PM10 pursuant to EU Directive 2008/50/EC and German emissions legislation (39th BImSchV): 40 µg/m<sup>3</sup>.

<sup>7)</sup> Benzene pursuant to EU Directive 2008/50/EC and German emissions legislation (39th BImSchV): 5 µg/m<sup>3</sup>, 2015 figure is preliminary.

<sup>8)</sup> Average values for the year at Lima Airport. These figures represent a total from various emitters and, in addition to the airport's emissions, also include those of third parties (road traffic, trade and industry, house fires). The increase in Lima is due to expansion of the aircraft fleet and enlargement of the surrounding industrial areas.

<sup>9)</sup> NO<sub>2</sub> pursuant to the Peruvian DECRETO SUPREMO N° 074-2001-PCM REGLAMENTO DE ESTANDARES NACIONALES DE CALIDAD AMBIENTAL DEL AIRE: 100 µg/m<sup>3</sup>.

<sup>10)</sup> PM10 pursuant to the Peruvian DECRETO SUPREMO N° 074-2001-PCM REGLAMENTO DE ESTANDARES NACIONALES DE CALIDAD AMBIENTAL DEL AIRE: 50 µg/m<sup>3</sup>.

<sup>11)</sup> Not required since 2014 under Peruvian legislation.

## AO6 Aircraft and pavement de-icing agents

	Unit	2013	2014	2015
<b>Group</b>				
Pavement de-icing agents <sup>1, 2)</sup>	m <sup>3</sup>	2,494	1,095	924
Carbamide <sup>1, 2)</sup>	Metric tons	60	82	84
Aircraft de-icing agents, total (type I, II, IV) <sup>1, 2)</sup>	m <sup>3</sup> active substance	2	15	45
Safewing de-icing fluid type II (aircraft de-icing/anti-icing fluid with 50% propylene glycol) <sup>1, 2)</sup>	m <sup>3</sup> active substance	3	12	1
Aircraft de-icing/anti-icing fluid, type I (80% propylene glycol) <sup>1, 2)</sup>	m <sup>3</sup> active substance	0	11	54
Aircraft de-icing/anti-icing fluid, type IV (50% propylene glycol) <sup>1, 3)</sup>	m <sup>3</sup> active substance	0	1	3
Aircraft de-icing/anti-icing fluid propylene glycol per de-iced aircraft <sup>1, 2)</sup>	m <sup>3</sup> active substance per aircraft	0.072	0.085	0.051
<b>Fraport parent company</b>				
Pavement de-icing agent potassium formate (liquid, approx. 50% active substance on the flight operating areas)	m <sup>3</sup>	2,452	1,064	924
Pavement de-icing/anti-icing agent sodium formate (granulate, approx. 100% active substance)	Metric tons	241	88	246

<sup>1)</sup> The quantities each relate to a calendar year.

<sup>2)</sup> Varna and Burgas airports, from October 2014 Ljubljana. No de-icing takes place at Lima due to climate conditions. At Frankfurt Airport the company N\*ICE implements the de-icing; it is not a fully consolidated Group company and therefore not included here.

## Aspect: Transport

### G4-EN30 Significant environmental impacts of transport and traffic

	Unit	2013	2014	2015
<b>Group</b>				
Employee transport				
Travel to and from work by public transport <sup>1)</sup>	Share in %	34.8	34.0	31.8
Travel to and from work by carpooling <sup>1)</sup>	Share in %	16.2	16.5	16.6
Passenger traffic				
Arrival/departure of originating passengers by public transport <sup>1)</sup>	Share in %	44.7	41.1	38.9
<b>Fraport parent company</b>				
Employee transport <sup>2)</sup>				
Travel to and from work by public transport <sup>1)</sup>	Share in %	34.2	33.4	32.1
Travel to and from work by carpooling <sup>1)</sup>	Share in %	15.0	15.2	14.5
Passenger traffic Frankfurt Airport <sup>2)</sup>				
Arrival/departure of originating passengers by public transport <sup>1)</sup>	Share in %	40.8	36.8	35.4

<sup>1)</sup> The figures are based on a survey.

<sup>2)</sup> The key environmental effects are shown under G4-EN17 Other indirect greenhouse gas emissions (Scope 3).

## AO7: Change of people residing in areas affected by noise<sup>\*)</sup>

	Unit	2013	2014	2015
<b>Frankfurt Airport</b>				
Number of people in contour Ldn = 60 dB(A) <sup>1, 2)</sup>	Number	9,374	11,216	10,285
Relative change compared with the previous year	Percent	-22%	20%	-8%
Number of people in contour Leq, day = 60 dB(A) (Criterion according to the Aircraft Noise Abatement Act) <sup>1, 3)</sup>	Number	2,710	3,297	3,000
Relative change compared with the previous year	Percent	-32%	22%	-9%
Number of people in contour Leq, day = 55 dB(A) (Criterion in line with the German Aircraft Noise Act) <sup>1, 4, 5)</sup>	Number	95,462	101,386	102,958
Relative change compared with the previous year	Percent	-3%	6%	2%
Number of people in the contour surrounding NAT, Night = 6 x 68 dB(A) and Leq, night = 50 dB(A) (Criterion in line with the German Aircraft Noise Act) <sup>1, 6)</sup>	Number	72,764	75,371	72,462
Relative change compared with the previous year	Percent	-16%	4%	-4%

<sup>\*)</sup> Population database DDS. Collection date for this data for all analyses is 2010. The update of the population database to the status as per 2010 for the years to 2014 compared with earlier publications results in minor changes to inhabitant numbers in the relevant contours.

<sup>1)</sup> The flight noise contours were calculated based on the reference works introduced for Germany "Instructions for calculating noise abatement areas (AzB)" and "Instructions for capturing flight operations data (AzD, 2008)". All scenarios were standardized based on the average operation direction distribution for the 10 years from 2000 to 2009. The sigma increase developed for forecasting protection zone calculations under the Aircraft Noise Abatement Act and described in AzB and AzD was not used.

<sup>2)</sup> For the Ldn (level day/night) measure, this is a 24h long-term noise level in dB(A) that adds an increase of 10 dB to noise events at night. The Ldn enables us to document pollution changes from year to year using only one criterion.

<sup>3)</sup> The Leq, day = 60 dB(A) criterion is aligned with the definition of day protection zone 1 pursuant to the Aircraft Noise Abatement Act.

<sup>4)</sup> The Leq, day = 55 dB(A) criterion is aligned with the definition of day protection zone 2 pursuant to the Aircraft Noise Abatement Act.

<sup>5)</sup> The information on the Leq, day = 55 dB(A) is the total number within this contour that is below the number stated for Leq, day = 60 dB(A), i.e., a sub-quantity.

<sup>6)</sup> The criterion Surrounding from NAT, night = 6 x 68 dB(A) and Leq, night = 50 dB(A) is aligned with the definition of the night protection zone pursuant to the Aircraft Noise Abatement Act.

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

	Unit	2013	2014	2015
Frankfurt Airport <sup>1, 2, 3, 4)</sup>	Number per 10,000 aircraft movements	2.48	2.96	2.48
Lima Airport <sup>3)</sup>	Number per 10,000 aircraft movements	0.39	0.58	0.42
Varna Airport <sup>3)</sup>	Number per 10,000 aircraft movements	5.21	7.46	19.23
Burgas Airport <sup>3)</sup>	Number per 10,000 aircraft movements	0.54	3.67	10.95
Ljubljana Airport <sup>3, 5)</sup>	Number per 10,000 aircraft movements	-	2.87	4.34

<sup>1)</sup> Bird strike rate (number of bird strikes per 10,000 aircraft movements): All events with birds at Frankfurt Main Airport and in the surrounding area for aircraft registered in Germany. The bird strike rate is transferred to the total aircraft movements at Frankfurt Airport. Notification of a bird strike is made by the pilot to the German Committee for Prevention of Bird Strikes in Air Traffic (Deutscher Ausschuss zur Verhütung von Vogelschlägen im Luftverkehr (DAVVL e.V.)). The DAVVL annually provides a list of all bird strikes to the relevant airport operator. The airport operator, in this case Fraport AG, calculates the bird strike rate.

<sup>2)</sup> Data for 2015 preliminary.

<sup>3)</sup> Bird strike rate: number of bird strikes per 10,000 aircraft movements.

<sup>4)</sup> Adjusted for 2014 as the final number is notified by DAVVL after publication.

<sup>5)</sup> Applies for Q4 2014, figure adjusted for technical reasons.

## Aspect: Society

### G4-SO11 Number of neighbor complaints mainly relating to aircraft noise\*

	Unit	2013	2014	2015
<b>Frankfurt site</b>				
Total aircraft noise complaints	Number	2,645,582	3,075,805	3,931,157
Aircraft noise complaints referring to flight event	Number	2,266,915	1,902,349	1,578,036
Complainant	Number	5,193	3,753	2,382

<sup>\*)</sup> No formal complaints procedure. Please also see G4-SO11 on page 71 et seq.



## Personnel

The scope of consolidation for the Group personnel key figures matches that of the financial data. In August 2014, the scope of consolidation was extended to include the Group companies AMU Holdings Inc. (USA) and, from October 2014, Ljubljana Airport (Slovenia). Furthermore, Fraport sold its shares in the Group company Air-Transport IT Services, Inc., USA with effect as at April 22, 2015. On November 2, 2015 Fraport sold 51 % of the capital shares in Group company Fraport Cargo Services (FCS). These two companies are no longer included in the personnel key figures for 2015.

### Aspect: Employment

#### G4-10 Total workforce

(1/2)

	Unit	2013 adjusted	2014**)	2015 <sup>*)</sup>
<b>Group</b>				
Employees <sup>1, 6)</sup>	Number of people	21,513	22,031	21,475
of which men	Number of people	16,589	16,815	16,269
of which women	Number of people	4,924	5,216	5,206
Permanent employees <sup>2, 5)</sup>	Number of people	19,305	19,919	19,698
Apprentices	Number of people	352	342	321
Temporary staff <sup>3)</sup>	Number of people	751	670	587
Employees on leave	Number of people	1,105	1,100	869
Distribution by region				
Europe <sup>1)</sup>	In % of employees	97.2	97.2	97.4
Germany	In % of employees	94.1	92.4	92.7
Rest of Europe	In % of employees	3.2	4.8	4.7
Asia	In % of employees	0.2	0.1	0.1
America (North and South America)	In % of employees	2.5	2.7	2.5
Part-time employees <sup>4)</sup>	In % of employees	12.4	13.1	16.0
Fixed-term employment contracts	In % of employees	16.7	15.4	18.7

<sup>\*)</sup> 2015 excluding Fraport Cargo Services and Air-Transport IT.

<sup>\*\*)</sup> From August 2014 incl. AMU Holdings Inc., from October 2014 incl. Ljubljana Airport.

<sup>1)</sup> Employees = permanent employees + temporary staff (refer to 4.) + apprentices + employees on leave

<sup>2)</sup> No temporary staff (see 4), employees on leave, or apprentices are included in permanent employees.

<sup>3)</sup> Temporary staff = school pupils, students, interns, diploma students, partially employed staff, and trainees.

<sup>4)</sup> Including partial retirement.

<sup>5)</sup> When adding together the numbers of permanent employees, temporary staff, apprentices, and employees on leave, there may be a rounding difference of one person.

<sup>6)</sup> Employment figures for the segments can be found in the [2015 Annual Report](#), pages 54 and 55.

(2/2)

	Unit	2013 adjusted	2014	2015
<b>Fraport parent company</b>				
Employees <sup>1)</sup>	Number of people	11,985	11,694	11,401
of which men	Number of people	9,677	9,461	9,221
of which women	Number of people	2,308	2,233	2,180
Permanent employees <sup>2)</sup>	Number of people	10,340	10,219	10,184
of which men	Number of people	8,556	8,437	8,386
of which women	Number of people	1,784	1,782	1,798
Apprentices	Number of people	352	342	309
of which men	Number of people	239	251	230
of which women	Number of people	113	91	79
Temporary staff <sup>3)</sup>	Number of people	491	400	348
of which men	Number of people	303	248	204
of which women	Number of people	188	152	144
Employees on leave	Number of people	802	733	560
of which men	Number of people	579	525	401
of which women	Number of people	223	208	159
Part-time employees <sup>4)</sup>	In % of employees	13.7	13.6	13.8
of which men	In % of employees	6.6	6.4	6.2
of which women	In % of employees	7.1	7.2	7.6
of which men	In % of part-time employees	48.4	46.6	45.3
of which women	In % of part-time employees	51.6	53.4	54.7
Fixed-term employment contracts	In % of employees	7.8	7.1	6.5
of which men	In % of employees with fixed-term contracts	65.0	65.1	65.6
of which women	In % of employees with fixed-term contracts	35.0	34.9	34.4

<sup>1)</sup> Employees = permanent employees + temporary staff (refer to 4.) + apprentices + employees on leave

<sup>2)</sup> No temporary staff (see 4), employees on leave, or apprentices are included in permanent employees.

<sup>3)</sup> Temporary staff = school pupils, students, interns, diploma students, partially employed staff, and trainees.

<sup>4)</sup> Including partial retirement.

## G4-LA1 New employee hires and employee turnover

(1/2)

	Unit	2013	2014**)	2015 <sup>*)</sup>
<b>Group</b>				
<b>Total employee turnover</b>				
Leavers	Number of permanent employee leavers	2,194	2,284	2,206
	In % of permanent employees	11.4	11.5	11.2
Hires	Number of permanent employee hires	2,123	2,540	2,277
	In % of permanent employees	11.0	12.8	11.6
<b>Reasons for leaving</b>				
Employee termination	Number of permanent employees	572	505	527
Employer termination <sup>3)</sup>	Number of permanent employees	285	591	410
End of working life (retirement)	Number of permanent employees	60	94	122
Other reasons <sup>1)</sup>	Number of permanent employees	1,277	1,094	1,147
<b>Turnover by gender</b>				
Leavers				
Men	Number of permanent employees	1,745	1,719	1,738
	In % of permanent employee leavers	79.5	75.3	78.8
Women	Number of permanent employees	449	565	468
	In % of permanent employee leavers	20.5	24.7	21.2
Hires				
Men	Number of permanent employees	1,722	1,775	1,694
	In % of permanent employee hires	81.1	69.9	74.4
Women	Number of permanent employees	401	765	583
	In % of permanent employee hires	18.9	30.1	25.6
<b>Turnover by age<sup>2)</sup></b>				
Leavers				
Up to 30 years old	Number of permanent employees	810	774	688
	In % of permanent employee leavers	36.9	33.9	31.2
31 – 50 years old	Number of permanent employees	1,050	1,035	1,026
	In % of permanent employee leavers	47.9	45.3	46.5
Over 50 years old	Number of permanent employees	334	475	492
	In % of permanent employee leavers	15.2	20.8	22.3

<sup>\*)</sup> 2015 excluding Fraport Cargo Services and Air-Transport IT.

<sup>\*\*)</sup> From August 2014 incl. AMU Holdings Inc., from October 2014 incl. Ljubljana Airport.

<sup>1)</sup> Other reasons: Agreement to terminate contract, end of fixed-term employment contract, death during active employment relationship.

<sup>2)</sup> It is not yet possible to collect data for new hires by age group, but the aim is to collect these data in the medium term.

<sup>3)</sup> 2014 incl. the FraSec transfer of operations.

(2/2)

	Unit	2013	2014	2015
<b>Fraport parent company</b>				
<b>Total employee turnover</b>				
Leavers	Number of permanent employee leavers	160	201	207
	In % of permanent employees <sup>3)</sup>	1.5	2.0	2.0
Hires <sup>2)</sup>	Number of permanent employee hires	162	81	113
	In % of permanent employees <sup>3)</sup>	1.6	0.8	1.1
<b>Reasons for leaving</b>				
Employee termination	Number of permanent employees	57	80	70
Employer termination	Number of permanent employees	9	8	12
End of working life (retirement)	Number of permanent employees	30	38	38
Other reasons <sup>1)</sup>	Number of permanent employees	64	75	87
<b>Turnover by gender</b>				
Leavers				
Men	Number of permanent employees	128	165	159
	In % of permanent employee leavers	80.0	82.1	76.8
Women	Number of permanent employees	32	36	48
	In % of permanent employee leavers	20.0	17.9	23.2
Hires				
Men	Number of permanent employees	144	67	85
	In % of permanent employee hires	88.9	82.7	75.2
Women	Number of permanent employees	18	14	28
	In % of permanent employee hires	11.1	17.3	24.8
<b>Turnover by age</b>				
Leavers <sup>2)</sup>				
Up to 30 years old	Number of permanent employees	45	62	62
	In % of permanent employee leavers	28.1	30.8	30.0
31 – 50 years old	Number of permanent employees	62	79	77
	In % of permanent employee leavers	38.8	39.3	37.2
Over 50 years old	Number of permanent employees	53	60	68
	In % of permanent employee leavers	33.1	29.9	32.9

<sup>1)</sup> Other reasons: Agreement to terminate contract, end of fixed-term employment contract, death during active employment relationship.

<sup>2)</sup> It is not yet possible to collect data for new hires by age group, but the aim is to collect these data in the medium term.

<sup>3)</sup> 2014: The changes come from modifying the calculation method and converting to a new IT system.

## Aspect: Labor/Management Relations

### G4-11 Employees covered by collective bargaining agreements

	Unit	2013	2014**)	2015*)
<b>Group</b>				
Employees covered by collective bargaining agreements <sup>1)</sup>	In % of employees	99	99	99.6
<b>Fraport parent company</b>				
Employees covered by collective bargaining agreements <sup>2)</sup>	In % of employees	97	97	97

\*) 2015 excluding Fraport Cargo Services and Air-Transport IT.

\*\*\*) From August 2014 incl. AMU Holdings Inc., from October 2014 incl. Ljubljana Airport.

<sup>1)</sup> The Group companies are subject to collective bargaining agreements.

<sup>2)</sup> A further 3% are employees not covered by collective bargaining agreements or executive employees under the German Works Constitution Act (Betriebsverfassungsgesetz).

## Aspect: Occupational Health and Safety

### G4-LA5 Percentage of employees in job safety committees

	Unit	2013	2014	2015
<b>Group</b>				
Employees represented in job safety committees	In % of employees	100	100	100
<b>Fraport parent company</b>				
Employees represented in job safety committees	In % of employees	100	100	100

### G4-LA6 Accidents, occupational diseases, absence days, and fatalities

	Unit	2013	2014**)	2015**)
<b>Group</b> <sup>6,7)</sup>				
Accidents <sup>1)</sup>	Number	1,342	1,473	1,475
1,000-person rate <sup>1,2,3)</sup>	Number of notifiable accidents per 1,000 employees	27.3	28.8	27.0
fatalities	Number	0	0	0
notifiable <sup>2)</sup>	Number	597	629	585
Absence days <sup>2,4)</sup>	Number of notifiable absence days	9,339	10,731	9,755
Sickness rate <sup>5)</sup>	Absence in %	6.42	7.63	7.73
Due to sickness <sup>5)</sup>	Absence in %	6.27	7.42	7.54
Due to accidents (excluding sport, travel to and from work, and private accidents) <sup>5)</sup>	Absence in %	0.15	0.21	0.19
Occupational diseases	Number of cases recognized	0	0	1
<b>Fraport parent company</b> <sup>6,7,8)</sup>				
Accidents <sup>1)</sup>	Number	663	742	675
1,000-person rate <sup>1,2,3)</sup>	Number of notifiable accidents per 1,000 employees	22.2	26.7	20.7
fatalities	Number	0	0	0
notifiable <sup>2)</sup>	Number	268	315	239
Absence days <sup>2,4)</sup>	Number of notifiable absence days	5,425	5,220	4,716
Sickness rate <sup>5)</sup>	Absence in %	6.82	7.27	7.48
Due to sickness <sup>5)</sup>	Absence in %	6.61	7.07	7.30
Due to accidents (excluding sport, travel to and from work, and private accidents) <sup>5)</sup>	Absence in %	0.21	0.2	0.18
Occupational diseases	Number of cases recognized	0	0	1

\*<sup>1)</sup> 2015 excluding Fraport Cargo Services and Air-Transport IT.

\*\*<sup>2)</sup> From August 2014 incl. AMU Holdings Inc., from October 2014 incl. Ljubljana Airport.

<sup>3)</sup> Minor injuries (at the level of first-aid measures) are not included.

<sup>4)</sup> Notifiable = occupational accidents resulting in more than three lost days must be reported.

<sup>5)</sup> With reference to the average headcount. The average headcount is calculated by adding the total monthly employees divided by the number of months.

<sup>6)</sup> Absence days = planned work days.

<sup>7)</sup> Based on planned working hours.

<sup>8)</sup> It is not currently possible for Fraport to classify accidents by cause for technical reasons, but this is a target for the future.

<sup>9)</sup> The figures shown cover all staff, but not independent contractors, as no data are collected for these employees.

<sup>10)</sup> Sub-dividing the accident and absence days is not relevant for Fraport. The majority of workplace accidents take place in operational areas where mainly men work. An analysis would therefore show that the majority are men.

## Aspect: Training and Education

### G4-LA9 Average hours of training per employee

	Unit	2013	2014**)	2015*)
<b>Group<sup>3, 4)</sup></b>				
Apprentices	Number of people	352	342	321
Interns/students/diploma students/work placement pupils	Number of people	751	670	587
Education <sup>1, 2, 5)</sup>	Days per employee	3.79	3.04	3.80
<b>Fraport parent company<sup>4)</sup></b>				
Apprentices	Number of people	352	342	309
Men	In % of apprentices	67.9	73.4	74.4
Women	In % of apprentices	32.1	26.6	25.6
Interns/students/diploma students/work placement pupils	Number of people	491	400	348
Education <sup>1, 2, 5)</sup>	Days per permanent employee	2.5	2.3	2.3

\*) 2015 excluding Fraport Cargo Services and Air-Transport IT.

\*\*) From August 2014 incl. AMU Holdings Inc., from October 2014 incl. Ljubljana Airport.

<sup>1)</sup> Excluding apprentices.

<sup>2)</sup> 7 hr = 1 day.

<sup>3)</sup> Sub-dividing Group key figures by gender is not yet possible due to technical reasons but the aim is to collect these data in the future.

<sup>4)</sup> Sub-dividing the data by employee category is not possible. We would like to address this item over the medium term.

<sup>5)</sup> It is not currently possible to state the education period by gender satisfactorily but the aim is to collect these data in the future.

### G4-LA11 Percentage of employees receiving regular performance and career development reviews

	Unit	2013	2014**)	2015*)
<b>Group<sup>1)</sup></b>				
Employees receiving regular performance and career development reviews	Number of permanent employees	11,637	11,826	11,978
Employees receiving regular performance and career development reviews	In % of permanent employees	60.3	59.4	60.8
<b>Fraport parent company</b>				
Employees receiving regular performance and career development reviews	Number of permanent employees	10,340	10,219	10,184
Employees receiving regular performance and career development reviews	In % of permanent employees	100	100	100
Men	In % of permanent employees	82.7	82.6	82.3
Women	In % of permanent employees	17.3	17.4	17.7

\*) 2015 excluding Fraport Cargo Services and Air-Transport IT.

\*\*) From August 2014 incl. AMU Holdings Inc., from October 2014 incl. Ljubljana Airport.

<sup>1)</sup> Collection of Group key figures by gender is not yet possible due to technical reasons, but the aim is to collect these data in the future.

## Aspect: Diversity and Equal Opportunity

### G4-LA12 Composition of employees

(1/2)

	Unit	2013	2014**)	2015*)
<b>Group</b> <sup>1, 5)</sup>				
<b>Diversity</b>				
Average age	Years	41.9	42.4	42.8
up to 30 years old	Number of people	4,023	3,749	3,496
	In % of employees	18.7	17.0	16.3
31 – 50 years old	Number of people	12,330	12,576	11,973
	In % of employees	57.3	57.1	55.8
over 50 years old	Number of people	5,160	5,706	6,006
	In % of employees	24.0	25.9	28
Foreign employees <sup>1)</sup>	Number	4,327	4,444	4,347
	In % of employees	20.1	20.2	20.2
Disabled employees <sup>2)</sup>	Number of people	1,547	1,610	1,635
	In % of eligible jobs (total employees) <sup>3)</sup>	7.6	7.7	7.9
<b>Gender</b> <sup>6)</sup>				
Women	In % of employees	22.9	23.7	24.2
Men	In % of employees	77.1	76.3	75.8
Women in management positions <sup>4)</sup>	In % of managers	27.7	30.0	29.3
Women in management positions level 1 <sup>7)</sup>	In % of managers level 1	14.3	14.3	14.3
Women in management positions level 2 <sup>7)</sup>	In % of managers level 2	31.7	31.6	25.9
Women in management positions level 3	In % of managers level 3	28.1	30.3	30.1
Women in management positions level 4	In % of managers level 4	27.4	28.9	28.2
Women in management positions level 5	In % of managers level 5	25.6	32.2	33.3

\*) 2015 excluding Fraport Cargo Services and Air-Transport IT.

\*\*) From August 2014 incl. AMU Holdings Inc., from October 2014 incl. Ljubljana Airport.

<sup>1)</sup> In Germany.

<sup>2)</sup> Disabled employees, equivalent, and multiple credits.

<sup>3)</sup> Eligible jobs = employees – school pupils – students – apprentices.

<sup>4)</sup> Management position = Management levels 1 to 5. The term "management level" (or levels 1 to 5) relates exclusively to managers in an organizational unit, i.e., people to whom employees report in disciplinary and technical terms (management level 1: business/service unit manager, management level 2: department/central unit manager, management levels 3–5: manager).

<sup>5)</sup> Sub-dividing the data by employee category is not possible. We would like to address this item over the medium term.

<sup>6)</sup> Stating the people in management bodies subdivided by gender and age group is not yet possible as the data is not available for the subsidiaries.

<sup>7)</sup> 2014: The changes come from modifying the calculation method and converting to a new IT system.

(2/2)

	Unit	2013	2014	2015
<b>Fraport parent company</b>				
Average age	Years	44.3	44.9	45.4
up to 30 years old	Number of people	1,760	1,590	1,487
	In % of employees <sup>5)</sup>	14.7	13.6	13.0
31 – 50 years old	Number of people	6,813	6,384	5,958
	In % of employees <sup>5)</sup>	56.8	54.6	52.3
over 50 years old	Number of people	3,412	3,724	3,956
	In % of employees	28.5	31.8	34.7
Foreign employees	Number of people	1,807	1,765	1,700
	In % of employees	15.1	15.1	14.9
Percentage of managers	In % of employees	0.1	0.1	0.1
Percentage of non-managers	In % of employees	15.0	15.0	14.8
Disabled employees <sup>1)</sup>	Number of people	1,271	1,266	1,300
	in % of eligible jobs <sup>2)</sup>	11.4	11.6	12.1
Gender				
Women	In % of employees	19.3	19.1	19.1
Men	In % of employees	80.7	80.9	80.9
Women in management positions <sup>3)</sup>	In % of managers	22.6	24.3	24.2
Women in management positions level 1	In % of managers level 1	14.3	14.3	14.3
Women in management positions level 2	In % of managers level 2	29.0	25.8	20.0
Women in management positions level 3	In % of managers level 3	24.0	27.9	31.0
Women in management positions level 4	In % of managers level 4	21.9	22.9	21.1
Women in management positions level 5	In % of managers level 5	13.8	13.8	13.8
People in governance bodies <sup>4)</sup>	Number of people in management bodies (total)	25	24	24
of which women	In % of people in governance bodies	20.0	20.8	20.8
up to 30 years old	In % of people in governance bodies	0.0	0.0	0.0
31 – 50 years old	In % of people in governance bodies	40.0	33.0	24.0
over 50 years old	In % of people in governance bodies	60.0	67.0	76.0

<sup>1)</sup> Disabled employees, equivalent, and multiple credits.

<sup>2)</sup> Eligible jobs = employees – school pupils – students – apprentices.

<sup>3)</sup> Management position = Management levels 1 to 5. The term “management level” (or levels 1 to 5) relates exclusively to managers in an organizational unit, i.e., people to whom employees report in disciplinary and technical terms (management level 1: business/service unit manager, management level 2: department/central unit manager, management levels 3–5: manager).

<sup>4)</sup> Governance bodies = the committees or boards that are responsible for the strategic direction of the organization, the efficient supervision of the management, and the management’s liability toward the organization and its stakeholders.

<sup>5)</sup> 2014: The changes come from modifying the calculation method and converting to a new IT system.



# GRI Content Index

Our 2015 sustainability reporting comprises the report “2015 Compact – Gute Reise! We make it happen” and the GRI Report 2015. The GRI Report is aligned with the guidelines of the Global Reporting Initiative (GRI G4, “in accordance” Core option) and takes into account the airport-specific Airport Operators Sector Disclosures.

As part of the conversion of the sustainability reporting to the G4 guidelines of the Global Reporting Initiative (GRI), the materiality matrix needed further development in 2015 (see G4-18). After updating the materiality matrix, the ten areas of action were assigned to the material GRI G4 aspects. In addition, relevant aspects that are key requirements for operating an airport were determined and these remain part of the reporting. These aspects are marked accordingly in the report.

Our 2015 sustainability reporting is also used as a progress report relating to the implementation of the ten principles of the UN Global Compact on corporate management.

The GRI Content Index shows where information on the individual issues and aspects of sustainability reporting can be found.

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# General Standard Disclosures

## Strategy and Analysis

### G4-1 Statement from the most senior decision-maker of the organization

Refer to the “Foreword” in “2015 Compact – Gute Reise! We make it happen” (“2015 Compact”), page 2 et seq. and page 25.

Refer to “Group” in “2015 Compact”, page 14 et seqq.

The attainment is measured in “Our program”. Refer to the “2015 Compact” report, page 28 et seqq. The section “Overview of Business Development” in the management report in the 2015 Annual Report contains information on the business development in 2015 (see [Annual Report 2015](#), page 24).

The challenges for the coming year lie in attaining the targets defined in “Our program” for 2015. Medium-term objectives are set out in “Our program”. Refer to the “2015 Compact” report, page 28 et seqq.

See also “Understanding of sustainability” in the Publications area on [www.fraport.com](http://www.fraport.com).

## Organizational Profile

### G4-3 Name of the organization

Fraport AG

### G4-4 Primary brands, products, and services

- > Brand: Fraport AG has a profile in the marketplace under the brand “Fraport”.
- > For products and services refer to <http://www.fraport.com/en/our-expertise.html>
- > Operating boundaries: Fraport AG has an integrated business model. All products and services are performed by Fraport AG and its subsidiary companies.

### G4-5 Location of the organization’s headquarters

- > Headquarters: Frankfurt/Main

### G4-6 Number of countries where the organization operates

- > Number of countries in which Fraport has an active Group company: 9 (end of 2015)  
Germany, Bulgaria, Peru, USA, Slovenia, Turkey, China, Russia, India
- > Number of countries in which Fraport has an operating site: 4 (end of 2015):  
Egypt, India, Russia, Senegal
- > Number of countries in which Fraport provides larger scale consulting services: 3 (end of 2015)  
Niger, Switzerland, Taiwan
- > Important countries: See [Annual Report 2015](#), page 27 et seq.

## G4-7 Ownership structure

- > 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 company controlled by these shareholders (see <http://www.fraport.com/en/investor-relations/the-fraport-share-/basic-data-shareholder-structure.html>).
- > Regulatory framework: Fraport AG is a public company limited by shares (Aktiengesellschaft) in accordance with German law. The shareholder structure can be seen at <http://www.fraport.com/en/investor-relations/the-fraport-share-/basic-data-shareholder-structure.html>.

## G4-8 Markets

- > Markets: See “2015 Compact”, page 16 et seq. and <http://www.fraport.com/en/the-fraport-group/fraport-worldwide/our-airports.html>.
- > Destinations: Compare destinations for Frankfurt Airport 2015 (see “Publications” on [www.fraport.com](http://www.fraport.com)). A classification by the number of airline customers is not possible.
- > Customers: 40 million consumers live in the catchment area of 200 kilometers around Frankfurt Airport. The airport is in the conurbation area of the Frankfurt/Rhine-Main region.
- > Business activities without direct link to air travel:
  1. Airport Retailing: <http://www.fraport.com/en/our-expertise/non-aviation/retail---properties.html>
  2. Real Estate: <http://www.fraport.com/en/our-expertise/non-aviation/real-estate.html>
  3. Parking Management: <http://www.fraport.com/en/our-expertise/non-aviation/parking-facility-management.html>
  4. Energy and Utility Supply: <http://www.fraport.com/en/our-expertise/non-aviation/energy---utility-supply.html>
  5. IT-Service: <http://www.fraport.com/en/our-expertise/non-aviation/it-service.html>
  6. Airport Advertising: <http://www.fraport.com/en/our-expertise/non-aviation/airport-advertising.html>

The markets served by us do not differ in terms of the types of customers served. A corresponding breakdown is therefore not possible. Classification by number of airline customers is not possible with the available data collection methods.

## G4-9 Scale of the organization

The following data apply to the Fraport Group for 2015:

- > Number of employees\* of the Fraport Group (December 31, 2015): 21,475
- > Number of all employees who work at the airport: around 80,000 (including Gateway Gardens & The Squire, as at: 2014)
- > Revenue: €2,598.9 million
- > Total assets: €8,847.3 million
- > Shareholders' equity: €3,511.7 million
- > Non-current liabilities: €4,230.6 million
- > Current liabilities: €1,105.0 million
- > EBITDA: €848.8 million
- > Group result: €297.0 million
- > Quantity of products and services: Aviation (flight and terminal operations, corporate safety and security, ground services, fire brigade, VIP services) and Non-Aviation Services (airport retailing, parking management, real estate, energy and utility supply, airport advertising, IT-services) can be seen at <http://www.fraport.com/en/our-expertise.html>. Fraport is a service provider and not a manufacturing company, therefore details relating to quantity of products are not applicable.
- > Size of the airport site: 22.96 km<sup>2</sup>

\* Employees including temporary staff, apprentices, and employees on leave as at 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 long
- > Takeoff and landing Runway South: 4,000 m long
- > Takeoff Runway West: 4,000 m long
- > Landing Runway North-West: 2,800 m long

The operating direction depends on the wind direction and wind speed.

- > Minimum connection time: 45 min.
- > Number of aircraft movements: 468,153
- > Number of airlines that have flown to the airport during the reporting period: 184
- > Number of destinations that were flown to during the reporting period: 399

See also (including the financial data for the investments) [Annual Report 2015](#), page 54 et seqq.

## **G4-10 Total workforce**

See Key figures/Personnel, [G4-10 Total workforce](#) page 17 et seq.

A breakdown of the key figures by gender for the Group sites is not yet possible due to technical reasons, but the aim is to collect these data in future.

## **G4-11 Employees covered by collective bargaining agreements**

See Key figures/Personnel, [G4-11 Employees covered by collective bargaining agreements](#), page 20.

In the Fraport Group over 99% of all employees are employed and paid under collective bargaining agreements. The difference to 100% is made up of employees of smaller Group companies who are not subject to a collective bargaining agreement. These are mainly employees not covered by collective bargaining agreements or senior managers.

## **G4-12 Organization's supply chain**

The Fraport Group is a supplier of high-quality airport services. In accordance with Fraport's fundamental values of probity, integrity, trustworthiness, responsibility, transparency, loyalty, and fairness, we aspire to act with social, economic, and environmental responsibility in our business dealings and see sustainability as designing the future. We have defined this responsibility for our employees in the code of conduct. We expect our suppliers and service providers to comply with the same standards. The code of conduct describes the standards for business relationships with the Fraport AG companies. Similar to the code of conduct for employees, this code addresses the issues of compliance, working conditions, and human rights and was supplemented by the aspects of environmental conservation and climate protection.

This applies to all Fraport suppliers and service providers with whom there is a direct business relationship.

### Procurement at Fraport AG

Contrary to a manufacturing company, Fraport AG has a heterogeneous requirement structure. The requirements of Fraport AG range from architectural services through the erection of complete buildings to their repair, from office materials through computer center services to aircraft tow-tractors. Frankfurt Airport does not have a traditional supply chain.

Around 68% (€510 million) of the order volume from the parent company totaling €749 million was placed with companies in the Frankfurt/Rhine-Main Region in 2015. More than 91% of all awarded orders were below €10,000 and are therefore to the particular advantage of small and medium-sized companies.

Around 43% of the order volume was procured for services. These were mainly services for security, temporary staff, cleaning, and IT.

28% of the order volume was procured for construction. The other 29% was placed in the market for consumables.

In 2015 Fraport AG had over 3,208 active suppliers and service providers.

Location of suppliers and service providers by country:

97% of the order volume comes from suppliers and service providers with their head office in the Federal Republic of Germany, 2.5% from within the EU, and 0.5% from such countries as the USA and Switzerland. These countries have comparable legal principles and standards.

### G4-13 Changes regarding size, structure, or ownership

See [Annual Report 2015](#), page 48 et seqq. and page 58 et seqq.

In 2015 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.

### G4-14 Explanation of whether and how the precautionary approach or principle is addressed by the organization

Fraport actively looks for opportunities and embraces them if the magnitude of the projected benefits and the exposure to risks are in an appropriate relationship to each other. A controlled approach to risks is the primary goal of risk management (see [Annual Report 2015](#), page 75 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 2015](#) in the "Publications" section on [www.fraport.com](http://www.fraport.com)).

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 "[2015 Compact](#)", page 46 et seq. and "Occupational health and safety" on [www.fraport.com](http://www.fraport.com)). 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.

Security is a key condition for air traffic. This principle applies equally to passenger traffic and air freight. This is why security 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 Security 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 security in airport operations and potential weak points in the operating processes. The SMS is directed toward all users at Frankfurt Airport; the relevant processes, procedures, and responsibilities are defined in a manual accessible to all internal personnel.

## G4-15 Externally developed charters, principles, or other initiatives

### Voluntary initiatives (selection):

Fraport AG has made a commitment to compliance 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.–

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.

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.

Equal opportunities, diversity, and achieving the right work-life balance for career and family are key elements of our employment policy. Fraport signed the Charter of Diversity in December 2007.

Since 2002, Fraport has been a member of Transparency International German Chapter e.V. (<https://www.transparency.de/English.1222.0.html>).

Fraport participates in Airport Carbon Accreditation, a program of ACI, with the objective of persuading the maximum number of European airports to adopt CO<sub>2</sub>-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”. Stakeholder engagement is a key element of this stage. Our investment, Antalya Airport, has also reached Level 3+ “Neutrality”. In 2015, Ljubljana Airport achieved Level 2 “Reduction” by appropriate measures.

### 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 also indexes, awards, and memberships (<http://www.fraport.com/en/the-fraport-group/innovations-awards/awards.html>).

## G4-16 Memberships

Fraport pursues its interests through membership of the industry organizations Task Force for German Commercial Airports (ADV, <http://www.adv.aero/>), Airports Council International (ACI, <http://www.aci.aero/>), Europe, and World. Fraport is also a member of the Federation of the German Air Traffic Industry (BDL, <http://www.bdl.aero/en/>). BDL focuses on the importance of air traffic as an economic factor for Germany and has defined its target as highlighting its contribution to safe mobility, climate, and environmental protection. We are working together with the bodies there to prepare positions on the issues of air traffic. They also include positions on projected legislation and political initiatives (see <http://www.fraport.com/en/the-fraport-group/european-matters-associations/associations.html>).



## Material Aspects and Boundaries

### G4-17 List of consolidated companies

See “Disclosures of shareholding pursuant to Section 313 (2) of the German Commercial Code (HGB)” and “Notes to the Consolidation and Accounting Policies” ([Annual Report 2015](#), page 194 et seqq. and page 110 et seqq.)

### G4-18 Process for defining the report content

The basis for defining the report content is a materiality matrix analysis. We focus on the principles of 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 [“2015 Compact”](#), page 22 et seqq.). Since 2010, we have used this to create the materiality matrix that depicts the company’s future challenges. The matrix is updated annually and, if necessary, modified (see “Updating the materiality matrix” in [“2015 Compact”](#), page 24).

In the course of aligning sustainability reporting with the Global Reporting Initiative’s (GRI) G4 guidelines, the materiality matrix needed to be developed in 2015 to focus it even more on the central areas of action for the company’s sustainability. To be specific, we approached defining the key issues as follows:

#### 1. Identification

The content of the existing materiality matrix was first checked according to the GRI G4 requirements, taking account of the benchmark results and discussions with representatives of internal departments. Detailed results from the last management and stakeholder survey from 2013 were also considered, as well as the current extent to which targets from the “Our program” areas of action had been achieved. The aim of updating the areas of action was to concentrate on aspects that can be recorded with targets and measurable performance indicators (see “Updating the materiality matrix” in [“2015 Compact”](#), page 24).

Based on these analyses we derived ten areas of action that are of key importance to the future of the Fraport Group. The process of updating the materiality matrix and the defined areas of action were approved by the Executive Board.

#### 2. Prioritization

Fraport’s management and representatives of our most important stakeholders (airline companies, passengers, business partners, shareholders, analysts, employees, employee representatives, political bodies and authorities, foundations, associations, scientific bodies, NGOs, local residents living near airports) confirmed the high relevance of the ten newly defined areas of action for the company’s sustainability in an online survey. Both groups were also requested to prioritize the issues (see “Materiality matrix” in [“2015 Compact”](#), page 24 et seqq.).

#### 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 areas of action of the materiality matrix were then assigned to the relevant GRI G4 Aspects.

## G4-19 All material aspects

After updating the materiality matrix, the ten areas of action were assigned to the key GRI G4 aspects.

Areas of action	Assigned GRI Aspects
Product quality and customer satisfaction	Customer health and safety Product and service labeling Customer privacy
Economic efficiency	Economic performance
Growth and development in the Group	Investment Assessment Anti-corruption
Ideas and innovation	Products and services
Attractive and responsible employer	Employment Labor/management relations Training and education Equal remuneration for women and men 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 region	Market presence Indirect economic impacts Public policy Local communities
Noise abatement	Noise (Airport Operators Sector Disclosures)
Climate protection	Energy Emissions Transport
Conservation of nature and resources	Emissions Water Biodiversity Effluents and waste

Refer to “Materiality matrix” in “2015 Compact”, page 27

In addition, relevant aspects that are key requirements for operating an airport were determined and these remain part of the reporting. This covers the aspects of “Procurement Practices”, “Compliance”, “Environmental grievance mechanisms”, “Grievance mechanisms for impacts on society”, “Labor practices grievance mechanisms”, “Child labor”, “Forced or compulsory labor”, “Security practices”, “Indigenous rights”, “Supplier human rights assessment”, “Human rights grievance mechanisms”, “Anti-competitive behavior” and “Marketing communications”.

## G4-20/G4-21 Material aspects within and outside the organization

Areas of action	Material aspects within the organization	Material aspects outside the organization
Product quality and customer satisfaction	x	x
Economic efficiency	x	x
Growth and development in the Group	x	x
Ideas and innovation	x	x
Attractive and responsible employer	x	x
Occupational health and safety	x	
Value generation and engagement in the region	x	x
Noise abatement	x	x
Climate protection	x	x
Conservation of nature and resources	x	x

The defined areas of action are considered significant Group-wide. Material Aspects that are regionally different cannot be shown here.

## G4-22 Restatements of information in comparison to earlier reports

See “About this Report”, page 3 and “2015 Compact”, page 1.

## G4-23 Changes to report scope and aspect boundaries

See “About this Report”, page 3, “2015 Compact”, page 1, and Annual Report 2015, page 23.

## *Aspect: Stakeholder Engagement*

### G4-24 Stakeholder groups engaged

Refer to the “2015 Compact” report, page 22 et seqq.

### G4-25 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 more than 80,000 employees (as of: 2014) 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.

### G4-26 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 with local authorities and citizens on subjects relating to the airport (see “Aspect service quality”, page 74 and “2015 Compact”, page 22 et seq.).

### G4-27 Key topics raised through stakeholder engagement

#### **Approach to integration of the interests of the stakeholders:**

The materiality matrix helps us to identify and take account of risks and opportunities for the benefit of Fraport, or to avoid impacts as appropriate. 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 2015, page 74 et seqq.).

In the course of aligning sustainability reporting with the Global Reporting Initiative's (GRI) G4 guidelines, the materiality matrix needed to be developed in 2015 to focus it even more on the central areas of action for the company's sustainability. To do this, the content of the materiality matrix was first reviewed in terms of the requirements of the GRI's G4 Guidelines and in consideration of benchmark results (see "Updating the materiality matrix" in the "2015 Compact" report, page 24).

Fraport's management and representatives of our most important stakeholders (airline companies, passengers, business partners, shareholders, analysts, employees, employee representatives, political bodies and authorities, foundations, associations, scientific bodies, NGOs, local residents living near airports) confirmed the relevance of the ten newly defined areas of action for the company's sustainability in an online survey. Both groups were also requested to prioritize the issues (see "2015 Compact", page 27). The surveyed people also had the opportunity to state further key issues for the future of Fraport AG – but these are covered completely in the defined areas of action.

#### **Resulting key issues:**

Our new program was derived from the content of the materiality matrix. This focused on the ten areas of action:

- > Product quality and customer satisfaction
- > Economic efficiency
- > Growth and development in the Group
- > Ideas and innovation
- > Attractive and responsible employer
- > Occupational health and safety
- > Climate protection
- > Conservation of nature and resources
- > Noise abatement
- > Value generation and engagement in the region

A comprehensive summary of all subjects including the associated objectives and measures can be found in "Our program" (see "2015 Compact" report, page 28 et seqq.).

#### **Implementation in communication:**

The objectives and measures of the program were passed by the Executive Board at the end of 2015. The program is a key element of the reporting such that the requirements of the stakeholders are also included in the reporting.

## **Report Profile**

### **G4-28 Reporting period**

Our reports "2015 Compact" and "GRI Report 2015" are published annually in German and English and cover the reporting period of January 1 to December 31 of each year.

### **G4-29 Date of most recent previous report**

The previous report was published on May 7, 2015.

### **G4-30 Reporting cycle**

Our reports "2015 Compact" and "GRI Report 2015" are published annually in German and English and cover the reporting period of January 1 to December 31 of each year.

### **G4-31 Contact point for questions regarding the report**

Stefan J. Rüter  
Head of Finance and Investor Relations  
Telephone: +49 (0) 69 690-74840  
Fax: +49 (0) 69 690-74843  
E-mail: [investor.relations@fraport.de](mailto:investor.relations@fraport.de)

## G4-32 GRI Content Index

This document.

## G4-33 External assurance for the report

See “Auditor’s Report” on the financial statements ([Annual Report 2015](#), page 199).

The environmental key figures are validated by an external environmental assessor in accordance with EMAS. The relevant key figures are shown with colored backgrounds in the table (see [Key Figures Environment](#), page 8 et seqq.).

See also Committees of the Supervisory Board ([Annual Report 2015](#), page 19).

## Governance

### G4-34 Governance structure

In accordance with German legislation, Fraport is governed by a dual management system: The Executive Board manages the company with responsibility for sustainable growth in the interests of the company, i.e., taking account of the requirements of the shareholders, its employees, and the other stakeholder groups associated with the Company. The Executive Board develops the strategic direction of the company, defines it together with the Supervisory Board, and ensures its implementation. The Executive Board is responsible for compliance with the statutory regulations and internal company guidelines, and ensures compliance within the Group. The Executive Board also ensures appropriate risk management and risk controlling within the Company. The Supervisory Board appoints, monitors, and advises the Executive Board. Decisions of fundamental importance for the company require the consent of the Supervisory Board. The Supervisory Board has 20 members and has equal shareholder and employee representation. The shareholder representatives are appointed by the shareholders at the Annual General Meeting. The employee representatives are elected by the employees in accordance with the provisions of the Co-determination Act. The period of office is five years.

More detailed information on the individual members of the Supervisory Board, as well as the composition and work of the committees is provided in the 2015 Annual Report (see [Annual Report 2015](#), page 17 et seqq.). A list compiled by the Supervisory Board relating to diversity aspects is provided in the section “[Key Figures](#)”, page 24.

See also “Strategy, objectives, organization” on [www.fraport.com](http://www.fraport.com).

See “Corporate Governance Code <http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>”

See “Statement on Corporate Management” and “Corporate Governance Report/Structure and functioning of the management and control bodies” ([Annual Report 2015](#), page 14 et seqq.)

See Corporate Governance on the company’s website <http://www.fraport.com/en/the-fraport-group/corporate-compliance/integrated-management-systems.html>

See Report of the Supervisory Board/Work of the committees ([Annual Report 2015](#), page 8 et seqq.)

## Ethics and Integrity

### G4-56 Values, principles, and standards of behavior

The Supervisory Board of Fraport AG adopted the **Corporate Governance Code** (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/integrated-management-systems.html>) 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 (see [Fraport AG Corporate Governance Code](#), [Statement on Corporate Management](#), and [Corporate Governance Report](#)).

Pursuant to responsible corporate governance, we have 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 principles**, and the **ILO core labor standards**.

In accordance with Fraport’s fundamental values of probity, integrity, trustworthiness, responsibility, transparency, loyalty, and fairness, we aspire to act with social, economic, and environmental responsibility in our business dealings and see sustainability as designing the future. The reputation of a company is a key element in our success. We all contribute through our daily work to the positive perception of Fraport.

In order to anchor them more strongly in the company, at the start of 2013 Fraport published two codes of conduct that require employees and suppliers to comply with these basic principles (see **Code of Conduct for Employees of Fraport AG / Code of Conduct for Suppliers of Fraport AG** in the Publications area on [www.fraport.com](http://www.fraport.com)). The Code of Conduct for Employees covers the subjects of **compliance, working conditions, and human rights**. Similar to the Code of Conduct for Employees, the Code for suppliers also contains the aspects of **environmental conservation and climate protection**. The Fraport Policy forms the overarching structure for all commitments and the codes of the Group based on specific topic areas (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>). The Code of Conduct reflects the values culture lived out at Fraport and provides our employees with a framework for dealing with the economic, legal, and moral challenges of daily business life in a responsible and correct manner.

The Code of Conduct for Employees of Fraport AG was initially introduced at the beginning of 2013 to the German companies of the Fraport Group and was then gradually rolled out in the majority shareholdings abroad. For each Fraport AG subsidiary, the Group-wide codes of conduct were introduced as their own code; those in international subsidiaries were also published in their own national language. Country-specific modifications were permitted.

The acceptance of the codes of conduct is also a key element of the Group Compliance Management System (CMS) guideline rolled out in 2015 that is to be implemented by the fully consolidated subsidiaries as a minimum requirement. As a result of the publication of both codes as Fraport AG guidelines at the same time and also the Group guidelines that are binding for the subsidiaries by resolution of their supervisory bodies, they have been implemented as binding. The training for these issues takes place according to the Fraport AG training concept and within the subsidiaries under the responsibility of the senior management there. Repeat training on the Code of Conduct is planned at 3-year intervals. Business partners are not offered compulsory training. All new Group employees receive an appropriate introduction to the Code of Conduct that is signed along with the employment contract. The Compliance, Risk and Value Management department is responsible for this binding introduction in the Group, and at local subsidiaries this is the responsibility of the local compliance officer and senior management.

Fraport is engaged at all Group sites in maintaining natural habitats and is striving for preventative environmental management. The **environmental policy** of Fraport AG was passed and signed in 2008 by the Company's Executive Board (for further information see [Environmental Statement 2014](#), page 6 in the "Publications" area on [www.fraport.com](http://www.fraport.com)). It is therefore binding for the whole Group. It is based on a preventative approach for handling natural resources and obliges us to undertake all business activities in an environmentally friendly way. At each of our majority-owned airports there is an environmental management system that is used to detect and minimize risks. The long track record of experience enjoyed by Frankfurt Airport in environmental protection provides a tangible benefit for all Group sites, for example in the form of training courses and technical support, including on-site assistance.

The **Group company agreement entitled "The Conduct of Partnership, Diversity, and Equality in the Workplace"** defines the principles of non-discrimination, equal opportunities, the advancement of women into management positions, and diversity for Fraport. These principles are a key element for decision-making on personnel appointments, training measures, organizational changes, and the structuring of work time.

Over recent years, the "Agenda 2015" corporate strategy was crucial for Fraport to meet the development needs in aviation and changes to the environmental conditions. The new mission statement converts Agenda 2015 into a new strategy that will be introduced in the company in 2016. It takes effect in all areas and is the guideline for future activity. In addition to the corporate purpose, it describes the objectives, values, and vision (see "Our mission statement" in "[2015 Compact](#)", page 8 et seqq.).

The Group's mission statement aims to define Fraport's understanding of important issues. Our understanding of management, amongst other matters, is also described here. With these established aspirations we want to give management activity a common orientation and obligation and thus make our contribution to achieving the corporate objectives.

#### **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: Member of the Executive Board and Executive Director Labor Relations
- > Environmental aspects: Chairman of the Executive Board (CEO)

### Targets and performance:

Refer to “Our program” in “2015 Compact”, page 28 et seqq.

### Monitoring and tracking:

Fraport has implemented a Whistleblower System at many of its sites. This is an important tool for identifying or uncovering **breaches in codes**. In 2009, Fraport introduced the electronic Whistleblower System BKMS® in the parent company (see <https://www.bkms-system.net/bkwebanon/report/clientInfo?cin=6fra1&language=eng>). Fraport employees, business partners, and customers have the opportunity to submit confidential reports about irregularities around the clock using an Internet-based communication platform. This means that information on corruption, economic crime, and infringements of standards of conduct can be notified in confidence throughout the world at any time. The Whistleblower System was implemented at our Group subsidiary Fraport Twin Star Airport Management AD at our Antalya site in 2010 and in Lima in 2011.

Fraport has also appointed an external lawyer as an **ombudswoman**. She additionally accepts reports on company-related crimes, inadmissible business practices, and serious infringements of regulations. Since 2003, employees at the Frankfurt site have also had an internal ombudsperson they can turn to.

We have numerous **management systems** to establish responsible corporate governance in the business processes (<http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>). These include environmental, health and safety, and quality management. To demonstrate the effectiveness and any potential improvement, as early as 1996 we successfully completed certification of the quality management system to the international ISO 9001 standard. Since 2000, this certification was expanded to Group companies and investments and a certification association under ISO 9001 was formed. The aim of quality management is to ensure the high quality and ongoing improvement of all key processes. 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 person, we conduct internal audits regularly (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>).

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 Fraport Cargo Services GmbH (FCS) in 2008, N\*ICE Aircraft Services & Support GmbH (N\*ICE) in 2009, and Energy Air GmbH in 2014.

Lima Airport, Ljubljana Airport, and the terminal operation in Antalya have been certified in conformity with ISO 14001. Varna and Burgas Airports 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.

### 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, organization” on [www.fraport.com](http://www.fraport.com)).

### Key opportunities and risks:

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 2015”, page 74 et seqq).

## Specific Standard Disclosures

### Economic Performance Indicators

#### Management Approach EC

Alongside our function of providing transport, the interest of our owners is 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 equity, and generate the financial means that are necessary for financing future development. Target attainment is measured by various indicators such as value added, ROFRA (Return on Fraport Assets), revenue, and the 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 “Fraport value added”, which is calculated as the difference between adjusted EBIT (earnings before interest and taxes including the results before taxes of the associated companies) and the company's capital costs (Fraport assets x cost of capital) (for further information see [Annual Report 2015](#), page 34 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 2015](#), page 75 et seqq.).

The following GRI Aspects were defined as material: Economic performance, market presence, and indirect economic impacts (see “Materiality matrix” in “[2015 Compact](#)”, page 27 and [G4-27 Key topics raised through stakeholder engagement](#), page 35 et seq.)

Objectives and measures can be found in “Our program” in “[2015 Compact](#)”, page 28 et seqq.

See also “Growth and development in the Group” in “[2015 Compact](#)”, page 38 et seqq.

#### Material Aspect: Economic Performance – Management Approach

The section “Economic Report” in the management report of the 2015 Annual Report includes information on business development in 2015 (see [Annual Report 2015](#), page 46 et seqq.). Information on the opportunities and risks of the company are explained in the opportunities and risks report of the [Annual Report 2015](#), page 75 et seqq.

For information on the economic performance of the Group, see also “Economic Performance” in the “[2015 Compact](#)” report, page 36 et seq. and “[GRI Report 2015](#)”, page 4.

#### G4-EC1 Direct economic value generated and distributed

See [Key Figures Finance](#) page 4 et seq.

#### G4-EC2 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 timeframe is the rolling 24-month period. As a result of the longer timeframes for climate change and the characteristics, the risk and opportunities view is conducted within the environmental management system.

It can currently not be determined that the changes in existing rules initiated by climate change will involve changes to existing business processes associated with significant costs. Global regulation that could massively affect the predicted growth of global aviation traffic is rather unlikely as it would be accompanied by restrictions for individual and complete national economies. By 2031, annual global growth rates of 4.1 % are expected. The expansion measures at Frankfurt Airport and Group airports create sufficient capacity to meet the rising traffic growth.



Frankfurt Airport is less susceptible to potential restrictions to aviation on shorter routes from national regulations, as it has a high share of medium and long-distance flights. These cannot be replaced by other means of transport. Compared with short routes, they are more profitable and have a better environmental balance. Fraport continues to work proactively towards reducing emissions by collecting emissions-based airport charges as this gives airlines an incentive to use modern aircraft with lower emissions. At Frankfurt Airport, around two-fifths of goods are transported in passenger aircraft. This advantage is of strategic importance against the background of the debate on energy efficiency, and it makes a significant contribution to the high profitability of the site.

There are no discernable risks from changes to the physical climate parameters that have a material influence on the company. For Frankfurt Airport there are meteorological figures for a long period of time and these are recorded on a daily basis. These indicators are analyzed periodically in order to undertake the necessary changes to the airport infrastructure or existing business processes in good time. The capacity of drainage and volumes in the rainwater retention basins are checked and taken into account when planning new infrastructure. Fraport uses a variety of measures to prepare for extreme weather events. One of these is expanding the winter service facilities and their employees. Potential increases in energy consumption from climate change are countered at an early stage by reducing consumption in existing buildings using construction and organizational measures. Energy monitoring checks this.

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 new 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.

Physical opportunities exist in the predicted trend of global warming. For example, Fraport could 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 CO<sub>2</sub> emissions and costs.

Since 2006, Fraport has regularly reported to CDP. Further information: “2015 Compact”, page 58 and <https://www.cdp.net/en-US/Results/Pages/responses.aspx?Search=True&Keyword=Fraport+AG>

#### **G4-EC3 Coverage of the organization’s defined benefit plan obligations**

Refer to [G4-EC3 Coverage of the organization’s defined benefit plan obligations](#), page 5.

For further information see <http://www.fraport.com/en/careers/working-at-fraport/rewards---benefits.html>.

#### **G4-EC4 Significant financial assistance received from government**

Fraport has not received any government grants and subsidies. 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. 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 company controlled by these shareholders (see “2015 Compact”, page 17 and [Key Figures Finance](#), page 5).

## ***Material Aspect: 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. In addition to the Frankfurt site, at the time of publication of the report Fraport was active at 13 other airports (see “Situation of the Group”, [Annual Report 2015](#), page 25 et seqq.).

### **G4-EC5 Ratios of standard entry level wage compared to local minimum wage**

Frankfurt Airport is defined as a significant business site, as 90% of the employees in the Group work at this site. There are collective bargaining agreements in 99% of all Group companies. These exceed the local minimum wage standards. In accordance with the collective bargaining agreement 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.

### **G4-EC6 Hirings from the local community**

Frankfurt Airport is defined as a significant business site, as over 90% 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 on account of the specifics of the business. Only a small number of managers are seconded from the parent company.

### **AO1 Passengers**

See [AO1 Passengers](#), page 5.

### **AO2 Aircraft movements**

See [AO2 Aircraft movements](#), page 6.

### **AO3 Cargo tonnage**

See [AO3 Cargo tonnage](#), page 7.

## ***Material Aspect: Indirect Economic Impacts – Management Approach***

Airports are important business locations and contribute directly and indirectly to economic and social value creation. Frankfurt Airport, for example, with more than 80,000 direct employees and around 500 companies, is the largest regional place of work in Germany. Additional employment effects are also created in enterprises that are appointed by Fraport for the maintenance and expansion of airport infrastructure. This also benefits around 5.5 million people who live in the metropolitan region around the Airport (see “Value generation and engagement in the region” in “[2015 Compact](#)”, page 50 et seqq.).

In this context, Fraport contributes comprehensively to social value generation. The company’s direct value generation includes expenses for personnel, capital expenditure, tax, interest, and dividends to its shareholders. Over the past fiscal year, the direct value generation totals over €2.7 billion (see “[Value generation](#)”, page 4 and [Annual Report 2015](#), page 69). The company’s indirect value generation includes consumption by airport employees and the companies located at the airport who also have their own value chain and employment effects.

See also “Voluntary engagement” on [www.fraport.com](http://www.fraport.com).

## G4-EC7 Infrastructure investments and services for public benefit

As an operator of the German airport with the biggest volume of traffic, we have a particular commitment to the Frankfurt/Rhine-Main region. We have a strong track record over many years of contributing to a wide variety of sporting, social, cultural, and environmental activities. These include donations and sponsorship for numerous clubs, cultural activities, charitable organizations, and educational institutions. For further information (including on the effects of the support) see “Community” in “2015 Compact”, page 48 et seqq.

You will find an overview of the expenditure for donations, sponsoring, and the Environmental Fund under “G4-EC8 Community engagement”, page 7.

An investigation into the needs of the community in order to establish the specific packages required was not carried out during the reporting period.

Our employees at international Group sites are also involved.

See also “Voluntary engagement” on [www.fraport.com](http://www.fraport.com).

## G4-EC8 Indirect economic impacts

Frankfurt Airport is an important economic factor for the Frankfurt/Rhine-Main region. Thanks to its central location and the link with the airport, this region has been transformed into one of the most sought-after, dynamic and most highly integrated international economic zones in Europe. A workforce of some 80,000 employees (as at 2014) makes the airport Germany’s biggest workplace.

Around 68% (€510 million) of the order volume from the parent company totaling €749 million was placed with companies in the Frankfurt/Rhine-Main Region. More than 91% of all awarded orders were below €10,000 and are therefore to the particular advantage of small and medium-sized companies. In 2016, orders to companies in the region are expected to remain at a similarly high level. 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 “2015 Compact”, page 19 and page 50 et seq. and <http://www.fraport.de/de/konzern/flughafen-und-region/wirtschaftsfaktor-flughafen.html>.

The airport is also 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. Aviation is a necessary requirement for this and Frankfurt Airport plays a pivotal role for Germany in this regard.

## *Relevant Aspect: Procurement*

### G4-EC9 Proportion of spending on local suppliers at significant locations of operations

Frankfurt Airport is defined as a significant location of operation and the Frankfurt/Rhine-Main Region is defined as local. Around 68% (€510 million) of the order volume from the parent company totaling €749 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.

# Environmental Performance Indicators

## Management Approach EN

The key areas of action are climate protection and the conservation of nature and resources. The following GRI Aspects were defined as material: Energy, water, biodiversity, emissions, effluents and waste, products and services, transport and noise (see “Materiality matrix” in “2015 Compact”, page 27 and [G4-27 Key topics raised through stakeholder engagement](#), page 35 et seq).

Environmental management at Frankfurt Airport has been validated in conformity with the European Eco-Management and Audit Scheme (EMAS) since 1999. Our airport was the second in Germany to open its doors to the critical scrutiny of independent experts – and this validation process has been repeated each year. Since 2002, we have also received certification under the international environmental standard ISO 14001. Environmental management systems exist at all other majority-owned airports. The sites in Antalya, Lima, and Ljubljana are also certified to ISO 14001 (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>).

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.

The (components of the) management approaches on the material Aspects are described in detail in the [Environmental Statement 2014](#), pages 6–48 and pages 49–57 (see the Publications section on [www.fraport.com](http://www.fraport.com)).

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.

Information on the organizational responsibility, monitoring and tracking, and the central opportunities and risks are listed under [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.

Targets and measures are listed in “Our program”, in “2015 Compact”, page 28 et seqq. and in Climate protection (“2015 Compact”, page 58 et seqq.) as well as in Conservation of nature and resources.

The central unit, Corporate Development, Environment and Sustainability, 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 unit Occupational Health and Safety (reports directly to the Executive Director Labor Relations), see [Environmental Statement 2014](#), Environment policy, page 6, in the Publications section on [www.fraport.com](http://www.fraport.com).

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. When calculating CO<sub>2</sub>, country-typical factors are used or are replaced by factors from the most recent DEFRA set (see <http://www.ukconversionfactorscarbonsmart.co.uk/>).

The “Group” scope of consolidation in 2015 comprises the Fraport parent company and the fully consolidated investments with significant environmental effects (see page 8).

You can find further information in the Environment area on the Fraport website [www.fraport.com](http://www.fraport.com).

## Material Aspect: Energy – Management Approach

Our environmental management covers the Aspect of energy efficiency, among others (see [Management Approach EN](#), page 44). For further information, see [Environmental Statement 2014](#), page 21 et seqq. in the Publications section on [www.fraport.com](http://www.fraport.com).

### G4-EN3 Energy consumption within the organization

See [G4-EN3 Energy consumption within the organization](#), page 8 et seq.

For information regarding standards, methods, assumptions, and factors see “[Management Approach EN](#)”, page 44.

## G4-EN4 Energy consumption outside of the organization

See [G4-EN4 Energy consumption outside of the organization](#), page 9.

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

## G4-EN5 Energy intensity

See [G4-EN5 Energy intensity](#), page 9.

For information regarding standards, methods, assumptions, and factors see "[Management Approach EN](#)", page 44.

## G4-EN6 Reduction of energy consumption

See [G4-EN6 Reduction of energy consumption](#), page 10.

Since 2013, Fraport has gradually been introducing CO<sub>2</sub>/energy consumption controlling at the Frankfurt site. This is a controlling tool for measuring and managing energy consumption. It creates transparency, helps to reduce energy costs and hence to improve energy efficiency. This tool enables us to monitor whether the strategic CO<sub>2</sub> targets are being attained and to identify irregularities at an early stage. At the same time, CO<sub>2</sub>/energy consumption controlling facilitates the reduction of investment risks and allows successes in implementation to be communicated within the company and in the public domain. The database is provided by the energy consumption data recorded in a highly nuanced approach for the parent company on buildings, systems, or equipment. All energy sources, such as electricity, district cooling, district heating, gas, and fuel for vehicles and combustion are taken into account. Planning and construction based on life-cycle cost is implemented when portfolio buildings are refurbished and energy efficiency is enhanced. This is also the case for new buildings.

The strategic networking of the airport with other carriers, also called intermodality, has a long track record at Fraport extending back to the 1970s. For example, in 2015, 30% of all passengers used the train (ICE, long-distance and regional trains, or metropolitan railway) to travel to and from the airport. If other public transport and buses are included, the share was 35.4%. At Fraport AG and in the Group it was even just under 40%. Fraport is working together with German Rail (DB) and Deutsche Lufthansa AG to maintain and improve the use of public transport by passengers, with measures such as integrated travel packages and the inclusion of air traffic in the network planning of German Rail. Fraport employees are motivated to use public transport by the offer of a free job ticket. In 2015, over 30% of employees used local public transport (metropolitan railway, regional railway, and bus). Journeys by passengers and employees to and from the airport are not the only trips to "go by rail". Plans are also being made to transfer cargo from road to rail.

We are also optimizing the air freight logistics chain at Cargo City from environmental and commercial perspectives. In recent years, we have created or initiated various projects such as founding the Air Cargo Community Frankfurt e. V. and introducing the IT platform Fair@Link (project developer: Dakosy AG, Hamburg). This is the basis on which we define and establish the rules of cooperation that should lead to the freight up and downline being more coordinated and therefore running more smoothly than is currently the case and avoiding backlogs.

For information regarding standards, methods, assumptions, and factors see "[Management Approach EN](#)", page 44.

See also [G4-EN5 Energy intensity](#), page 9.

See also [Environmental Statement 2014](#), Environmental Aspect climate gases, page 15 et seqq. (Publications area on [www.fraport.com](http://www.fraport.com)).

## ***Material Aspect: Water – Management Approach***

See [Management Approach EN](#), page 44.

See “[2015 Compact](#)”, page 60 et seq and “[Conservation of nature and resources](#)” on [www.fraport.com](http://www.fraport.com).

### **G4-EN8 Total water withdrawal by source**

See [G4-EN8 Total water withdrawal](#), page 10.

There is no detailed information available on the sources.

For information regarding standards, methods, assumptions, and factors see “[Management Approach EN](#)”, page 44.

### **AO4 Quality of rain water**

See “[AO4 Quality of rain water](#)”, page 10.

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 investments included under IFRS.

## ***Material Aspect: Biodiversity – 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 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. 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 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 uses the 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” section on [www.fraport.com](http://www.fraport.com)) 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” section on [www.fraport.com](http://www.fraport.com)).

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. No species on the relevant Red Lists of endangered species are registered by the Group airports.

Fraport has a “Wildlife Management” system. Collisions with individual birds or, in particular, flocks of birds are a hazard for aircraft. Because around 70% 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, in Frankfurt we focus on special biotope management. This concerns making the airport area unattractive to relevant birds, i.e., minimizing or avoiding nesting, resting, and feeding opportunities. The bird strike rate based on verified notifications from pilots over the past 13 years in Frankfurt was between 2 and a maximum of 3.5 cases per 10,000 aircraft movements.

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, the implementation of the sandy grassland and sandy meadows from the former Kelsterbach substation to free areas in Kelsterbach Wood (approx. 2 ha) was successful and the biotopes with the protected maiden pinks and dwarf everlasting flowers are also developing positively.

See also “Conservation of nature and resources” and “Environmental Fund” on [www.fraport.com](http://www.fraport.com).

#### **G4-EN11 Sites in, or adjacent to, protected areas**

A total area of owned land amounting to 22.84 km<sup>2</sup> and an operational area of 18.60 km<sup>2</sup> within that area means that, based on area, 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 under road surfaces), the airport has large areas of land which are used by animals and plants as habitats. Smaller species of birds, such as wheatears, European stonechats, or whinchats, can be regularly found there, and in spring natterjack toads and populations of frogs can also be seen.

The precise details are found at [G4-EN11 Sites in, or adjacent to, protected areas](#), page 11.

See also “Conservation of nature and resources” in “[2015 Compact](#)”, page 60 et seq.

See also “Conservation of nature and resources” and “Environmental Fund” on [www.fraport.com](http://www.fraport.com).

#### **G4-EN12 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” section on [www.fraport.com](http://www.fraport.com)).

#### **G4-EN13 Habitats protected or restored**

When construction work is carried out at the airport, the objective is to have minimum impact on the natural environment and the landscape. However, if areas of land have to be developed, mitigation measures are necessary. That said, the extensive and comprehensive environmental measures achieve more than simple compensation (see “List of areas with measures” in the Publications section on [www.fraport.com](http://www.fraport.com)). 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” section on [www.fraport.com](http://www.fraport.com).

See also “Conservation of nature and resources” and “Environmental Fund” on [www.fraport.com](http://www.fraport.com).

## Material Aspects: Emissions, Effluents, and Waste – Management Approach

Environmental management at Frankfurt Airport has been validated in conformity with the European Eco-Management and Audit Scheme (EMAS) since 1999. Our Group majority-owned airports have established environmental management systems that systematically record emissions, effluents, and waste. In Antalya, Lima, and Ljubljana the management systems are also certified to ISO 14001 (see [Management Approach EN](#), page 44).

In 2008, Fraport already summarized all activities directed toward climate protection in a single project that focused on three fields: energy-saving measures in the existing portfolio of buildings and infrastructure, efficient energy use in new buildings, and reduction of energy consumption in the Company's own vehicle fleet. Comprehensive CO<sub>2</sub>/energy consumption controlling is used to check all measures directed toward climate protection. Fraport AG has received international recognition for its climate protection activities: In 2015, the airport operator again achieved the third out of four certification levels of Airport Carbon Accreditation awarded by ACI Europe, the umbrella organization for airport operators. 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 Climate Disclosure Scoring, Fraport improved over the previous year by three points to 98 out of 100 points.

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.

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, glass, packaging waste (DSD green-dot waste), and residual waste. The collected waste is either fed into advanced sorting systems where any contaminants are separated out, and the recyclable materials are then conveyed to the recycling plant or the recently modernized waste to energy plant operated by the City of Frankfurt. The steam generated here by combustion is used for the production of electricity and district heating. The hazardous waste created at Fraport is also collected separately and channeled away for recycling as far as possible. Where there is no recycling option, the waste is thermally processed in a special combustion system or disposed of in a physicochemical treatment facility.

For further information on reductions of emissions, effluents, and waste, see "[2015 Compact](#)", page 60 et seq.

The air pollutant emissions are recorded in the "Environmental Impact, Noise and Air Quality" team of the strategic business unit Airside and Terminal Management, Corporate Safety and Security. The CO<sub>2</sub> emissions are surveyed and monitored in the Environmental Management department. Environmental Management is located in the central unit Corporate Development, Environment and Sustainability, 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 2014](#), Organizational chart page 4, Air pollutants page 27–29, Effluents page 37–38, Waste page 46–47 (see the "Publications" section on [www.fraport.com](http://www.fraport.com)).



## G4-EN15 Direct greenhouse gas emissions (Scope 1)

See [G4-EN15 Direct greenhouse gas emissions \(Scope 1\)](#), page 12.

For information regarding standards, methods, assumptions, and factors see “[Management Approach EN](#)”, page 44.

## G4-EN16 Energy indirect greenhouse gas emissions (Scope 2)

See [G4-EN16 Energy indirect greenhouse gas emissions \(Scope 2\)](#), page 12.

For information regarding standards, methods, assumptions, and factors see “[Management Approach EN](#)”, page 44.

## G4-EN17 Other indirect greenhouse gas emissions (Scope 3)

See [G4-EN17 Other indirect greenhouse gas emissions \(Scope 3\)](#), page 12.

Air traffic in the landing and takeoff cycle up to an altitude of 3,000 ft generates the greatest emissions (around 952 thousand metric tons of CO<sub>2</sub>). This is followed by the transport of originating passengers to and from the airport (around 201 thousand metric tons of CO<sub>2</sub>), the energy consumption by infrastructure and vehicles operated by third parties at the site (approximately 181 thousand metric tons), Fraport AG and third party employee transport to the airport at 113 thousand metric tons of CO<sub>2</sub>, and by the business journeys carried out by staff members at Fraport AG (approximately 0.7 thousand metric tons of CO<sub>2</sub>). The airport charges based on NO<sub>x</sub> emissions also have an indirect impact on the emissions of air traffic. The unique intermodal link to the local metropolitan rail network and the national long-distance transport by regional and long-distance trains means that passengers can be conveniently transferred from private transport and short-haul flights to rail travel. Energy marketing by a Fraport subsidiary and selective stakeholder engagement have an impact on the CO<sub>2</sub> emissions of third parties. Business trips are essentially necessary through air travel to our investments.

As part of the participation in the ACI Airport Carbon Accreditation, CO<sub>2</sub> emissions for Scope 3 were also determined at Antalya and Ljubljana airports. Further information can be found in the [Environmental Statement 2014](#), Environmental Aspect climate gases, page 15 et seqq. (see “Publications” area on [www.fraport.com](http://www.fraport.com)).

Relevant information for the other Group sites cannot currently be collected as this is very complex for an airport.

For information regarding standards, methods, assumptions, and factors see “[Management Approach EN](#)”, page 44.

## G4-EN18 Greenhouse gas emissions intensity

See [G4-EN15 Direct greenhouse gas emissions \(Scope 1\)](#) and [G4-EN16 Energy indirect greenhouse gas emissions \(Scope 2\)](#), page 12.

## G4-EN19 Reduction of greenhouse gas emissions

Climate protection is one of the most important challenges for the air-traffic 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 essentially relate to technical improvements in buildings and installations, process optimizations and economic tools such as airport charges relating to noise and emissions (see “[2015 Compact](#)”, page 58 et seq.).

Furthermore, Fraport supports a number of industry-wide initiatives which are directed at reducing CO<sub>2</sub> emissions. Fraport is involved in SESAR (Single European Sky Air Traffic Management Research), an initiative by the European Commission and EUROCONTROL, which 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 advantages for passengers and the environment are shorter flight times and reduced emissions. The targets of SESAR to 2020 comprise increasing capacities threefold since 2005, reducing environmental impact per flight by 10%, 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 CO<sub>2</sub> by 1.5% per year by 2020 and carbon-neutral growth by 2050. This means a reduction in CO<sub>2</sub> emissions in 2050 by 50% compared with 2005 throughout the whole industry (<http://www.atag.org/>). In 2010, the International Civil Aviation Organization (ICAO) passed a resolution for an improvement in fuel efficiency of 2% per year for the airlines until 2050. A further resolution was also passed with the objective of carbon-neutral growth from 2020.

Fraport participates in Airport Carbon Accreditation, a program of ACI, with the objective of persuading the maximum number of European airports to adopt CO<sub>2</sub>-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". Stakeholder engagement is a key element of this stage. Our investment, Antalya Airport, has also reached Level 3+ "Neutrality". In 2015, Ljubljana Airport achieved Level 2 "Reduction" by appropriate measures.

Fraport also contributes its climate reporting externally to the "Carbon Disclosure Project" (CDP) ([www.cdp.net](http://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 CO<sub>2</sub> reporting. Since 2006, Fraport has been involved in CDP and has improved its Climate Disclosure Scoring by three points compared with the previous year to 98 out of 100 points. See also [G4-EN6 Reduction of energy consumption](#), page 52.

For information regarding standards, methods, assumptions, and factors see "[Management Approach EN](#)", page 44.

### **G4-EN21 NO<sub>x</sub>, SO<sub>x</sub> and other significant air emissions**

Fraport AG emits approximately the following amounts each year

NO<sub>x</sub>: 264 metric tons

Benzene: 0.4 metric tons

PM10: 9.3 metric tons

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. In future, the data are to be subject to continuous reporting and the necessary processes are currently being put in place. We are unable to influence other air emissions with our measures and they are therefore not significant.

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 factors see "[Management Approach EN](#)", page 44.

### **A05 Air quality**

See [A05 Air quality](#), page 14.

### **G4-EN22 Total water discharge**

See [G4-EN22 Total water discharge](#), page 13.

Process water is not produced at Fraport AG.

For information regarding standards, methods, assumptions, and factors see "[Management Approach EN](#)", page 44.

### **G4-EN23 Waste by type and disposal method**

See [G4-EN23 Waste by type and disposal method](#), page 13.

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

## **G4-EN24 Significant spills**

See [G4-EN24 Significant spills](#), page 14.

Spills were reported by the parent company and Ljubljana Airport.

## **AO6 Aircraft and pavement de-icing agents**

See “[AO6 Aircraft and pavement de-icing agents](#)”, page 15.

The aircraft and pavement de-icing agents accumulated by Fraport is treated in treatment plants.

## ***Material Aspect: Products and Services – Management Approach***

Our commitment to environmental protection and environmental compatibility is directed toward maintaining our natural habitats.

The focus of our actions is provided by measures to avoid, reduce, and mitigate environmental impacts that arise or could arise as a result of airport operations. Our environmental management focuses on the areas of noise abatement, climate protection, and biodiversity. As part of our program, we have set the strategic goals (see “[2015 Compact](#)”, page 28 et seqq.) and track these with various measures and projects, e.g., for climate protection (see report “[2015 Compact](#)”, page 58 et seqq. and our website [www.fraport.com](http://www.fraport.com) > Climate protection), on maintaining and supporting biodiversity (“Protect environment – Maintain biodiversity”) and as part of our global environmental management (see [Environmental Statement 2014](#), page 6, in the “Publications” section on [www.fraport.com](http://www.fraport.com)). We are also continuing our efforts on noise abatement.

See also [Management Approach EN](#), page 44.

## **G4-EN27 Initiatives to mitigate environmental impacts**

Since the end of 2013, there has been a returns system for bottles and cans with refundable deposit in both terminals at Frankfurt Airport. Following a successful test run, a total of 25 returnables machines came on stream. The amount for the deposit is donated to four charitable institutions. The guest decides for themselves which organization benefits from the donation.

Our environmental management focuses on the areas of noise abatement, climate protection, and biodiversity.

As part of our program, we have set the strategic goals (see “[2015 Compact](#)”, page 28 et seqq.) and track these with various measures and projects, e.g., for climate protection (see report “[2015 Compact](#)”, page 58 et seqq. and our website [www.fraport.com](http://www.fraport.com) “Climate protection”), on maintaining and supporting biodiversity (see “Protect environment – Maintain biodiversity”) and as part of our global environmental management (see [Environmental Statement 2014](#), page 6 in the “Publications” section on [www.fraport.com](http://www.fraport.com)).

## ***Relevant Aspect: Compliance***

### **G4-EN29 Fines and sanctions for 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. The investments also reported no infringements.

## Material Aspect: Transport – Management Approach

Networking with other transport providers – called intermodality – generates additional traffic volumes in competition with other airports: The link to the high-speed rail network increases the catchment area of Frankfurt Airport compared with airports without a long-distance railway station. It enhances the hub function, increases passenger numbers, and generates important competitive advantages for us. At the same time, the transfer from flight to rail traffic facilitates partial easing of capacity for air traffic. This means that slots (time windows for takeoffs and landings) of short-haul flights that have been transferred to rail can be released for urgently needed European and intercontinental flights. The strategic networking of the airport with other carriers, also called intermodality, 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. When the AIRail Terminal was opened in 1999, the link was created to the national and international long-distance rail network. ICE traffic as a percentage of total traffic for arriving and departing passengers rose from 3% in 1999 to 14.5% in 2015. In 2015, 30% of arriving and departing originating passengers used the railway to and from the airport (metropolitan railway, regional trains, regional express, ICE, IC, long-distance trains). If buses are included, the share was 35.4% in 2015, whereas this was only 23.6% in 1999.

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

Indicators on intermodality are included under the [transport aspect](#), page 15.

### G4-EN30 Significant environmental impacts of transport and traffic

The strategic networking of the airport with other carriers – also known as intermodality – has a long track record back to the 1970s with Fraport (see [Environmental Statement 2014](#), Environmental Aspect transport, page 24 et seqq. in the “Publications” section on [www.fraport.com](#)).

A list of indicators is provided under “[G4-EN30 Significant environmental impacts of transport and traffic](#)”, page 15.

The CO<sub>2</sub> emissions caused by traffic on the airport complex are reported for the Fraport parent company and the Group under “[G4-EN15 Direct greenhouse gas emissions](#)”, page 12 and “[G4-EN16 Energy indirect greenhouse gas emissions](#)”, page 12. The emissions of air pollutants are found under “[G4-EN21 NO<sub>x</sub>, SO<sub>x</sub> and other significant air emissions](#)”, page 50.

## Aspect: Intermodality (Airport Operators Sector Disclosures)

Information on intermodality was reported under the previous aspect “Transport”. 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.– We are working very closely with other carriers to achieve this objective. For example, in 2015, 30% of all originating passengers used the train to travel to and from the airport. If buses are also included, the share was 35.4%. The challenge is to maintain this figure despite the growing volume of passengers. Fraport employees are motivated to use public transport with a free job ticket. In 2015, around 30% of employees used local public transport (metropolitan and regional rail and public buses).

We are also optimizing the air freight logistics chain at Cargo City from environmental and commercial perspectives. Making traffic flow in and around the airport efficient whilst having the lowest possible impact on the environment requires increasing coordination of the processes with all participants – cargo lines, freight forwarders, handling agents, customs etc.– Fraport has also launched a pilot project with a number of partners directed toward developing an IT-based Cargo Community System. In 2011, the transport flows were analyzed with a view to potential for optimization, and the pilot project with full routine, everyday operation was started up at the beginning of 2012 (see [Environmental Statement 2011](#), page 23 et seqq., “Publications” section on [www.fraport.com](#)).

Most public transport at our other airports where we hold a majority shareholding is provided by the use of buses. In the whole Group the share is 39% (2015).

Indicators on intermodality are included under the [transport aspect](#), page 15.

## Aspect: Noise (Airport Operators Sector Disclosures)

Fraport has already taken responsibility for introducing noise-related landing and takeoff charges at Frankfurt Airport in 1993. Up to the year 2000, noise differentiation was based on the noise values in the noise authorization documents provided with aircraft. In 2001, the noise differentiation was converted to type-specific noise values determined by the aircraft noise measurement system operating at Frankfurt Airport. Since then, the differentiation and the range of charges has been gradually increased. Since January 2013, the aircraft types have been divided into 16 noise categories and these categories have been managed separately for landing and takeoff. The spread of noise classes is particularly noticeable at night because night movements must pay a night surcharge. This is even higher during the core night period (11 p.m. – 4.59 a.m.) than during marginal nighttime periods (10 p.m. – 10.59 p.m. and 5 a.m. – 5.59 a.m.). Night surcharges are intended to create an economic incentive for the deployment of quieter aircraft and to transfer aircraft movements from the night-time period to the day. According to the currently applicable charging rules for Frankfurt Airport, on average 3.2% higher takeoff and landing charges must be paid than under the previous rules. The spread between loud and quiet was strengthened so that particularly loud aircraft are charged more than average. Here, the charges were increased by 8% whereas for the quietest aircraft they only increased by 2.7%.

Even before the new Runway Northwest came into operation, flight procedures for reducing noise were being developed and tested. Since founding the Airport and Region Forum (FFR), a committee of experts located there with representatives from local communities, airlines, air traffic control, the airport (Fraport AG), politics, and science have been the driving force for these active noise abatement activities.

The action plan comprised seven measures for reducing noise. These were expanded by a package of 19 measures signed on February 29, 2012 and entitled “Together for the Region – Alliance for more Noise Abatement 2012” (see “Noise abatement” on [www.fraport.com](http://www.fraport.com)).

Within the continuing collaboration in the “Active Noise Abatement” expert committee, Fraport has taken on the leadership for the design and implementation of some of these measures. One of these measures is raising the approach angle for Runway Northwest by 0.2 degrees. This measure enlarges the overflight height above urban areas from the distance at which the beam on the instrument landing system during horizontal intermediate approach is normally reached. For the currently applicable intermediate approach height of 5,000 feet for Runway Northwest, this results in a greater flight height at a distance of around 27 km compared with the 3.0 degree approach.

Fraport AG has equipped Runway Northwest with two instrument landing systems (ILS) per operating direction for the approach angles of 3.0 and 3.2 degrees. On approaches with a tailwind or poor weather conditions, the previous angle of 3.0 degrees should initially be retained for safety reasons. The test operations conducted since October 2012 showed that when using the 3.2 degree approach there was neither an increased number of go-arounds nor delays to arriving aircraft. Analyses from the German Center for Aviation and Space Travel (DLR) at a total of seven noise measurements stations of Fraport AG and by the Environment and Neighborhood House (Umwelt- und Nachbarschaftshaus (UNH)) showed a reduction in the maximum noise level for over-flights of 0.5 – 1.5 dB (A) depending on the location of the measuring station and the aircraft type. The Federal Ministry for Transport and Digital Infrastructure (BMVI) has now approved permanent normal operation on Runway Northwest.

The usage rate of the 3.2 degree approach on Runway Northwest is around 70%, meaning it is higher for operating direction 07 than for operating direction 25 due to the combination of weather conditions and operating direction. The capital expenditure for the additional ILS systems was €3.2 million.

In future, steeper approaches should also be possible on the “old” runways of our airport. However, this cannot be achieved in the same way as for Runway Northwest because there is not enough space to set up the ILS systems here. Instead, we are using a completely new technology in the form of GBAS. The abbreviation stands for ‘ground-based augmentation system’, a type of technology that facilitates satellite-based precision approaches. Our airport, the first international hub in Europe, has implemented the new approach system. A significant advantage of the system is that only one ground station is required for a wide variety of approaches on all runways and in both operating directions. However, for the system to be used to its full extent, technical equipment is required on airplanes as well as on the ground. In particular, the Airbus A380, Boeing 747-8, 787, and 737 NG currently have the relevant equipment. Following an extensive system test in cooperation with the operators of these aircraft models, we would like to offer GBAS-supported approaches at 3.2 degrees on all runways from spring 2017. We have invested some €2.5 million to construct and put the GBAS ground station into operation.

Further examples of active noise abatement measures that are currently being developed or tested include continuous climb operations (CCO) and the development of even steeper approaches.

We are also focusing on abolishing aircraft noise at ground level. For example, reverse thrust with higher load levels, depending on dispersion characteristics, produces noticeable noise in nearby residential areas. Reverse thrust may thus only be used at Frankfurt Airport for safety reasons. By means of an automated monitoring program, we intend to systematically analyze the use of reverse thrust with higher load levels in order to detect and prevent improper use. Fraport is the first airport worldwide to develop a detection system for this which is based on the coupled use of microphone systems. Active noise abatement is supplemented by passive noise abatement measures. On the basis of the German Aircraft Noise Act, the Hesse State Government enacted a Noise Abatement Zone Directive for Frankfurt Airport. This defines noise protection areas. Furthermore, a comprehensive regional fund totaling some €265 million was set up to finance additional benefits providing private households and eligible public institutions with passive noise abatement measures. Funds are also being provided from the Regional Fund so that claims for passive noise abatement can be brought forward. This measure enables those entitled to reimbursement to submit their claims before 2016 (statutory date for claims). The budget is provided by the State of Hesse and by Fraport. The entitlement to compensation for damage caused by aircraft noise to the exterior of houses and buildings requiring special protection is now regulated following the entry into force of the third regulation for the execution of the German Aircraft Noise Act (3. FlugLSV) in August 2013. An entitlement arises for properties that are within day protection zone 1 of the Airport.

We have been measuring aircraft noise around the airport for more than 50 years. Fraport currently maintains 29 measuring stations and three mobile measuring stations. We publish the results of aircraft noise measurements and other information relating to flight operations, such as route allocations or the use of directions in the takeoff and landing runway system, online at [www.fraport.com](http://www.fraport.com). The measurement results also form the basis for the calculation of noise-related takeoff and landing charges.

The new FRA Map application allows internet users to create an individual image of their own aircraft noise situation on the basis of calculated aircraft noise values. The interactive map gives access to information on diverse topics and focuses specifically on the people affected as they can enter their home address. The "Aircraft Noise Information" function presents data related to aircraft noise in a compact form for the entered address.

In January 2016, Fraport published the most recent noise abatement report on the previous summer traffic scheduling period (2015). This report provides information twice a year on the development of aircraft noise pollution in the region and presents progress made in terms of noise abatement at Frankfurt Airport. The number of aircraft movements was 1.4% higher in the past summer traffic scheduling period (2015) than in the same period in the previous year. However, continuous noise levels at most Fraport aircraft noise measurement points have not changed. Decreases in continuous noise levels were even recorded during the day at some measuring stations in the east and west. The decline in eastern operations from 34.8% in summer 2014 to 31.9% in summer 2015 particularly justifies the decline in continuous noise levels at the approach measuring stations in the west. Lower continuous noise levels were measured in 2015 than in 2014 at the measuring stations 01 Offenbach-Bieber and 02 Offenbach-Lauterborn in the east, even though the number of approaches over these measuring stations increased. An active noise abatement measure that has been implemented on the Airbus A319, A320, and A321 operated by Lufthansa is responsible for this. The measure to reduce noise emissions created by aircraft consists of mounting a kind of wind deflector, known as a vortex generator, over vents on the underside of wings. These generators prevent an even flow over the openings and thus the development of noise caused by air flowing over aircraft. As Lufthansa carries out almost 40% of all movements in Frankfurt during the day using the A320 family, this measure is particularly effective at reducing noise in the daytime. The current level of noise is lower than the values forecast for the expansion.

Fraport AG supported the NORAH Noise Impact Study ("Noise-Related Annoyance, Cognition, and Health"), which was initiated by the Environmental and Neighborhood Organization (UNH), carried out over a period of five years and completed in October 2015.

It was the aim of the NORAH study to obtain a comprehensive and scientifically substantiated description, insofar as possible, of the effects of noise caused by air, rail, and road transport on the health and quality of life of the relevant resident population. The scientifically valid results that have now been presented contain remarkable new findings in comparison with earlier scientific assumptions.

Based on the results of the various study modules on the issue, it can be said that the health risks caused by aircraft noise are minimal and thus lower than they were previously assumed to be. For example, the initial assumption underlying the study of a connection between aircraft noise and damage to health due to an increase in blood pressure could not be confirmed. Moreover, no significant connection was found for the entire group between stress from aircraft noise and the risk of a heart attack or stroke. The health of residents living close to the airport is thus not significantly detrimentally affected by air traffic. Compared to other modes of transport and also in comparison to earlier studies, the NORAH study found the lowest level of risk increases due to aircraft noise. These risk increases, contrary to earlier assumptions, were also insignificant for the most part.

These new results, which differ from previous studies, are particularly assured due to the high scientific standards of the study, which included extensive quality controls.

### **AO7 Change of people residing in areas affected by noise**

See [AO7 Change of people residing in areas affected by noise](#), page 16.

There are no statutory regulations at other Group sites and no calculation parameters for determining the number and percentage of residents living near the airport who are affected by aircraft noise.

## ***Relevant Aspect: Complaints Procedure for Environmental Aspects***

### **G4-EN34 Formal grievances about environmental effects**

There are no grievances about environmental effects.

# Social Performance Indicators

## Labor Practices and Decent Work

### Management Approach LA

Pursuant to responsible corporate governance, we have 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 principles, and the ILO core labor standards. In 2013, Fraport published two in-house codes of conduct to establish more firmly these principles within the Company. These two codes commit employees and suppliers to comply with these fundamental principles. The Fraport Policy forms the overarching structure for all commitments and the codes of the Group based on specific topic areas (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>).

The following GRI Aspects were defined as material: Employment, Labor/management relations, Occupational health and safety, Training and education, Diversity and equal opportunity, Equal remuneration for women and men (see “Materiality matrix” in “2015 Compact”, page 27 and [G4-27 Key topics raised through stakeholder engagement](#), page 35).

We continuously develop our safety concepts on the basis of a systematic assessment of potential hazards. Alongside the technical safety of workstations, the behavior of employees and their independent sense of responsibility play an important role here. This is why Fraport carries out regular training on occupational safety. Employees working on the apron continued to receive training sessions, which began in 2013, with practical tips on safe driving to avoid specific accident risks. Lightning protection seminars were further events offered to this group of employees. These allowed employees to learn about electrostatic discharges, dangers posed by thunderstorms, and corresponding protective measures. The Annual Meeting for Safety Officers in 2015 focused on the issue of “traffic safety”. Apprentices in their first year at Fraport AG received information about occupational health and safety on a safety day. Focal points included ergonomics and proper lifting and carrying.

Objectives and measures can be found in the program in “2015 Compact”, page 28 et seqq.

Information on the organizational responsibility, monitoring and tracking, and the central opportunities and risks is provided under [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.

See also “Employees” in “2015 Compact”, page 42 et seqq.

### Material Aspect: Employment – Management Approach

Fraport is one of the biggest employers in the Frankfurt/Rhine-Main Region. In addition to the Frankfurt site, Fraport AG also operates 13 airports on four continents in the form of majority and minority shareholdings, as well as under management contracts (see “Annual Report 2015”, page 25). As a company operating on the global stage, we are committed to the values and standards of behavior enshrined in the principles of the UN Global Compact, the ILO core labor standards, and the OECD principles for multinational companies. We developed a Code of Conduct in 2012 with the aim of making the associated obligations even more transparent. This code is binding for all employees of Fraport AG. At the beginning of 2013, it came into force in the parent company and is gradually being introduced throughout the Group.

Fraport has no guiding principles and programs relating to recruitment of local personnel by airport operators and contractors, measures for reducing the number of employees with access to the security areas of the airport, and measures which demand the loyalty of employees to the immediate contractor.

See also “Employees” in “2015 Compact”, page 42 et seqq.

See [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.



## G4-LA1 New employee hires and employee turnover

See [G4-LA1 New employee hires and employee turnover](#), page 19.

A breakdown of the turnover rate by region cannot yet be reported for Group sites because the data are not available. We would like to address this issue over the medium term.

A survey of new hires by age group is not yet possible due to technical reasons, but the aim is to collect these data in the future.

## G4-LA2 Benefits provided to full-time employees

Frankfurt Airport is defined as a significant location of operation. Fraport generated more than 80% of its revenue at the Frankfurt site in 2015.

Fraport offers employees a series of non-payscale benefits (see <http://www.fraport.com/en/careers/working-at-fraport/rewards---benefits.html>). 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 specified period of service with the Company is a prerequisite for entitlement – regardless of whether the employment is

Our material, controlled airport investments also provide non-payscale benefits. For example, Fraport Twin Star offers its employees – regardless of their period of employment, but prorated according to their scope of employment as appropriate – additional social benefits (additional salary components for pension schemes, food, etc.), health promotion (participation in health measures,ayscale supplementary health insurance, etc.), but also measures such as company sports, training opportunities, and the provision of public transport.

Our Peruvian investment Lima Airport Partners follows suit. Employees receive – regardless of their type of employment – a salary above the national level; there is also an extensive program (“Club LAP”) of optional supplementary benefits. This program includes six categories, covering the areas of the work-life balance, family, health, free time, and financial well-being of employees. Benefits such as increased cover for health and life insurance, company bus transport, opportunities to take part in fitness and sporting activities, and additional days off to promote a work-life balance are examples of what the program offers.

Aerodrom Ljubljana also offers its employees various additional benefits. These include the acquisition of and contribution to supplementary insurance (pension scheme, accident insurance), the granting of time quotas and flexible working hours, social support for family events, and health promotion in the form of preventative measures and company sports. All these benefits are granted regardless of the period of employment.

## ***Material Aspect: Labor/Management Relations – Management Approach***

Fraport has a long tradition as a company with a social perspective and a partner-centered approach. Our aim is not simply to be a big employer in quantitative terms. We also want to be just and fair by rewarding our employees for their performance and commitment. This involves giving them fair wages and salaries, and a package of benefits that goes beyond pay. We offer a high level of job security, good working conditions based on collective bargaining agreements, career and personal development options, and a highly developed corporate ethic.

The operations of Fraport AG and its subsidiary companies are primarily carried out by the companies’ own employees. 99% of these are employed and paid under collective agreements. The risk of strikes that could lead to disruption of the operation of the airport is therefore extremely low. This also includes all areas relevant to security, such as security check points, airport security, and operational safety. We are unable to exert any influence on other contractual partners or on the customers of our airports in relation to work satisfaction.

See [G4-11 Employees covered by collective bargaining agreements](#), page 30.

See [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.

## G4-LA4 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 41 meetings and three extraordinary meetings during the course of the year of the Works Council were held at the parent company in 2015, while the Group Works Council came together for ten ordinary meetings. Just as in Frankfurt, Fraport also ensures that employees have the basic right of freedom of association and the right to collective bargaining 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.

## *Material Aspect: Occupational Health and Safety – Management Approach*

Fraport aims to look after the physical, emotional, and psychosocial well-being of its employees through a range of comprehensive measures directed at promoting preventive health and safety over the long term. Another responsibility for Fraport relates to developing holistic preventative concepts that are tailored to the specific needs of an aging workforce in general and the preservation of workers' employability in operational areas in particular through longer working lives.

Fraport AG responds to all health and safety risks in relation to prevention activities within the framework of behavioral and situational prevention.

Minimizing noise is defined by Fraport as significant for all employees at Frankfurt Airport. Various noise events are recorded and time-weighted in order to assess the noise exposure of employees. Apart from background noise, which is especially present during continuous handling at the airport, noise is mainly analyzed where it directly impacts on members of staff when they are carrying out their work. These individual "modules" can then be used to calculate individual stress profiles for workplaces as well as for individual employees. This evaluation thus identifies the extent to which measures are required to reduce noise pollution. The T-O-P hierarchy of measures is used to implement the measures. This means that the application of technical and organizational measures takes precedence over personnel measures.

Moreover, prevention work focused on reducing work that puts stress on the musculoskeletal system. The use of innovative technologies should improve jobs in this respect. The vacuum lifting aid system was successfully rolled out and other technologies have been reviewed in terms of their usability.

Handling of hazardous substances by our employees – and by employees of third-party companies – is carried out in accordance with the Hazardous Substances Directive in particular. In conformity with new regulations of the Hazardous Substances Directive and the Technical Regulations for Hazardous Substances (TRGS), the previous hazard analyses (hazardous substance datasheets) have been revised and adjusted to meet the statutory regulations. All hazardous substances go through product assessments which look at potential fields of application in detail.

Building sites continue to harbor the risk of accidents. 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 of the advice is the generally binding German Construction Site Health and Safety Regulations (Baustellenverordnung). The occupational health and safety coordinators in the unit monitor compliance with these regulations.

Employees in the Occupational Health and Safety unit provided a range of advisory services in 2015. In addition to supporting many smaller and medium-sized building projects, the focus was on supporting the construction of Terminal 3. Finding organizations to execute maintenance and repair work particularly took a great deal of time, due to the size of the project.

Safety measures are agreed where Fraport works together with external companies. Causes of accidents are jointly analyzed and investigated, and opportunities are explored to prevent and avoid accidents. The company has established effective processes for this in the past.

Accident trends show that we are making progress thanks to our work. For this reason, the work we started was continued successfully in 2015.

On the apron, we operate a large number of vehicles for transporting freight and people. The focus is therefore on the area of “internal transport and traffic”. The driving safety of our personnel is therefore a top priority here in order to maintain the safety of all road users on the airport site. Fraport therefore regularly carries out driving training courses as well as “refresher” courses for drivers who have infringed traffic rules. We have clear evidence that this approach has succeeded in reducing the number of accidents causing damage within the company.

The pandemic plan/plan for protection against infectious diseases of Fraport AG regulates the measures which Fraport AG takes at the Frankfurt Airport site in accordance with the German Protection against Infections Act if highly infectious diseases occur. The main targets are securing safe operation of the airport in conformity with standard operating procedures and protection of customers and employees.

The responsibility assumed by Fraport for occupational health and safety is also clearly defined with regard to temporary staff. They have an equal priority alongside permanent employees when it comes to occupational health and safety, and they go through a professional induction phase at Fraport.

Creating positive conditions for the health of employees at Frankfurt Airport is the clear mandate of all company staff working in health and safety.– This is coordinated and planned by Fraport Health Management. Innovative concepts and tools (see “Health Management Measures” on [www.fraport.com](http://www.fraport.com) in the “Publications” area) aim to limit or reverse the illness rate, which is increasing overall for various reasons.

The offerings are available to employees of Fraport AG, and some are available to their families.

We continuously develop our safety concepts on the basis of a systematic assessment of potential hazards. Alongside the technical safety of workstations, the behavior of employees and their independent sense of responsibility play an important role here. This is why Fraport carries out regular training on occupational safety. Employees working on the apron continued to receive training sessions, which began in 2013, with practical tips on safe driving to avoid specific accident risks. Lightning protection seminars were further events offered to this group of employees. These allowed employees to learn about electrostatic discharges, dangers posed by thunderstorms, and corresponding protective measures. The Annual Meeting for Safety Officers in 2015 focused on the issue of “traffic safety”. Apprentices in their first year at Fraport AG received information about occupational health and safety on a safety day. Focal points included ergonomics and proper lifting and carrying.

#### **G4-LA5 Percentage of employees in job safety committees**

An overview of the percentage of employees represented in job safety committees is provided in “[G4-LA5 Percentage of employees in job safety committees](#)”, page 21.

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 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 the Works Council, the Senior Company Medical Officer, the Senior Safety Expert, the Executive Director of Labor Relations, 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 technical issues in specific instances relating to job safety, and environmental protection. In 2015, the Committee met four times under the chairmanship of the Executive Director of Labor Relations.

In 2012, the Group Job Safety Committee was also introduced at Group level. The function of the Committee is to make fundamental decisions across the Group on standardizing processes in occupational health and safety. One of the tasks of the Committee was to develop overarching occupational safety objectives for the Group in 2015. 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. In 2015, the Job Safety Committee met twice. The Executive Director of Labor Relations also chaired these meetings.

Fraport operates the Traffic Safety Committee as a third forum. Unlike the occupational health and safety committees, this has equal employee and employer representation from the parent company and meets at least once a month. The Traffic 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 a variety of different problem areas, such as reported accident events or special traffic problems. It then uses expert reports to make recommendations on improving the relevant situation to the Company's management.

#### **G4-LA6 Accidents, occupational diseases, absence days, and fatalities**

A list of accidents, occupational diseases, absence days, and absences can be found under [G4-LA6](#), page 21.

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

A breakdown of the indicators by region is not yet possible because the data are not available for this. We would like to address this issue over the medium term.

#### **G4-LA7 Workers with high incidence or high risk of diseases**

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.

### ***Material Aspect: Training and Education – Management Approach***

See the report "2015 Compact", page 44 et seq. and <http://www.fraport.com/en/careers/working-at-fraport/personnel-development.html>.

#### **G4-LA9 Average hours of training per employee**

See [G4-LA9 Average hours of training per employee](#), page 22.

A breakdown of the indicators by employee category is not yet possible because the data are not available for this. We would like to address this issue over the medium term.

A breakdown of the indicators by gender for the Group sites is not yet possible due to technical reasons, but the aim is to collect these data in future.

#### **G4-LA11 Percentage of employees receiving regular performance and career development reviews**

See [G4-LA11 Percentage of employees receiving regular performance and career development reviews](#), page 22.

A breakdown of the indicators by gender for the Group sites is not yet possible due to technical reasons, but the aim is to collect these data in future.

## Material Aspect: Diversity and Equal Opportunity – 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 “Conduct of Partnership, Diversity and Equality at the Workplace” formed the platform for the defined key principles such as non-discrimination and equal opportunity. For further information, see the report “2015 Compact”, page 44 et seq. and <http://www.fraport.com/en/careers/working-at-fraport/diversity.html>.

Work undertaken by the Diversity Management team in 2015 focused on the development of a suitable diversity strategy and the further sensitization of employees with regard to the recognition and appreciation of diversity by means of stimulating activities and events (selection):

### > Participation in the third German Diversity Day

Fraport also participated in the German Diversity Day in 2015. A workshop and a keynote speech provided the framework for discussion of the topic, “Generations at Fraport – Fit for the Future?”.

### > Partnership at work between family and career

Fraport has been involved in a company-wide network of fathers since 2015. The keynote workshop on “Children and Careers – How Does That Work at Fraport?”, to which men/fathers and women/mothers were invited in equal proportion, launched the network of fathers at Fraport at the beginning of 2015. Various events, which were attended exclusively by fathers, took place throughout the year.

### > Employee networks at Fraport

In addition to the new network of fathers, the ‘connect’ women’s network for female executives at Fraport and the long-standing ‘Fortissima’ women’s network, created by women working in technical fields at Fraport, meet regularly. The LGBT network (lesbian, gay, bisexual, transgender) has been developed, allowing employees from the Group companies to connect and exchange views. The ‘Work and Care’ network has discovered a new means of collegial exchange and meets regularly at a ‘care cafe’ at the Company’s headquarters.

### > Festival of Abrahamic Religions at Frankfurt Airport

The Festival of Abrahamic Religions has a long-standing tradition at Frankfurt Airport. Representatives of Christians, Jews, and Muslims and more than 60 invited guests celebrated the joint festival in November for the fifteenth time.

### > IFTAR at the employee festival “Airborne 2015”

In 2015, the start of the fasting month of Ramadan fell at the same time as the employee and family festival, “Airborne”, which is organized by Fraport every two years. So that Muslim employees and their family members could both attend the employee festival and celebrate IFTAR, a joint fast-breaking was organized in the culture marquee.

## G4-LA12 Composition of employees

See [G4-LA12 Composition of employees](#), page 23 et seq.

The data have not yet been recorded by employee category. We would like to address this item over the medium term. The provision of information on persons in governance bodies based on gender and age group and belonging to minorities is not yet possible for the Group because the data are not available in the subsidiary companies. The aim is to collect these data in future.

## **Material Aspect: Equal Remuneration for Women and Men – Management Approach**

As an international company, Fraport encourages diversity in its workforce and acts in accordance with the principle of equality, rejecting any form of discrimination (see the Code of Conduct for Employees of Fraport AG on [www.fraport.com](http://www.fraport.com) ).

In accordance with the collective bargaining agreement 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.

See [G4-LA13 Ratio of basic salary and remuneration of women to men](#), page 62.

See [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.

### **G4-LA13 Ratio of basic salary and remuneration of women to men**

Frankfurt Airport is defined as a significant business site, as 90% of the employees in the Group work at this site.

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.

## **Relevant Aspect: Labor Practices Grievance Mechanisms**

### **G4-LA16 Formal grievances about labour practices**

The Compliance department received an anonymous tip-off via the Fraport AG ombudswoman that working hours for winter road maintenance were being exceeded on a regular basis (2014/2015 season).

Fraport admitted to the violation following an internal review before the Regional Council of Darmstadt (RP Darmstadt). According to the RP Darmstadt, employees worked beyond their working hours, which constitutes an offense in accordance with Section 22 (1)(1) of the Working Hours Act (ArbZG).

The ascertained excessive working hours (concerning 1.3% of shifts) must be viewed in the context of the total number of shifts completed by winter road maintenance staff between November 1, 2014 and January 31, 2015.

The RP Darmstadt issued a warning for these violations; no fine was issued. Fraport has taken various measures to prevent such violations of working hours in the future.

No suppliers made complaints to Fraport AG in connection with work practices during the reporting period.

## **Human Rights**

### **Management Approach HR**

Pursuant to responsible corporate governance, we have 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 principles, and the ILO core labor standards. In 2013, Fraport published two in-house codes of conduct to establish more firmly these principles within the Company. These two codes commit employees and suppliers to comply with these fundamental principles. The Fraport Policy forms the overarching structure for all commitments and the codes of the Group based on specific topic areas (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>).

The following GRI Aspects were defined as material: Investment, Non-discrimination, Freedom of association and collective bargaining, and Assessment (see “Materiality matrix” in “2015 Compact”, page 27 and [G4-27 Key topics raised through stakeholder engagement](#), page 35 et seqq).

The German General Act on Equal Treatment (AGG) forms a platform for our dealings with members of staff. All level 1 – 4 managers and employees in human resources services receive regular training in relation to this legislation. Fraport has been developing special e-learning courses since 2012 with the aim of meeting increased compliance requirements. Introduction of these courses commenced in February 2013. They are intended to support the positive Fraport values culture and assist our employees in correct behavior. They also serve to inform them about the wide range of topics in the area of compliance.

Objectives and measures can be found in “Our program” in “2015 Compact”, page 28 et seqq. Information on organizational responsibility, monitoring and tracking, and central opportunities and risks is provided under [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.

See also “Employees” in “2015 Compact”, page 42 et seqq., Our Group, page 14.

## **Material Aspect: Investment – Management Approach**

Fraport’s objective is to achieve Group-wide participation in the growth of the aviation market. By implementing investments, Fraport has significantly increased its capacities at the Frankfurt site and beyond in recent years (see [Annual Report 2015](#), page 32). Frankfurt Airport is defined as a significant location of operation. Fraport generated more than 80% of its revenue at the Frankfurt site in 2015.

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

Significant factors for the selection of suppliers include the following principles for awarding orders based on Article 97 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 cost-effective offer)

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

Since the beginning of 2013, we have supplemented this with a Code of Conduct for the suppliers of Fraport AG, and we expect our suppliers to comply with this code. It is based on the principles of the UN Global Compact and is a constituent element of all tenders and contracts (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>).

A specific compliance business partner review was established for the Airport Expansion South project. The aim is to minimize compliance risks (e.g., corruption, price agreements, fraud, etc.) by becoming more informed about potential future business partners and to detect potential conflicts of interest. The process, which was established in 2015, provides for a multi-stage, risk-based approach, including integrity checks by external service providers.

Moreover, compliance due diligence was introduced as a control process in Global Investments and Management (BET) in 2015. As a result, significant compliance Aspects, such as the compliance business partner review, are taken into consideration in all investment projects and consulting services (see [G4-HR1](#), page 64).

See also [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.

## **G4-HR1 Investment agreements and contracts that include human rights clauses**

During the reporting period, major investment agreements were concluded as a result of which Fraport acquired shares in another organization or through which an investment project was initiated that was material for the balance sheet. For example, Fraport established three Group companies in fall 2015 for the planned operation under concession of 14 Greek regional airports. Fraport signed the concession agreements for the operation of the airports on December 14, 2015.

When services are put out to tender, compliance with national and international laws and agreements is usually guaranteed. This is again confirmed in legally binding terms when the contract is signed.

Fraport complies with its responsibility in the supply chain and also expects the same compliance from its suppliers and service providers. Our Code of Conduct for Suppliers formulates rules for business relationships with the companies of Fraport AG and applies to all suppliers and service providers with which there is a direct business relationship (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>).

Compliance due diligence was introduced as a control process in Global Investments and Management (BET) in 2015. As a result, significant compliance factors, such as the compliance business partner review, are taken into consideration in all investment projects and consulting services. The obligation to adopt the Group CMS Policy for all fully consolidated investments also ensures that Fraport standards for the compliance management system are implemented in the relevant investments.

### ***Material Aspect: Non-discrimination – 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 <http://www.fraport.com/en/careers/working-at-fraport/diversity.html>).

## **G4-HR3 Incidents of discrimination and corrective actions taken**

During the reporting period, no legal actions were filed in relation to the German General Act on Equal Treatment (AGG).

### ***Material Aspect: Freedom of Association and Collective Bargaining – Management Approach***

Fraport respects the basic right of freedom of association and collective bargaining under national agreements. We also recognize the right to open cooperation in a spirit of mutual trust with democratically elected employee representative bodies directed toward a fair settlement of interests. 99% of employees in the Fraport Group are covered by collective bargaining agreements.

See G4-56 Values, principles, and standards of behavior, page 37 et seqq.

## **G4-HR4 Freedom of association and collective bargaining**

During the reporting period, the rights of employees to exercise freedom of association and collective bargaining were not violated in any business activity nor with any major supplier.

Our Codes of Conduct commit us and our own employees, and all the suppliers and service providers of the Group to these standards (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>).



Suppliers from countries with an increased risk (countries of concern) are reviewed separately. In 2015, we did not place any orders with companies in countries of concern.

97% of the order volume placed in 2015 concerned suppliers and service providers with their head office in the Federal Republic of Germany, 2.5% of orders were placed within the EU, and the other 0.5% was placed in countries such as the USA and Switzerland. These countries have comparable legal principles and standards.

See also [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.

## ***Relevant Aspect: Child Labor***

### **G4-HR5 Principles and measures taken to contribute to the effective abolition of child labor**

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

The Fraport Group is committed to the abolition of child labor. The minimum age permitting full-time employment in compliance with the relevant national regulations is observed within the Fraport Group. Fraport 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, the OECD principles, and the ILO core labor standards.– We are consistently working to integrate internationally accredited standards in the areas of human rights, work, environmental protection, and anti-corruption into our processes (see [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.).

97% of the order volume of the parent company in 2015 was awarded to suppliers and service providers with their head office in the Federal Republic of Germany, 2.5% was placed within the EU, and 0.5% in countries such as the USA and Switzerland. These countries have comparable legal principles and standards in this regard.

## ***Relevant Aspect: Forced or Compulsory Labor***

### **G4-HR6 Principles and measures taken to contribute to the elimination of all forms of forced or compulsory labor**

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

97% of the order volume placed in 2015 was awarded to suppliers and service providers with their head office in the Federal Republic of Germany, 2.5% was placed within the EU, and 0.5% in countries such as the USA and Switzerland. These countries have comparable legal principles and standards.

The Fraport Group categorically rejects any form of forced or compulsory labor and has made a commitment to comply with the most important internationally recognized codes of conduct to promote responsible corporate governance – the principles of the UN Global Compact, the OECD principles, and the ILO core labor standards.– We are consistently working to integrate internationally accredited standards in the areas of human rights, work, environmental protection, and anti-corruption into our processes (see [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.).

Fundamental responsibility for combating human trafficking or smuggling of migrants lies with the Federal Police. Insofar as possible, Fraport provides support here by, for example, making video analyses available in compliance with legal restrictions. Knowledge about matters relevant to security is exchanged in meetings held to ensure that all the organizations and authorities working on security issues provide mutual support. Before any data are exchanged, the relevant data protection officers are asked to review the data and approve the transfer.

Various security systems are in place at the request of the government agencies depending on infrastructure, processes, and risks. One example is short-term identification blocks (10 minutes). This procedure prevents repeated use of an ID card at the gates. Where possible, employee transfer points between Schengen and Non-Schengen zones are installed very close to border control posts.

Clear guidelines and regulations on misuse for all ID card holders are provided in the Airport User Regulation and the ID Card Rules. These include withdrawal of ID cards/access authorizations.

## **Relevant Aspect: Security Practices**

The Aviation Security Act (LuftSiG) came into force in 2005 and regulates, among other things, the checks carried out on air passengers and their baggage (Section 5 LuftSiG). It also defines the security measures that have to be taken by airport operators (Section 8 LuftSiG) and the airline companies (Section 9 LuftSiG).

The air security measures in accordance with Section 5 LuftSiG are the responsibility of the Federal Police. The police have appointed Fraport AG, FraSec GmbH, and another service provider to carry out the air security checks (i.e., checks on persons, hand luggage, and hold luggage).

The security obligations of the airport operator relate to maintaining security and order on the airport site as a prerequisite for guaranteeing unimpeded operational work processes. The entire airport site must satisfy the defined safety standards. These are based on the requirements of the Aviation Security Act (LuftSiG) and the EU provisions and are divided into different areas for security purposes depending on their criticality. The airport operator is responsible for carrying out pedestrian and vehicle access checks, and for enforcing checks on people and goods at access points to critical parts of the security area. This includes checking airport deliveries (deliveries of goods that are not to be taken onto airplanes into critical parts) and checks on taking prohibited items on board. This means that such operations have to be carried out in the security zones themselves. Fraport AG has commissioned FraSec GmbH to carry out the checks. Fraport AG must outline the security obligations incumbent on it in accordance with Section 8 LuftSiG in an aviation security plan. This plan must be approved by the Hessian Ministry of Economics, Energy, Transport, Urban, and Regional Development as supervisory authority.

In a working group with employees responsible for data protection, video product management, requirements management, users of the relevant areas, and Corporate Safety and Security, Fraport AG developed and optimized a role and authorization system for the deployment and use of video technology on the entire airport site with the involvement of the Works Council. This also regulates the use of Fraport video technology by the authorities.

The system provides clear specifications based on the relevant purpose and requirements under data protection legislation to users and to internal installers for the installation, configuration, and use of all video data.

Furthermore, a new approval process has been established which is primarily based on the appointment of video officers by the areas deploying this technology. The video officer responsible for 'Airside and Terminal Management, Corporate Safety and Security' is tasked by the Executive Board to centrally coordinate video officers from the different sections. All official matters are also managed by this video officer.

These measures continue to ensure that the requirements for video monitoring are harmonized with the individual rights of passengers, visitors, and employees.

Boarding cards have included 2D bar codes for some time now and these store personal data about passengers. The systems for processing data were developed by Fraport in cooperation with customers and Data Protection and they were implemented so that personal data are only displayed to the inspecting personnel for checking purposes but are not stored, or otherwise processed, or used for any other purpose. This is not necessary for the operation of the airport.

In order to be in a position to guarantee safety at airports, one of the measures required is that personal access rights must be administered and checked. At Frankfurt, this is carried out using a new ID card administration system and new access control systems will be used in future for the gates and for all other access points to operational and security areas. Fraport AG has implemented organizational and technical measures directed toward the protection of data in order to keep data secure against misuse. Alongside the conclusion of an operating agreement to regulate the handling of data, all changes in use must be agreed with the Data Protection Officer and the Works Council. Access to the system is only permitted for a very limited group of people for a specifically defined function and this access is documented so that any misuse is excluded as far as possible, but any misuse can also be identified and tracked.

All security employees must be trained and officially approved in accordance with statutory requirements. Moreover, all employees with access to security areas must undergo regular security awareness training.

## **G4-HR7 Percentage of security personnel trained in the organization's policies**

The training and career development of the entire security personnel is carried out in accordance with statutory regulations and internal procedures and also encompasses statutory provisions relating to handling people and property. The training requirements are applicable to the security personnel at Fraport AG and to the personnel of the subsidiary company Fraport Security Services (FraSec) GmbH.

### ***Relevant Aspect: Indigenous Rights***

## **G4-HR8 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.

### ***Material Aspect: Assessment – Management Approach***

At all Group sites we have made a commitment to compliance with the most important internationally recognized codes of conduct to promote responsible corporate governance – the principles of the UN Global Compact, the OECD principles, and the ILO core labor standards (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>). –

Compliance due diligence was introduced as a control process in Global Investments and Management (BET) in 2015. As a result, significant compliance factors, such as the compliance business partner review, are taken into consideration in all investment projects and consulting services. The obligation to adopt the Group CMS Policy for all fully consolidated investments also ensures that Fraport standards for the compliance management system are implemented in the relevant investments.

During the reporting period, no grievances were raised against Fraport AG or the investments in relation to human rights which were submitted through formal, organizational grievance mechanisms (see [G4-HR12 Number of grievances about human rights impacts](#), page 68). For this reason, no improvements had to be made.

See also [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.

## **G4-HR9 Operations that have been subject to human rights reviews**

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

See also “Disclosure of shareholding according to Section 313 (2) of the HGB” ([Annual Report 2015](#), page 194 et seqq.)

The total number of active investments of the Fraport Group classified by countries can be found here (see <http://www.fraport.com/en/the-fraport-group/fraport-worldwide/subsidiaries-investments.html>).

### ***Relevant Aspect: Supplier Human Rights Assessment – Management Approach***

## **G4-HR10 Percentage of new suppliers that were screened using human rights 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.

## **Relevant Aspect: Human Rights Grievance Mechanisms**

### **G4-HR12 Number of grievances about human rights impacts**

During the reporting period, no grievances about human rights impacts were made against Fraport AG or the investments which were submitted through formal, organizational grievance mechanisms.

## **Society**

### **Management Approach SO**

The following GRI aspects were defined as material: Local communities, Anti-corruption, and Politics (see “Materiality matrix” in “2015 Compact”, page 27 and [G4-27 Key topics raised through stakeholder engagement](#), page 35 et seq.).

A key area of action for Fraport is noise abatement. Fraport AG deployed an “Info Mobile”, which traveled around in the area surrounding the airport, to engage in dialog with local residents. Fraport employees acted as ambassadors and took part in campaigns held in the region. The main focus of campaigns was on holding training sessions that provide information on the issues of noise, flight routes, and noise abatement.

Objectives and measures can be found in “Our program” in “2015 Compact”, page 28 et seqq. Information on organizational responsibility, monitoring and tracking, and central opportunities and risks is provided under [G4-56 Values, principles, and standards of behavior](#), page 37 et seqq.

See also “Community” in “2015 Compact”, page 48 et seqq.

## **Material Aspect: Local Communities – Management Approach**

There is an area of conflict at our main site in Frankfurt. On the one hand, we are responsible for tens of thousands of jobs, the economic importance of the biggest airport in the export nation Germany, and the prosperity of the Frankfurt/Rhine-Main Region. On the other hand, the downside to this is the noise pollution for those parts of the population who live in the region around the airport.

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. We therefore defined specific goals for noise abatement, such as improving the noise situation in the neighboring residential areas and reducing the number of people affected by noise (see “2015 Compact”, page 28 et seqq.).

See also “Noise Abatement” in “2015 Compact”, page 52 et seqq., “Value generation and engagement in the region”, page 50 et seqq., “Growth and development in the Group”, page 38 et seqq., and “Stakeholder dialogs”, page 22.

### **G4-SO1 Operations with implemented local community engagement**

Frankfurt Airport is defined as a significant location of operation. Airports are important business locations and contribute directly and indirectly to economic and social value creation. Frankfurt Airport, for example, with more than 80,000 direct employees and around 500 companies, is the largest regional place of work in Germany. Additional employment effects are also created in enterprises that are appointed by Fraport for the maintenance and expansion of airport infrastructure. The approx. 5.5 million people who live in the metropolitan region around the airport benefit from this. They not only benefit from a short trip to fly away on holiday or for business trips, many of them also work in a company that enjoys a position in close proximity to the airport.

Fraport AG makes an important contribution to the generation of regional value and to social stability at its sites (see “2015 Compact”, page 50 et seq.).

There is an area of conflict at our main site in Frankfurt. On the one hand, we are responsible for tens of thousands of jobs, the economic importance of the biggest airport in the export nation Germany, and the prosperity of the Frankfurt/Rhine-Main Region. On the other hand, the downside to this is the noise pollution for those parts of the population who live in the region around the airport.

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. We therefore defined specific goals for noise abatement, such as improving the noise situation in the neighboring residential areas and reducing the number of people affected by noise (see “2015 Compact”, page 28 et seqq.).

We also make a contribution towards generating regional value at all our other airports where we have a majority holding.

Fraport regularly holds open dialogs with stakeholders (see “2015 Compact”, page 22 et seq.).

#### **G4-SO2 Operations with actual or potential negative impacts on local communities**

Airports make a significant contribution to economic prosperity through jobs, tax revenue, and excellent transport connections (see “2015 Compact”, page 50 et seq.). However, their business activities also have disadvantages which exert negative impacts on local communities. A material Aspect here is noise abatement (see also “2015 Compact”, page 52 et seqq.).

#### **AO8 Number of persons displaced by the airport operator and compensation measures**

There were no cases during the reporting period where people were voluntarily or involuntarily displaced by the airport operator.

### ***Material Aspect: Anti-corruption – Management Approach***

Fraport has been operating a web-based compliance system based on prevention since 2003. The initial emphasis here was on anti-corruption as a result of the expansion of the airport.

Due to the system’s much broader further development into a comprehensive compliance and risk management system, new organizational structures and content have been developed since 2012. The preventative nature of the compliance, value, and risk management approach aims to strengthen the compliance culture of our company, while also ensuring governance.

Focal points in 2015 included the implementation of the Group policy on the compliance management system in the investment companies, the comprehensive compliance risk analysis at Fraport AG and the investments, the revision of guidelines, the expansion of the obligation to complete e-learning modules to operational managers with personnel responsibility, and training for top executives on antitrust and competition law.

A significant focal point in 2015 was the comprehensive compliance risk analysis (CRA) which was carried out at Fraport AG and the investments. The aim of the CRA was to obtain a systematic overview of compliance risks in the Fraport Group. The topics of corruption, antitrust law and competition law, fraud, and the Securities Trading Act were investigated. Detailed questionnaires were developed for this purpose and were used in various Fraport sections and at 23 investments. Seven questionnaires were developed in relation to corruption which made a distinction between active and passive corruption within domestic territory and abroad and corruption involving officials within domestic territory and abroad. The determined compliance risks were restricted to a few sections at Fraport AG and the investments and were eliminated in 2015 by implemented measures.

An important tool in the prevention and/or detection of breaches is the whistleblower system, which is implemented at many Fraport sites (see Monitoring and tracking in G4-56 Values, principles, and standards of behavior, page 37 et seqq.).

#### **G4-SO3 Number of operational sites assessed for risks related to corruption risks and the risks identified**

The Internal Audit Department audits all key business units of the parent company, subsidiary companies and joint ventures, and investments on the basis of an audit plan adopted by the Executive Board. The key emphasis of the audits also involved regularity audits which include aspects of the audit relating to corruption risks. The focal points of the audits are developed on the basis of a standardized, risk-oriented, planned approach for annual program planning and the number of regularity audits can therefore vary between five and ten audits each fiscal year.

A significant focal point in 2015 was the comprehensive compliance risk analysis (CRA) which was carried out at Fraport AG and the investments. The aim of the CRA was to obtain a systematic overview of compliance risks in the Fraport Group. The topics of corruption, antitrust law and competition law, fraud, and capital market law were investigated. A total of 20 questionnaires were developed for this purpose and were used in 19 Fraport sections and at 23 investments. Seven questionnaires were developed in relation to corruption which made a distinction between active and passive corruption within domestic territory and abroad and corruption involving officials within domestic territory and abroad. The ascertained increased corruption risks were restricted to a few sections/functions at Fraport AG and the investments and were due to the activity of the section or investment.

There were increased risks for “passive corruption in commercial dealings” and “active corruption involving officials within domestic territory”. Implemented measures have greatly reduced the likelihood of occurrence.

## **G4-SO4 Information and training on anti-corruption**

### **Fraport parent company**

The Executive Board of Fraport AG is informed about compliance activities and progress made on measures to combat corruption in the form of semi-annual compliance reports. The management bodies do not receive dedicated training.

All employees have access to the Code of Conduct and standards of conduct, which also serve as guidelines for all employees, via internal information portals.

All business partners are informed about compliance with the Code of Conduct in the Code of Conduct for Suppliers, including the anti-corruption obligation. These are a central part of the General Terms and Conditions.

Central compliance training sessions on “Giving and Accepting Gifts and Invitations” (anti-corruption training) have been given on an e-learning platform since 2014. The training concept involved different management levels and functions having the same obligation to undergo training. Of the 10,219 permanent staff (2014 basis), 4,092 people were obliged to undertake the anti-corruption training in 2015 (40% of permanent staff). 86% of level 1 – 5 executives and 86% of non-management employees required to do the training completed the “Accepting Gifts” anti-corruption module. 84% of level 1 – 5 executives and 84% of employees required to do the training completed the “Giving Gifts” anti-corruption module.

In-person training sessions on antitrust and competition law were also carried out for top management (43 participants) in the reporting year.

### **Group**

In connection with the compliance risk analysis and mainly due to the execution of the seven questionnaires on corruption, the relevant executives and the relevant compliance officers of 23 companies underwent training on corruption risks. The training of employees is the responsibility of their managers. Employee training on the Code of Conduct and standards of conduct, including corruption prevention, is given when employees start working. Moreover, administrative employees also receive training on corruption risks over internal training intervals.

## **G4-SO5 Incidents of corruption and actions taken**

Six cases of alleged corruption were reported and investigated in 2015 at the Fraport parent company and the Fraport investments. The matter is still not resolved in three cases. The allegation of corruption could not be confirmed in two cases following a review of the evidence. In one case, the allegation of corruption turned out to be an ambiguous granting of advantages involving a supplier. It was agreed with the company that this would cease in the future.

## ***Material Aspect: Public Policy – 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 “2015 Compact”, page 22 et seq.).

Fraport pursues its interests through membership of the industry organizations Task Force for German Commercial Airports (ADV) (see <http://www.adv.aero/>) and Airports Council International (see <http://www.aci.aero/>) Europe, and World. Fraport is also a member of the Federation of the German Air Traffic Industry (BDL) (see <http://www.bdl.aero/en/>). 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 bodies in these organizations to prepare positions on air traffic issues. This includes positions on projected legislation and political initiatives. Working with trade organizations is a top priority for Fraport. Involvement in trade organizations promotes exchange of information and cooperation with other airports on current issues relating to traffic policy and sector-specific matters. ADV focuses on Germany’s importance as a traffic hub. ACI EUROPE and ACI WORLD address issues relating to European and international air traffic. In Europe, exchange of ideas between hub airports is particularly important because this enables common positions, strategies, and solutions to be agreed. 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 <http://www.fraport.com/en/the-fraport-group/european-matters-associations/european-topics.html> and <http://www.fraport.com/en/the-fraport-group/european-matters-associations/associations.html>.

### **G4-SO6 Political contributions**

The company makes no financial donations to political parties or institutions.

## ***Relevant Aspect: Anti-competitive Behavior***

### **G4-SO7 Legal actions for anti-competitive behavior**

In 2015, there were no major legal actions pending nor were any significant legal actions brought to a close which related to anti-competitive conduct and breaches of antitrust law.

## ***Relevant Aspect: Compliance***

### **G4-SO8 Significant fines for non-compliance with laws and regulations**

No significant fines were levied on Fraport in 2015 on account of breaches of statutory regulations.

## ***Relevant Aspect: Grievance Mechanisms for Impacts on Society***

### **G4-SO11 Number of neighbor complaints mainly relating to aircraft noise (no formal complaint procedures)**

Following the mediation due to the expansion of Frankfurt Airport, Fraport established two service sections in 2000, Infofon (Info Phone) and Nachbarschaftsdialog (Neighborhood Dialog), and thus formed the basis for dealing with complaints about aircraft noise on a broad dialog basis.

Fraport has since provided a central contact point for questions and complaints from residents on aircraft noise, noise abatement, flight paths, and problems caused by flyovers, noise values, and air quality, and Fraport programs for structural noise abatement and roof protection.

Telephone queries are directed to Infofon. The Infofon team is available around the clock, free of charge. Complex questions are passed on to the Nachbarschaftsdialog department.

However, Nachbarschaftsdialog employees are also directly available to interested residents via e-mail or letter.

Fraport has been in dialog with more than 45,000 residents of the Rhine-Main region in relation to aircraft noise and noise abatement. In 2015 alone we investigated and clarified 454,506 individual and flight-related aircraft noise complaints caused by flyovers or aircraft noise.

Visitors to our website can find answers to various questions on noise abatement, aircraft noise, and flight operations, including figures, facts, data, and other opportunities for dialog at <http://www.fraport.com/en/sustainability/aircraft-noise-infoservice/info-center.html>.

This site is supplemented by [www.framap.fraport.de](http://www.framap.fraport.de), an interactive map of approach and departure routes, measurement values, route and runway occupancy figures, aircraft noise contours, and programs of measures, and by <http://franom.fraport.de/franom.php>, Fraport Noise Monitoring. These websites allow users to access current noise values at the stationary aircraft noise measurement points operated by Fraport AG, as well as arrivals and departures at Frankfurt Airport.

The interactive FRA Map also provides extensive information in the form of a report with detailed information on the specific aircraft noise situation within five kilometers of the user's residence. The report can be accessed by entering an address at the direct link <http://www.fraport.com/en/responsibility/aircraft-noise-infoservice/info-center.html>.

In the last three years, we have recorded a disproportionate increase in complaints relating to aircraft noise in comparison to the number of complainants, i.e., complainants are making an increasing number of complaints. The increase in the total number of complaints is due to a small number of complainants. As the complaints are usually not related to specific flight events, it is not possible to process them individually. The vast majority of residents complain about flight events, however. A continuous decline in both the number of complainants addressing aircraft noise and complaints about aircraft noise has been recorded in this complaint category.

With regard to key figures, we publish both the total number of messages received and the number of individually prepared complaints, i.e., excluding automatically generated complaints about aircraft noise, and the number of complainants (see Key figures Environment, G4-SO11, page 16).

See also "Noise Abatement" in "2015 Compact", page 52 et seqq.

## Product Responsibility

### Management Approach PR

The following GRI Aspects were defined as material: Customer health and safety, Product and service labeling, and Customer privacy (see "Materiality matrix" in "2015 Compact", page 24 and G4-27 Key topics raised through stakeholder engagement, page 35 et seq.).

In order to ensure adequate preparation for emergencies, a range of different emergency exercises are regularly carried out at Frankfurt Airport, for example

- > Planned exercises
- > Firefighting and rescue exercises
- > Exercises for informing relatives, affected airlines, media, and the general public
- > 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 the international ICAO guidelines. This major exercise involves practicing complex emergencies. The primary focus is on effective cooperation between internal and external emergency services. The Fraport Emergency Directive (BA-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 employees at the Emergency Information Center and in Special Assistance Teams (SAT) (see <http://www.fraport.com/en/our-expertise/aviation-services/SafetyandSecurity.html>).

Objectives and measures can be found in the program in "2015 Compact", page 28 et seqq. Information on organizational responsibility, monitoring and tracking, and central opportunities and risks is provided under G4-56 Values, principles, and standards of behavior, page 37 et seqq.

See also "Product quality and customer satisfaction" in "2015 Compact", page 34 et seqq.



## **Material Aspect: Customer Health and Safety – Management Approach**

The top priority for air traffic is safety. We want to retain the high standard of safety at Frankfurt Airport. A continuous review of all processes governing safety, training of personnel deployed, and a safety management system enable us to make a significant contribution to safety. Increasingly advanced technologies and more and more personnel are being deployed to guarantee the security of passengers, baggage, and cargo (see “Safety and Security in Air Traffic” at [www.fraport.com](http://www.fraport.com)).

Another central area of action is noise abatement (see “2015 Compact”, page 52 et seqq.). 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 noise abatement measures and we continue to work on the development and introduction of additional improvements (for more information, see “Noise Abatement” at [www.fraport.com](http://www.fraport.com)).

A bird strike management system is in place in order to prevent the risk of bird strike at Frankfurt Airport and at the Group airports.

Fraport has a “Wildlife Management” system. Collisions with individual birds or, in particular, flocks of birds are a hazard for aircraft. Because around 70% 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, in Frankfurt we focus on special biotope management. This concerns making the Airport area unattractive to relevant birds, i.e., minimizing or avoiding nesting, resting, and feeding opportunities. The bird strike rate based on verified notifications from pilots over the past 13 years in Frankfurt was between 2 and a maximum of 3.5 cases per 10,000 aircraft movements.

### **G4-PR1 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 to guarantee the security of passengers, baggage, and cargo (see “Safety and Security in Air Traffic” at [www.fraport.com](http://www.fraport.com)).

### **G4-PR2 Incidents of non-compliance with regulations concerning health and safety impacts**

No incidents were recorded for 2015.

#### **AO9 Wildlife strikes**

See [AO9 Number of wildlife strikes per 10,000 flight movements](#), page 16.

## **Aspect: Business Continuity and Disaster Management (Airport Operators Sector Disclosures)**

Fraport AG currently has an emergency management system spanning all departments that was implemented on the basis of the Emergency Plan for Frankfurt Airport, and applies this to all emergency incidents. Each individual incident and the measures taken are documented. Apart from routine everyday business, winter road maintenance and strikes were a particular issue on the agenda last year. Our crisis team was also engaged in this matter in our emergency center (ERIC – Emergency Response and Information Center).

Emergency management also covers the care team, where volunteer employees work in the ERIC support team, the special assistance team, emergency information center, and the basic assistance team. In emergency events or serious operational disruptions affecting Frankfurt Airport, the ERIC support team supports the crisis team with its work. The special assistance team provides psycho-social frontline assistance to possible relatives or uninjured affected parties, while the emergency information center is the first telephone contact point for relatives at the airport and the BAT team helps stranded passengers in the terminal.

Emergency and crisis management comprises the following elements

- > Emergency planning
- > Crisis preparation
- > Emergency Response and Information Center (ERIC)
- > Emergency Information Center (NIZ)
- > Special Assistance Team (SAT)
- > Basic Assistance Team (BAT)
- > Emergency exercises
- > Airport fire brigade
- > Airport safety
- > Security control center
- > Medical services

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.

Events which can impair service quality at the Airport include a breakdown 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.

See also <http://www.fraport.com/en/our-expertise/aviation-services/SafetyandSecurity.html>.

## ***Aspect: Service Quality (Airport Operators Sector Disclosures)***

Service quality is increased by means of the following tools:

### 1. Fraport passenger survey

- > Each month some 2,400 passengers are asked about their satisfaction with Frankfurt Airport overall and about their satisfaction with individual criteria (e.g., waiting time at the security checks or friendliness of employees at the information desks). The survey is carried out at the gates and is linked with the frequent flyer survey "Fraport Monitor".
- > 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. Example: The global satisfaction calculated on the basis of this method amounted overall to 80% in 2015, i.e., 80 out of 100 respondents gave a score of 1 or 2 to the item "How satisfied were you overall with Frankfurt Airport?".

### 2. ASQ (airport service quality) survey

- > ASQ is a passenger satisfaction survey initiated by the international airport association ACI which covers more than 200 airports worldwide. Passengers also have the option here to state their overall satisfaction with the airport and with specific services at the airport in the course of a survey in the gate area. The survey takes the form of a questionnaire.
- > Analysis: The development of an individual airport's survey results are tracked over time and the relevant position of Frankfurt in comparison with comparable airports is also assessed.

We are also in continuous dialog with our business customers and partners. Established dialogs include our customer advisory councils and working groups involving airlines, which meet regularly. Numerous ad hoc meetings also take place on specific topics.

We are also in continuous, close exchange with government agencies.

## **Aspect: Provision of Services and Facilities for Persons 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 by the airline companies to the airport operators in order to ensure a uniform quality standard for assistance provided to passengers with special needs and restricted mobility. FraCareServices GmbH has specially trained employees and looks after passengers requiring support in making their way to and from the aircraft (for more information, see <http://www.fracareservices.com/english/>).

## **Material Aspect: Product and Service Labeling – 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 (see also the Aspects “Security practices”, page 66, “Business continuity and disaster management”, page 73 et seq.) are decisive factors here. Fraport has created an integrated management system covering environmental, occupational safety, and quality management to guarantee a process of continuous improvement in customer and employee satisfaction. The objective of the management systems at Fraport AG is to secure and improve the quality of all internal business processes (for more information, see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>).

Numerous international and national guidelines and laws regulate air traffic. The Airport User Regulation (see <http://www.fraport.com/en/our-expertise/business-services/policies-and-payment-terms.html>) is also applicable. The EU “Rights of Passengers” are also applicable (See [http://www.eu-info.de/static/common/files/view/1294/Amtsblatt\\_Fluggastrechte\\_04.pdf](http://www.eu-info.de/static/common/files/view/1294/Amtsblatt_Fluggastrechte_04.pdf)). Fundamental principles are also defined in extensive ICAO and EU regulations governing air traffic and ground handling services (for more information, see <http://www.icao.int/>). The Aviation Security Act (LuftSiG) came into force in 2005 and regulates, among other things, 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).

The satisfaction of our customers is a top priority in our materiality matrix. We are continually working on improving our tested service profile in order to retain and further enhance customer satisfaction (see Product quality and customer satisfaction in “2015 Compact”, page 34 et seq.).

### **G4-PR3 Product and service information required by law**

Numerous international and national guidelines and laws regulate air traffic. The Airport User Regulation (see <http://www.fraport.com/en/our-expertise/business-services/policies-and-payment-terms.html>) is also applicable. The EU “Rights of Passengers” are also applicable (See [http://www.eu-info.de/static/common/files/view/1294/Amtsblatt\\_Fluggastrechte\\_04.pdf](http://www.eu-info.de/static/common/files/view/1294/Amtsblatt_Fluggastrechte_04.pdf)). Fundamental principles are also defined in extensive ICAO and EU regulations governing air traffic and ground handling services (for more information see <http://www.icao.int/>). The Aviation Security Act (LuftSiG) came into force in 2005 and regulates, among other things, 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).

### **G4-PR4 Incidents of non-compliance with regulations concerning product information and labeling**

No incidents were recorded for 2015.

## **G4-PR5 Customer satisfaction**

We conduct monthly surveys on passenger satisfaction and these are supplemented quarterly with comparative figures from other airports from the international ASQ (airport service quality) survey.

Fraport also has a comprehensive feedback and complaints system so that our customers can tell us about their experiences. We are available to customers on Facebook, Twitter, by e-mail, telephone, letter, in person, and on the FRA Airport app and we aim to conclusively respond to each complaint within five days. Complaints covering some 5,300 issues were received in 2015 (previous year: some 4,700) while passenger numbers increased. The majority of complaints continued to reach the feedback team via e-mail (80%) and the proportion of complaints received on social media channels continued to increase. The complaints are dealt with by the relevant departments and provide ideas for improvements. We are also in continuous dialog with our business customers and partners. Our customer advisory councils and working groups meet with the airlines on a regular basis in an ongoing process of dialog within a structured schedule and framework. Additionally, numerous ad hoc meetings take place to discuss specific subject areas. We also have a continuous, close exchange of ideas with government agencies.

## ***Relevant Aspect: Marketing Communications***

### **G4-PR6 Advertising standards**

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 does not sell any products whose sale is prohibited in specific markets.

### **G4-PR7 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.

## ***Material Aspect: Customer Privacy – Management Approach***

The ongoing economic success of our company depends on the satisfaction of our customers and employees. The security of procedures and workflows are key factors for this. Fraport has created an integrated management system covering environmental, occupational safety, and quality management to guarantee a process of continuous improvement in customer and employee satisfaction. This serves as a platform for maintaining and developing a legally compliant and process-oriented organization and is intended to assist in implementing the vision and goals of our company (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>).

### **G4-PR8 Complaints regarding breaches of customer privacy**

Fraport did not record any substantiated complaints in 2015.

## ***Relevant Aspect: Compliance***

### **G4-PR9 Fines regarding products and services**

No breaches are known at Fraport AG.

## Environmental Auditor's Declaration on Verification and Validation Activities

The undersigned,..... Dr. Burkhard Kühnemann, EMAS environmental verifier with the registration number..... DE-V-0103, accredited or licensed for the section..... NACE 52.23, with the registration number ..... DE-125-00032 has been commissioned by Fraport AG to provide a brief, independent verification of selected environmental performance indicators published in the Sustainability Report 2015.

### Scope of the audit

The performance indicators audited in accordance with the requirements of the Global Reporting Initiative can be found in the chapter "Environment", as well as in the "Environment" section of the chapter "Key Figures". The scope of this verification covers the environmental performance indicators of

- > Fraport's parent company at Frankfurt Airport for the year 2015.

### Audit

During the audit, I carried out the following tasks:

- > Audit of the environmental key figures in accordance with the principles of
  - Regulation (EC) No 1221/2009 of the European Parliament and of the Council of 25 November 2009 on the voluntary participation by organizations in a Community eco-management and audit scheme (EMAS)
  - ISO 14001
  - ISO 17021
  - ISO 19011

### Conclusion

On the basis of my audit, I have not been made aware of any circumstances which lead me to presume that the key figures audited are not adequately represented.

### Reporting criteria

Fraport AG applies the guidelines of the Global Reporting Initiative in version 4 to the sustainability reporting process. Responsibility for the preparation of the sustainability report, taking into account the guidelines mentioned above, lies with the Executive Board of Fraport AG.

Frankfurt am Main, March 4, 2016



Dr. Kühnemann Institut  
und Partner für  
Umwelt  
technik

Business address: Prinzenstrasse 10a, 30159 Hannover  
Registration number: D-V-0133

# 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 links below the individual principles refer to the passages in which we provide information on our work to implement the ten principles of the UN Global Compact in the report "2015 Compact – Gute Reise! We make it happen", the present GRI Report 2015, and in other Group publications.



## Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

- [G4-HR8 Incidents of violations involving rights of indigenous peoples, page 67](#)
- [G4-HR9 Operations that have been subject to human rights reviews, page 67](#)
- [G4-HR12 Number of grievances about human rights impacts, page 68](#)
- [G4-SO1 Operations with implemented local community engagement, page 68](#)
- [G4-SO11 Number of neighbor complaints mainly relating to aircraft noise, page 71](#)

## Principle 2: Businesses should make sure that they are not complicit in human rights abuses

- [G4-HR1 Investment agreements and contracts that include human rights clauses, page 64](#)
- [G4-HR10 Percentage of new suppliers that were screened using human rights criteria, page 67](#)

## Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

- [G4-HR4 Freedom of association and collective bargaining, page 64](#)
- [G4-11 Employees covered by collective bargaining agreements, page 30](#)
- [G4-LA4 Minimum notice periods regarding significant operational changes, page 58](#)

## Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labor

- [G4-HR6 Principles and measures taken to contribute to the elimination of all forms of forced or compulsory labor, page 65](#)

## Principle 5: Businesses should uphold the effective abolition of child labor

- [G4-HR5 Principles and measures taken to contribute to the effective abolition of child labor, page 65](#)

## Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation

- [G4-EC5 Ratios of standard entry level wage compared to local minimum wage, page 42](#)
- [G4-EC6 Hirings from the local community, page 42](#)
- [G4-HR3 Incidents of discrimination and corrective actions taken, page 64](#)
- [G4-10 Total workforce, page 30](#)
- [G4-LA1 New employee hires and employee turnover, page 57](#)
- [G4-LA9 Average hours of training per employee, page 60](#)
- [G4-LA11 Percentage of employees receiving regular performance and career development reviews, page 60](#)
- [G4-LA12 Composition of employees, page 61](#)
- [G4-LA13 Ratio of basic salary and remuneration of women to men, page 62](#)

## Principle 7: Businesses should support a precautionary approach to environmental challenges

- [G4-EC2 Financial implications, risks, and opportunities due to climate change, page 40](#)
- [G4-EN3 Energy consumption within the organization, page 44](#)
- [G4-EN8 Total water withdrawal, page 46](#)
- [G4-EN15 Direct greenhouse gas emissions \(Scope 1\), page 49](#)
- [G4-EN16 Energy indirect greenhouse gas emissions \(Scope 2\), page 49](#)
- [G4-EN21 NO<sub>x</sub>, SO<sub>x</sub> and other significant air emissions, page 50](#)
- [G4-EN27 Initiatives to mitigate environmental impacts, page 51](#)

## Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility

- [G4-EN3 Energy consumption within the organization, page 44](#)
- [G4-EN15 Direct greenhouse gas emissions \(Scope 1\), page 49](#)
- [G4-EN6 Reduction of energy consumption, page 45](#)
- [G4-EN8 Total water withdrawal by source, page 46](#)
- [G4-EN11 Sites in, or adjacent to, protected areas, page 47](#)
- [G4-EN12 Impacts on biodiversity, page 47](#)
- [G4-EN13 Habitats protected or restored, page 47](#)
- [G4-EN17 Other indirect greenhouse gas emissions \(Scope 3\), page 49](#)
- [G4-EN19 Reduction of greenhouse gas emissions, page 49](#)
- [G4-EN21 NO<sub>x</sub>, SO<sub>x</sub> and other significant air emissions, page 50](#)
- [G4-EN22 Total water discharge, page 50](#)
- [G4-EN23 Waste by type and disposal method, page 50](#)
- [G4-EN24 Significant spills, page 51](#)
- [G4-EN27 Initiatives to mitigate environmental impacts, page 51](#)
- [G4-EN29 Fines and sanctions for non-compliance with environmental laws and regulations, page 51](#)
- [G4-EN30 Significant environmental impacts of transport and traffic, page 52](#)

## Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies

- [G4-EN6 Reduction of energy consumption, page 45](#)
- [G4-EN19 Reduction of greenhouse gas emissions, page 49](#)
- [G4-EN27 Initiatives to mitigate environmental impacts, page 51](#)

## Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

- [G4-SO3 Number of operational sites assessed for risks related to corruption risks and the risks identified, page 69](#)
- [G4-SO4 Information and training on anti-corruption, page 70](#)
- [G4-SO5 Incidents of corruption and actions taken, page 70](#)

## Imprint

### Publisher

Fraport AG  
Frankfurt Airport Services Worldwide  
60547 Frankfurt am Main  
Germany  
Phone: +49 (0) 1806 3724636<sup>1)</sup>  
Website: [www.fraport.com](http://www.fraport.com)

### Contact Investor Relations

Stefan J. Rüter  
Head of Finance and Investor Relations  
Phone: + 49 (0) 69 690-74840  
Fax: + 49 (0) 69 690-74843  
Website: [www.meet-ir.com](http://www.meet-ir.com)  
E-mail: [investor.relations@fraport.de](mailto:investor.relations@fraport.de)

### Concept and Design

heureka GmbH, Essen

### Publication Date

May 4, 2016

### Editorial Deadline

April 2016

<sup>1)</sup> 20 cents (€) per call from a German landline;  
maximum of 60 cents (€) per call from a German cell phone.



