

Connecting Sustainably

Brief Report 2012



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This Brief Report entitled “Connecting Sustainably” outlines some of the measures, projects and activities of Fraport AG. The complete report is available online at www.sustainability-report.fraport.com. It complies with the requirements of the Global Reporting Initiative (GRI) and at the same time serves as a progress report in the context of the UN Global Compact.

You can access the comprehensive Sustainability Report by scanning this QR code with your smartphone.



sustainability-report.fraport.com



Dear Readers,

“Connecting Sustainably” – this is not only the title of the Brief Report you are holding. For us as the Executive Board of Fraport AG and for our workforce of more than 20,000 employees, it is a fundamental commitment and benchmark for our daily work.

As an airport operator, we create connections between distant cities and people, business centers and markets. However, we also connect differing interests such as aspirations for individual mobility and global environmental protection, or responsibility for the success of Germany’s biggest workplace and for the people living in our neighborhood who are impacted by aircraft noise.

Our sustainability program encompasses the goals we have set ourselves and describes what we are doing to achieve them. We would like to present some of our aspirations in this Brief Report.*

Safety is the top priority in the aviation industry. We are also committed to further enhancing the attractiveness of Frankfurt Airport as a hub – with a robust infrastructure for airlines and a pleasant atmosphere and good service for our passengers. “Operational Excellence” and “Great to have you here!” are two of our projects that are intended to make a contribution towards this.

If we are to meet the challenges of climate protection, the aviation industry needs to do more work to decouple the growth of emissions that are harmful to the climate from

growth in air traffic over the medium and long-term. Our most important lever for achieving this is to increase the energy efficiency of operations and buildings. However, converting our vehicle fleet to run on electricity is also an important element in achieving this goal. This aspiration has recently received a further boost from the award of a public funding for our electro mobility concept.

Within the area of tension between our mission to facilitate air traffic and the legitimate need of the surrounding residents to enjoy peace and quiet, we are continually looking for opportunities to reduce the impact of aircraft noise. One example of our activities is the comprehensive program entitled “Together for the region – Alliance for more noise abatement” that we developed last year together with our partners from the aviation industry, the state government and the region.

We are privileged to give you an insight into how we as an employer approach major societal challenges. These include issues like demographic change or combining career and family to get the work-life balance right. We take responsibility for the region both in our role as employer but also through our commitment to engagement in a large range of social projects.

We would like to inform you about these and other projects on the following pages.

We hope that you will find it informative and an enjoyable read.

Anke Giesen
Executive Director
Operations

Dr. Matthias Zieschang
Executive Director
Controlling and Finance

Dr. Stefan Schulte
Chief Executive Officer

Michael Müller
Executive Director
Labor Relations

*We provide more in-depth information and analysis than is provided in this Brief Report in our comprehensive Sustainability Report 2012, which you can access on our website.

Profile

Our business activities are represented by four segments:

Aviation, Retail & Real Estate, Ground Handling and External Activities & Services.

Aviation

The Aviation segment incorporates the strategic business units “Airside and Terminal Management, Corporate Safety and Security” and “Airport Security Management” at the Frankfurt site.

Retail & Real Estate

The strategic business unit “Retail and Properties”, which focuses on retail activities, parking facility management and the rental and marketing of real estate at Frankfurt Airport, forms the Retail & Real Estate segment.

Ground Handling

The Ground Handling segment comprises the strategic business unit “Ground Services” and the Group companies involved in these activities at the Frankfurt site.

External Activities & Services

The External Activities & Services segment includes the central unit “Global Investments and Management”, which is essentially responsible for airport services and airport management in the Group companies that are not integrated in the business processes at the Frankfurt site, and the service units “Facility Management”, “Information and Telecommunication” and “Corporate Infrastructure Management” including the associated Group companies.

Fraport statistics	Employees (without apprentices and employees on leave, annual average in accordance with IFRS, 2012, share in %)		Revenue (€ million/2012 share in %)		EBITDA (€ million/2012 share in %)	
	2011	2012	2011	2012	2011	2012
Fraport Group	20,595	20,963	2,371.2	2,442.0	802.3	850.7
Aviation	6,088	6,298 <div><div></div></div> 30.0%	774.9	823.4 <div><div></div></div> 33.7%	187.8	199.9 <div><div></div></div> 23.5%
Retail & Real Estate	596	629 <div><div></div></div> 3.0%	444.7	452.9 <div><div></div></div> 18.5%	305.3	333.9 <div><div></div></div> 39.3%
Ground Handling	8,899	8,924 <div><div></div></div> 42.6%	655.5	649.3 <div><div></div></div> 26.6%	54.5	43.6 <div><div></div></div> 5.1%
External Activities & Services	5,012	5,112 <div><div></div></div> 24.4%	496.1	516.4 <div><div></div></div> 21.2%	254.7	273.3 <div><div></div></div> 32.1%

Majority shareholdings in airports (status: 31 December 2012)

Frankfurt, Germany	Lima, Peru	Varna, Bulgaria	Burgas, Bulgaria	Antalya, Turkey				
Frankfurt Airport was once more one of the busiest airports in the world with 57.5 million passengers in 2012. On a European comparison, it was ranked in third place after London Heathrow and Paris Charles de Gaulle. Measured by the volume of cargo, Frankfurt Airport is among the world’s biggest hubs. It also ranks among the Top Ten here.	Form of shareholding Majority holding	Form of shareholding Majority holding	Form of shareholding Majority holding	Form of shareholding Majority holding				
	Shares in the company 70.01%	Shares in the company 60%	Shares in the company 50%	Shares in the company 50%				
Number of employees* 20,708	Numbers of employees* 594	Number of employees* 704	Number of employees* 438	Number of employees** 438				
Passengers (persons)** 57,520,001	Passengers (persons)** 13,324,379	Passengers (persons)** 1,221,468	Passengers (persons)** 2,380,536	Passengers (persons)** 24,954,422				
Airfreight (metric tons)** 2,066,431	Airfreight (metric tons)** 293,675	Airfreight (metric tons)** 33	Airfreight (metric tons)** 2,281	Airfreight (metric tons)** –				
Additional investments in airports	Dakar, Senegal	Hanover, Germany	Cairo, Egypt	St. Petersburg, Russia	Jeddah, Saudi Arabia	Riyadh, Saudi Arabia	Delhi, India	Xi'an, China
Form of investment	Management contract***, Minority holding	Minority holding	Management contract	Minority holding	Management contract		Minority holding	Minority holding
Shares in the company	3.24%****	30%	–	35.5%	–		10%	24.5%
Number of employees*	–	649	3	3,784	28		1,460	2,804
Passengers (persons)**	–	5,288,327	14,711,500	11,154,560	27,234,402	17,719,271	34,211,608	23,420,905
Airfreight (metric tons)**	–	15,869	278,877	–	–	–	560,434	174,794

* Employees incl. temporary staff, apprentices and employees on leave on 31 December in accordance with
** in accordance with the Airports Council International (ACI)
*** Management contract ended on 31 July 2012. The concession contract for the operation of the new Dakar
**** in January 2013 share increase to 60%. In the course of the share restructuring in December 2012

Global Reporting Initiative (GRI)
Airport currently under construction continues unchanged.
temporary reduction of shares from 10% to 3.24%.



Quality is the top priority

Air-transport hub for 295 destinations, 55 percent transfer passengers, top quality for passenger-handling and transfer processes and also the “Great to have you here!” service program – we are working tirelessly every day on improving the infrastructure and comfort at FRA. That is why we listen very carefully to everything our customers tell us – irrespective of whether he or she is an airline executive or a passenger.

Frankfurt, fall 2012. Managers’ Conference at Fraport. The Chief Executive Officer of a major airline has been invited. He takes up his position at the lectern. Without any introduction he starts his presentation on the subject of “What do my passengers encounter at your airport?” The 350 Fraport employees listened closely to what he had to say. The CEO gave a very frank, illustrated analysis of the “inside life” of

a terminal – he praised its strengths and highlighted its weaknesses. The speech had the desired effect: Every one of the people present was “affected”, they received the praise, but they could also see potential for improvement right in front of them. And once more it became crystal clear: Customer satisfaction affects everyone at Fraport – the employees working in the terminals and workers on the apron,

staff in administration and executives on the Board. It is part of our identity that we need to challenge ourselves. How satisfied were you with the friendliness of the check-in personnel? How do you like the restaurants, bars and bistros? Those are just two examples from a comprehensive list of what we need to hear from our passengers. Listen, learn and improve – that is the motivation that prompts us to ask our passengers to give us their views on the infrastructure and services we offer – every week, around 29,000 people each year.

On track with “Great to have you here!”

Our “Great to have you here!” service initiative also thrives on this flow of information. Since the program was launched in 2010, the levels of comfort at Frankfurt Airport have already been significantly enhanced. For example, e-shuttles have shortened route times between gates, 90 information kiosks and the new Fraport App give our guests reliable instructions



“We make it easy for passengers to reach us. We respond quickly to any inquiries, we keep to our promises and we demonstrate goodwill if there is any doubt.”

Thomas Kirner,
Head of Service Quality



You can access the comprehensive section “Customers” in the online Sustainability Report by scanning this QR code with your smartphone.
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on how to get where they want to go, and supply them with important information. A great number of new play areas for children in the terminals make sure that even the little ones have lots of fun before flying to their destination. In addition we regularly surprise our customers with little treats and create “Happy Moments” for them during what might otherwise be a stressful trip. A professional and friendly approach is one of our most important factors for success. That is why we carry out training in passenger contact and service awareness for our staff on all hierarchical levels in the specially established Fraport Service Academy, irrespective of whether they work for the parent company or in a subsidiary company.

The latest survey proves: 80 percent of passengers are satisfied with Frankfurt Airport. The Cologne-based agency ServiceRating, business newspaper Handelsblatt and the University of St. Gallen rank Fraport among the 50 best service providers in Germany. Our conclusion is: We still have work to do but we are well on the way.

International hub with peak performance

Passenger satisfaction with our infrastructure and our service is also a key competitive factor for our main customers – the airlines. Frankfurt Airport is undoubtedly an attractive hub for all major airlines with its central position and excellent link to other carriers. The airport has excellent connectivity – the number of connecting flights attainable in a specified time window is the key criterion for the hub function of an airport – and smooth-running ground-handling procedures with short turnaround times on the ground, features that allow FRA to create the ideal platform for airlines to be successful in international competition. A minimum connecting time of 45 minutes for passengers and their baggage enables us to achieve top performance by comparison with other major international airports.

We have been working together with Deutsche Lufthansa and the Federal Bureau for Air Traffic Control (DFS) on the “Operational Excellence” project since 2011 with the aim of maintaining the high quality level for airport operation in preparation for the forecast increase in capacity utilization at Frankfurt Airport. All the important processes are being optimized for this where necessary.

Handling complaints

Around 3,300 passengers, visitors and other guests presented minor or major issues to us in the course of 2012 by email, telephone, letter, through the social media or in direct contact over the counter. Our aim is to provide an individual explanation in each case within a period of five days. All complaints are gathered in a database for this purpose. If our employees from complaints management are unable to provide direct assistance, they involve other specialist departments such as parking area management or external partners like the Federal Police. We aim to process each individual complaint to the satisfaction of our customers and identify individual solutions. We

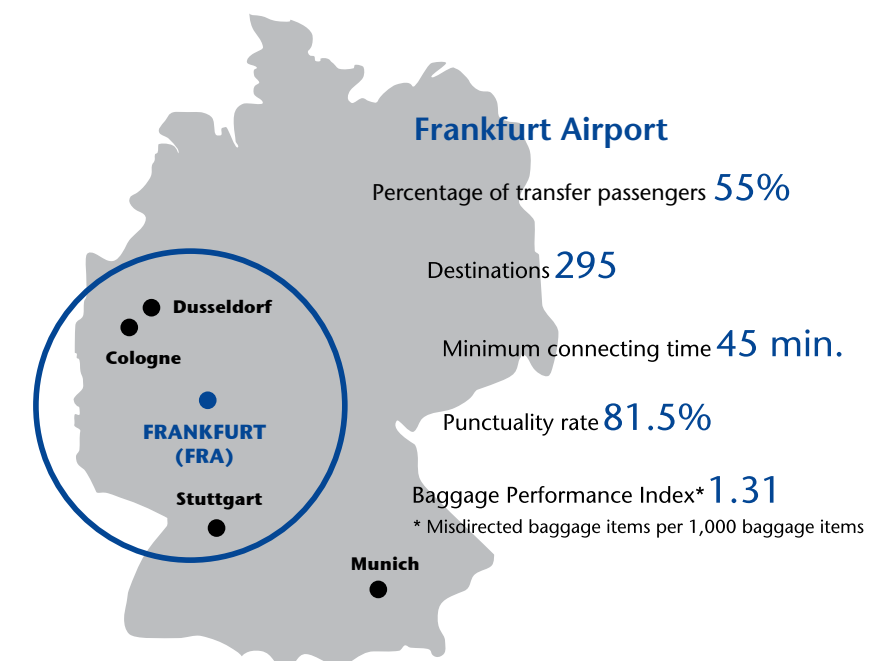


also want to learn from feedback. That is why our feedback management team disseminates common reasons for complaint through the company and works together with the affected areas to develop ideas for remedying the situations that have given rise to the complaints.

Opinions, Proposals & General Queries: 0049 - 1805 - 372 4636*

*14 cents (€) per minute within German landline network; mobile phone rates vary – maximum €0.42/min within Germany.

Hub competence in figures



47 percent of the German population (38 million) live within a radius of 200 kilometers of Frankfurt Airport*

*Source: SVP Deutschland AG, Consulting & Research, 2005



Women in management positions

Parent company

20.5% ²⁰¹²

Target by 2018:

increase to 25–35%



“As a mother of four children, combining career and family is often extremely challenging. It is great that my employer provides support for emergencies.”

Janine Damjanovic, Corporate Development and Sustainability Management

Happy with child and career: aspiration or contradiction?

What do you do if your childcare cover is canceled or your elderly father is taken ill at home? A wide range of support options are available at Fraport to help employees overcome domestic crises like this. They make it easier to combine career and family.

“I’m so sorry. I’m ill.”

Anyone who has their own family with children will be well aware of the impact of these two short sentences when they are spoken by your daycare provider. Particularly when both parents have full-time jobs, making arrangements for the working day is a matter of organizational genius. A last-minute cancellation for the next day completely destroys processes that have often been put together in minute detail. This situation is especially difficult if both mother and father have important business appointments. If relatives, friends or acquaintances cannot come to the rescue at least one of the parents has to stay away from work.

Our employees at the Frankfurt site are always able to rely on a special package of support in such emergencies. These are provided by the “Fluggi-Land” childcare facility run by our subsidiary company, medical airport Services GmbH, located just a few kilometers from Frankfurt Airport. “Fluggi-Land” is able to look after children aged between one and twelve years on 365 days a year at short notice and for short periods of time. Short notice means that childcare is possible if you register using the Internet or the hotline up to the evening before. A short period of time might mean that a child can come regularly to “Fluggi-Land” during the holidays or at other times when their own daycare nursery is closed.

Both employee and employer benefit equally from this flexible support, which is just one of the packages offered by Fraport to help parents get the work-life balance right between career and family. Another option is provided by nursery places at the Children’s Ark nursery “Kinder-Arche” and “Space Ship for Kids”, where employees have the option of taking up places for their children.

Expert advice

Our employees are able to obtain comprehensive advice at the Social Service Center and at our counseling partners for family advice pme Familienservice GmbH



and SOS Alltag e.V. They can get advice on all issues related to pregnancy, parental benefits and parental leave, as well as tips on looking after children. The range of advice they offer also covers other issues related to income, finance or housing.

Flexible structure for working hours

Our family-friendly working-time models are another important building block for getting the work-life balance right between career and family. Around 2,600 men and women work part-time at Fraport. Teleworking from their home workplace is an established way of working which is becoming increasingly popular. If the circumstances in your domestic environment demand a greater degree of flexibility, we always offer our employees a range of different options for adjusting their working times. The choices range between changing your duty roster,

through flexitime, to paid release in accordance with the pay scale collective agreement for public service workers.

The responsibility for relatives who need care is a particularly demanding role that we are supporting with the "Network Care" initiative. It brings together the affected people, promotes an exchange of experience and thus facilitates help for self-help. We also work together with the charity organization Caritas Frankfurt to hold seminars on caring which give carers information on subjects like "preventive care" or "back-friendly care and care with less effort".

All these measures are designed to help employees get the work-life balance right between career and family, and they are an integral component of our human resources policy. Fraport is only able to attract qualified employees and keep them motivated and loyal if the

company has a profile as an attractive employer. This is becoming increasingly important against the background of demographic change.

We therefore carried out an age structure analysis as part of the project "Act today – Fraport 2015", so that we can be prepared for this social development. The analysis shows that up to the year 2020, the average age of the 12,134 employees of the Fraport parent company will

Group employees with part-time work

11.9% 2012
10.4% 2011

have risen to nearly 50 years of age. The recruitment of qualified personnel will also be more demanding in the future. Over the next ten years, new appointments will have to be made to more than half of the existing jobs for trade and technical vocations. There is an even greater requirement at supervisor level in ground-handling services. This is why we are strengthening the presentation of our external profile as an attractive employer and stepping up the communication of the package of services we provide as an employer in the competition for qualified specialist personnel.

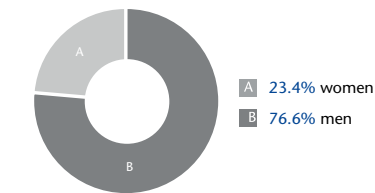
Motivation and health become more important

At the same time, we are also developing a more targeted approach to our personnel work, particularly in relation to protecting and maintaining the health of our workforce. The platform for our activities is provided by the comprehensive findings from the age structure analysis, occupational medicine, occupational safety, benchmarks with other companies and our analyses of data from health insurance schemes, as well as looking at case histories of incapacity. We are addressing the challenge of the physical and mental stresses that occur during the working day with a specific focus on our operational employees who have to carry out physically demanding jobs and often work on changing shifts, as well as being under time pressure. We are seeking to reduce these stresses as much as possible. For example, we run a number of subsidiary projects which organize workflows so that they fit the age and aging process of our employees.

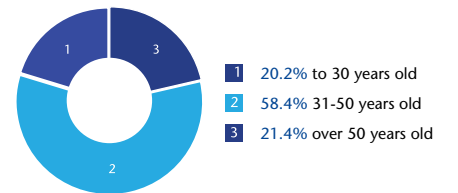
These measures expand the existing portfolio inside and outside the airport complex so that we can play a proactive role in structuring behavior and circumstances to be maximally appropriate for healthcare management. The healthcare workshops and healthcare circles are particular features which are intended to build up individual health competence. They will also contribute to the preparation of the "Overall concept of company fitness". Apart from prevention, we also improve access to medical cures when someone becomes ill and we provide information on exclusive hotlines to health insurance schemes for medical issues.

*Group employees in 2012: 20,963**

Gender distribution**



Age structure**



* Employees not including apprentices and employees on leave (annual average according to IFRS)

** Employees including temporary staff, apprentices and employees on leave on 31 December in accordance with the Global Reporting Initiative (GRI)



Fraport fights for ground-handling services

Members of staff working at Fraport from all hierarchies and vocational groups put a great deal of commitment into supporting the initiatives of the Works Council and the company management directed towards opposing the deregulation of ground-handling services being planned by the EU Commission. Nearly 3,000 Fraport employees attended the two demonstrations in front of the EU Parliament buildings in Brussels and Strasbourg. This was a big sign of solidarity among the workforce. The draft law being proposed by the EU Commis-

sion would make it mandatory to put ground services out to tender to three instead of the previous two bidders. Fraport believes that this would disrupt the quality of the ground processes and impair operational safety. There is also a risk of job losses because the wage level could be pushed down below the collectively agreed pay scale wages paid by Fraport. The draft legislation was rejected by the EU Parliament at the end of 2012 and sent back to the EU Transport Committee for revision. A final decision on the matter is expected in 2013.



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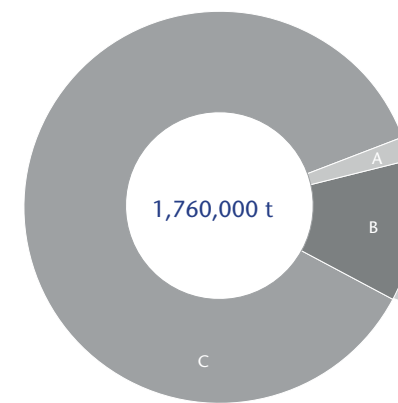


Reducing CO₂ emissions

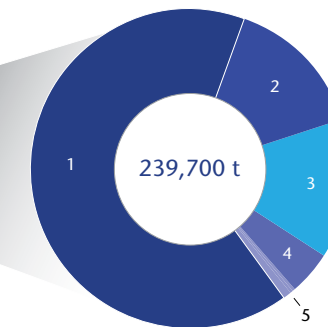
Alternative drives are the future. As the operator of Germany's busiest airport we want to make a contribution to ensuring that mobility at the airport generates fewer emissions. Our measures include innovative fleet concepts and trialing electric drives. We are also taking a wide range of other measures to concentrate on improving the CO₂ footprint of our terminals and the service and administrative buildings because this is where most of the gases harmful to the climate are emitted in the course of airport operations.

CO₂ footprint at Frankfurt Airport and Fraport parent company

CO₂ footprint for 2012 at Frankfurt Airport



CO₂ footprint for 2012 at the Fraport parent company (Scope 1 and 2)



- 0,3% Operation of standby power supply system (Scope 1)
- 0,2% Operation of fire brigade exercise facility (Scope 1)
- 0,8% Operation of fossil-fired facilities (Scope 1)

- A 2.1% Scope 1 (own consumption Fraport parent company)
- B 11.6% Scope 2 (purchased electricity Fraport parent company)
- C 86.3% Scope 3 (third parties at the airport including air traffic in landing and take-off cycle)

Just one click and the hybrid vehicle has been booked. During the afternoon, an important interdepartmental conference takes place at the Fraport Headquarters. Some of the participants have recently been working around ten kilometers away at the new Airport City West. Various departments from our company were brought together at this location in the north-west section of the airport in 2012. Even if most issues can be dealt with by phone or internet, personal communication with colleagues from other areas is sometimes absolutely indispensable. Fraport has set up a car pool concept at the new location with an innovative booking system so as to make business trips like this maximally climate-friendly. Similar

to car sharing, the employees reserve the vehicles they need easily and conveniently on the intranet. This system enables the number of vehicles required to be reduced from twelve to nine – including two cars with electric hybrid engines.

The company's dedicated fleet is currently responsible for emitting around 14 percent of the CO₂ emissions currently generated by the Fraport parent company. Vehicles with alternative drives are being purchased in order to reduce these emissions. Today, there are around 300 battery-powered electric cars being deployed in different areas. For example, 90 percent of the conveyor-belt trucks, which are used to take baggage on and off the aircraft, are powered by electricity. We have been using small electric baggage tow tractors for years.

swathe of the public that electric vehicles are ideally suited as the workhorses for routine, everyday operation at airports. Supporting academic research is intended to yield new findings on the technical



"Hybrid engines, electric drives and car sharing – we are testing alternative mobility concepts at Frankfurt Airport to see how they work in practice with the aim of avoiding CO₂ emissions."

Alexander Laukenmann,
Senior Vice President Corporate Development and Sustainability Management

Our climate target:
-30%

Achieving a 30 percent reduction in CO₂ emissions per traffic unit generated by the Fraport parent company at Frankfurt Airport by 2020 compared with 2005.

Sponsorship for e-mobility project

At the end of 2012, we launched a project sponsored by the Federal Ministry of Transport, Building and Urban Development (BMVBS) focusing on "Electromobility in Model Regions". The goal of the project is to demonstrate to a broad



Solar cells generate the energy for the LED illumination used on a large number of passenger escalators at Frankfurt Airport.

requirements for vehicles, battery systems, energy infrastructure and user acceptance. The project is testing 42 electric vehicles for their suitability in everyday operations at the airport in a trial lasting until 2015. Up to 23 electrically powered cars will be tested in car pools and in service functions such as airport security. A further 14 pallet loaders, four electric minibuses and a solar-powered passenger stairway will also be deployed. Additionally 15 charging points will be installed.

E-mobility

90%

of the conveyor-belt trucks for loading and unloading baggage are already powered by electricity.

Increasing the energy efficiency of the airport buildings

However, the emissions generated by the vehicles used only make up a comparatively low proportion of our CO₂ footprint. Since a major share of the emissions at the Frankfurt site are caused by the operation of buildings and equipment, this issue provides the key to achieving our climate protection targets.

One of our biggest upgrading projects is the renewal of the ventilation systems at Terminal 1, and this program was launched in 2007. This project will equip the engineering centers required for this air-conditioning with innovative systems for controlling the ambient air, heating and cooling technology, as well as the necessary measurement and control technology. The aim is to significantly reduce the energy required at the terminal by the year 2020. The upgrade is taking place over several

project stages and will be carried out while Terminal 1 continues with normal operations.

We achieve additional CO₂ savings by optimizing the lighting. Since 2012 the lighting at all parking rows in the parking garage located at Terminal 1 is being reduced during the period from midnight to 4 a.m. Lighting is also being cut down at the parking facility for staff. We have also started to equip lighting in the parking garage close to the outside walls with external light sensors which switch off the light automatically. Additional measures include test series to assess the effectiveness of LED lamps and fluorescent tubes. An initial result will involve converting the lighting in the underground car park of Terminal 2 to energy-saving fluorescent tubes. The test with LED lamps in Terminal 2 itself has been so successful in economic and qualitative terms that the conversion is being carried out in the short term.

Climate protection study highlights potential

We sought out expert support to assist us with the complex and demanding task of identifying efficient energy measures and planning their implementation as quickly and as cost-effectively as possible. In 2011, we commissioned the Oeko-Institute to carry out a study investigating potential climate protection strategies and measures. Five experts from the Oeko-Institute and 30 specialists from various business segments of Fraport AG spent the period from fall 2011 to spring 2013 working on putting together and analyzing the necessary data and information. The result was three different energy efficiency scenarios.

We report transparently on the progress we have made in climate protection. As early as 2006, Fraport was taking part in the Carbon Disclosure Project (CDP). This is the leading global climate reporting ini-



CO₂ management at Fraport

Fraport has been participating in Airport Carbon Accreditation since 2009. This is a program organized by the umbrella association of airport operators – Airport Council International Europe (ACI Europe). The program aims to motivate as many European airports as possible to opt for comprehensive CO₂ management and work towards achieving carbon-neutral operations. Frankfurt Airport was the first airport to be tested in conformity with the rules of this program and it was accepted in 2009. The highest level of “Neutrality” (Level 3+) can be achieved through the three stages of “Mapping”, “Reduction” and “Optimization”.

At the beginning of 2012, we expanded our CO₂ reporting by providing additional information on emission sources. These are allocated to “Scope 3” in conformity with the Greenhouse Gas Protocol. They include operation of aircraft on the ground and in the takeoff and landing cycle up to 3,000 feet, journeys taken by passengers and employees to and from the airport, business travel and the operation of buildings and ground-handling vehicles operated by subcontractors at the airport. Level 3 of the Airport Carbon Accreditation was granted on account of this comprehensive reporting and our stakeholder engagement in February 2012.



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tiative in the world of business. It analyzes companies and their strategies for impact on climate change and CO₂ reporting. Companies were included in the German Carbon Disclosure Leadership Index (CDLI) for the first time in 2010. “Disclosure Scoring” is used to assess the quality

of climate reporting. Fraport was represented in this index right from the start and also qualified in 2012 for the DACH CDLI where the best of the participating companies from Germany, Austria and Switzerland are listed.



More for noise abatement

Flying facilitates worldwide mobility, epitomizes knowledge exchange and cultural transfer, and is indispensable for a flourishing national and global economy. The flip side is that flying is also associated with noise for people living near the airport. We are positioned in a field of tension at our main location in Frankfurt. On the one hand, we are responsible for the safety and mobility aspirations of around 57 million passengers and tens of thousands of jobs, as well as the economic importance of the biggest airport in the export nation Germany and the prosperity of the Rhine-Main region. On the other hand, the downside to this is the noise impact for the neighboring residents. We are committed to taking responsibility for the impact of our entrepreneurial activity and taking action to provide the best possible resolution of these contrary interests.

Volume of the regional fund for noise abatement measures

265

million euros

"We are beginning our descent. Balmy summer temperatures of 20 degrees await us in Frankfurt this evening." The A320 from Palma de Mallorca is not far from Frankfurt Airport now, as the captain starts on the approach route to the new north-west runway in optimum weather conditions. The passengers relax back into their seats after a calm flight and look forward to a smooth and punctual landing.

At the same time, the employees working at the Fraport information phone are anything but relaxed. They are having a busy time with a different side of flying. The phones are humming with angry residents living near the airport giving vent to their anger. Colleagues take calls about airport noise round the clock. They listen, record everything and give explanations. This is rarely an easy job.

The staff working in complaints management are helped by support staff assisting their colleagues by providing them with the best possible information available – for example, the daily reports from the traffic data center, which list special weather conditions or deviations from the flight plan, and therefore include indications about noise events or information from colleagues at the German Federal Bureau for Air Traffic Control (DFS). Furthermore, our employees are able to

turn directly to Noise Abatement Officers at the Hessian Ministry of Economics, Transport and Regional Development. If there are any breaches of flight plans or minimum altitudes, pilots are at risk of incurring fines applied by the Federal Air Safety Authority.



"I can often understand why residents are annoyed and we take every complaint seriously. We also learn from their inquiries about how we can further improve the information we provide."

Consuela Galasel Cunto, Head of the Service Center, Neighborhood Issues



Approach in an arc

At Frankfurt Airport in 2012, Fraport was the first major airport in Europe to launch tests for the variable satellite-controlled Ground Based Augmentation System (GBAS). GBAS will create the opportunity of significantly reducing aircraft noise in densely populated areas even during ordinary flight operations. The precision approach procedure permits curved landing approaches with variable

altitude. Advanced aircraft types such as the A380 and B-747-800 fleets operated by Lufthansa or the B-737 fleet run by AirBerlin already have the capability to operate GBAS today. Older types of aircraft will have to be gradually converted to this system. Fraport and the Federal Bureau for Air Traffic Control (DFS) are making joint preparations for the introduction of the navigation system for 2014.

Active and passive noise abatement

Dealing with complaints is only part of our management of noise abatement. We again intensified our existing measures for noise abatement in 2012 with the aim of improving the noise situation and reducing the number of people impacted by aircraft noise. The objective of active noise abatement is to reduce noise directly at the source in order to lower noise emission, in particular for areas subject to high noise impact, and to restrict the number of people subject to noise nuisance. Measures for passive noise abatement include modifications to buildings and efforts to reduce the level of noise inside the buildings themselves.

The statutory foundation for making a claim for passive noise abatement has been significantly expanded since the north-west runway started operating.



NORAH study carries out research into impact of noise

Adequate research has still not been carried out on the effect of aircraft noise on the health and the well-being of human beings. Fraport therefore supports the comprehensive study entitled NORAH ("Noise-Related Annoyance, Cognition and Health") by the Forum Airport and Region (FFR). The study was launched in 2011, before the new north-west runway came on-stream. It is directed toward obtaining a maximally representative and evidence-based description of the effects of noise from aircraft, rail and road traffic on the impacted residential population. A number of modules analyze the health and the quality of sleep experienced by thousands of test subjects in the Rhine-Main

Region and at comparable locations around the airports of Berlin, Cologne/Bonn and Stuttgart. The learning profile of children in schools impacted by noise is also being analyzed. The study was adopted in a broad parliamentary consensus by the Hessian Parliament (Landtag) and by the Coordination Council of the FFR. During the entire process, the study is being accompanied by independent external quality assurance. NORAH is being financed mainly from state resources, supplemented by financial support from Fraport, local authorities, the initiative "Future Rhine-Main" (Zukunft Rhein-Main) and Lufthansa. The final report is scheduled for publication in 2015.

The new directive passed by the Hessian State Government adopts the most stringent values provided for in the Aircraft Noise Abatement Act (Fluglärmschutzgesetz). The act establishes a requirement for financing of structural noise abatement measures in bedrooms and living spaces, and it also specifies compensation for impairment in areas adjacent to the homes. Around 86,000 households in the two defined protection zones are able to submit claims for passive noise protection. Fraport is bringing forward all passive noise abatement measures, even those which would only be entitled to subsidy under the legislation after 2016. The scope of the measures eligible for subsidy has also been significantly expanded by the Regional Fund.

Compensation for home owners

We topped up our voluntary real estate program "Casa" in 2012. This scheme enables us to provide support for those people who bought or built a home before the debate about expanding the airport got under way and whose house or apartment is now located in the approach route. We offer compensation payments to the affected home owners or we offer to purchase their residential real estate. The relevant funding available has been increased to over 100 million euros by the introduction of Casa2.

We also drove active noise abatement forward significantly in 2012. "Together for the Region – Alliance for more Noise Abatement in 2012" – this is the name of a program we have developed jointly with partners from the air traffic industry, the Hessian State Government and the Rhine-Main region. It includes 19 measures of active noise abatement that started in 2012. Some cases have been completed already.

Noisy aircraft pay more

Landing and take-off fees related specifically to aircraft noise offer incentives to use quieter airplanes. We took the initiative and introduced appropriate fee components at Frankfurt Airport as early as 2001. In January 2013, we took a number of measures including a 120 percent increase



in the volume of the noise charge independently of revenue in order to reinforce the desired effect. This means that the overall amount of airport charges is not affected, although louder aircraft have to pay higher charges. Moreover, the spread of noise charges has been increased from the current level of twelve classes to 16. Since July 2012, additional fees have been levied, which are exclusively intended to refinance the expenses for passive noise abatement measures.

Increasing the voluntary real-estate purchase program from

70 million euros to **>100** million euros



You can access the comprehensive section "Noise abatement" in the online Sustainability Report by scanning this QR code with your smartphone.

sustainability-report.fraport.com/noiseabatement/

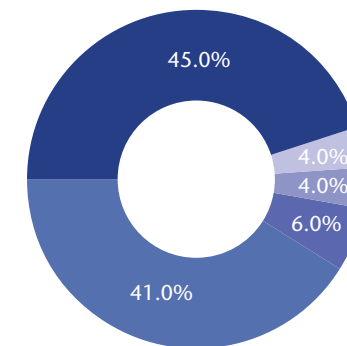


Responsibility for the region

If young people are not able to meet the requirements for an apprenticeship place even though they have a school-leaving qualification, getting a foothold on the career ladder is difficult. Fraport takes responsibility in the new "Startklar" (Ready for take-off) project and makes young people fit for the world of work – one of many projects where Fraport is engaged in training and promotion of social equality.

Donations in 2012

Fraport parent company



■ Education ■ Sport
■ Integration ■ Culture
■ Social issues

Ronneburg, near Frankfurt. A spider's web made of ropes is stretched across a football goal in front of the local youth center. Twelve young people aged between 16 and 19 are standing in front of it and engaging in a heated debate. Their task is to get over to the other side of the net without touching the ropes. They are only allowed to make use of each space once. A very tricky task which can only be solved by working together in a team and developing a good strategy with a clear allocation of roles.

New opportunity with "Startklar"

The young men are taking part in the "Startklar" program. Fraport is aiming to use this program to make twelve young people fit for their subsequent training within the space of eight months. The one-week team training is intended to train attributes like ability to concentrate, tolerance of frustration and handling of conflict. "Startklar" was developed in fall 2012 together with our partners, Pittler ProRegion Berufsausbildungs GmbH, the Frankfurt Chamber of Industry and Commerce (IHK) and the Frankfurt Employment Agency. It is directed toward young people who do not meet the requirements for an apprenticeship place even though they have a school-leaving qualification. As one of the region's biggest employers, we want to take responsibility in this area and make a contribution to improving the vocational opportunities for some of these young people. A mix of remedial teaching focusing on mathematics and German, teaching of basic knowledge in some specialist subject

areas, providing counseling on social and educational issues, and sport are intended to provide assistance and support.

As the program progresses, the participants learn theoretical knowledge as well as developing their social skills. The young people spend four days a week learning the basics of metal-working and electrical engineering in the teaching workshop at Pittler ProRegion. Once a week the participants have a "Fraport Day" with a social education specialist where they go through conflict situations that have arisen during their practical days in the workshop. They are guided through working out pathways to solutions and they practice new behavioral patterns which they then have to apply in practice. These include dealing with colleagues and supervisors, punctuality and the ability to concentrate. During



Relief flights for refugees

Associated with our own business, we have supported the association "Aviation without Borders" since 2003, which organizes relief flights to disaster areas. Fraport provides financial help and personnel, and Fraport apprentices have the opportunity to work on this project for some weeks as they work in different departments during their training in the company. Fraport also provides assistance with loading of the aircraft. The most recent project involved two aid flights that took off to Turkey in February 2013. The initiative provided assistance for Syrian refugees who had fled

from the civil war in their country. Executive Director Operations Peter Schmitz was on board and he found out about the charitable work being carried out by the association on the ground. Around 100 tons of medicine, food, diapers and winter clothing were distributed to the refugees. This is assistance that provides support and improves the difficult everyday conditions of more than 180,000 refugees. Accommodation in the temporary camps is mostly in tents, and there is a shortage of many basic things like mattresses, blankets, clothing and running water.

the last two months of the "Startklar" program, these young people then spend time in the specialist departments at the Fraport parent company. There they learn about the tasks performed by a plant mechanic, design mechanic, electronics technician, mechatronics technician or a firefighter. An apprenticeship place is available for each of the participants in one of these vocations. The specialist aptitude and personal qualities are evaluated through regular performance and competence assessments. Another prerequisite is that they complete the standard Fraport recruitment test at the end of the program.

ProRegion

The "Startklar" project is just one of the many projects that we are involved in



"Fraport takes responsibility and is actively engaged in the Rhine-Main Region. We are particularly committed to people with a migratory background, as well as children and adolescents from socially disadvantaged sections of the population."

Alexandra Zimpelmann, Head of Political Communication, Sponsoring, Regional Promotion

to help adolescents and young adults to gain a foothold in the world of work. We support a large number of these projects through our ProRegion Foundation, which we established in 1999 to promote vocational training in the Rhine-Main region. One example is the "Gesellschaft für Jugendbeschäftigung" (Society for Youth Employment), where we have been providing funding for remedial teaching in classes 8 and 9 and for vocational orientation events since 2005 in the "Frankfurter Hauptschulprojekt" (Frankfurt Secondary School Project).

Sports sponsorship

Fraport is also one of the biggest sponsors of sport in the region. Apart from our sponsoring activities in professional sport with basketball and football, our focus in amateur sport is on youth work. In 2012, we supported 490 associations under the slogan "Active for the Region" in the form of perimeter advertising boards and finance for advertisements. 350 clubs were provided with sets of team shirts.

Environmental fund

Fraport also engages in social projects with the focus on environmental affairs. We established the Fraport Environmental Fund for this purpose in 1997. This fund is used to support projects on nature and climate protection, ecological research work and projects focusing on teaching young people about environmental issues in the Rhine-Main area. Up to now, a total of 750 measures have been sponsored with funds amounting to more than 32 million euros. In 2012, we again financed further projects like natural-history trips and establishing school gardens to improve children's understanding of environmental interrelationships.

We also support numerous other organizations beyond the projects and priorities presented here in detail. Our focus is on initiatives that are committed to promote education and social equality.

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Publisher

Fraport AG
 Frankfurt Airport Services Worldwide
 60547 Frankfurt, Germany
 Telephone: +491805 3724636*
 or: +491805 FRAINFO*
 From abroad: +49 69 690-0
 Internet: www.fraport.com

Contact Sustainability Management

Alexander Laukenmann
 Senior Vice President Corporate Development
 and Sustainability Management

Telephone: +49 69 690-27534
 Fax: +49 69 690-58467
 Email: a.laukenmann@fraport.de

Nicole Scheer
 Senior Executive Manager Sustainability
 Strategy and Reporting

Telephone: +49 69 690-20429
 Fax: +49 69 495-20429
 Email: n.scheer@fraport.de

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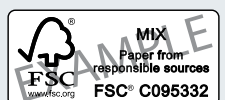
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