

GRI Report 2014



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Key Figures

The financial figures in this report correspond with the data provided in the [Annual Report 2014](#). Fraport AG prepared the consolidated financial statements for the accounting period ending December 31, 2014 in accordance with the standards published by the International Accounting Standards Board (IASB).

The financial, personnel, and environmental indicators at the Group level are determined using a SAP-based application. The same method of calculation is used for all of these data. Details of any different survey methods are indicated in individual cases.

The circle of consolidated Group companies is reconciled to the financial data for the purpose of determining the Group personnel indicators. Since the start of 2014, Fraport has applied the new IFRS 11 accounting standard "Joint Arrangements". IFRS 11 stipulates that joint ventures that have until now been proportionately consolidated in the consolidated financial statements must be accounted for and consolidated using the equity method from January 1, 2014 onwards. At Fraport, this has a particular impact on the Group companies Antalya (Turkey), N*ICE Aircraft Services & Support GmbH (Frankfurt am Main), Medical Airport Service GmbH (Kelsterbach) and AirIT Systems GmbH (Hannover). For the purpose of comparability, the previous year's figures have been adjusted to conform with the new accounting method. No adjustment was made to the figures for 2010 through 2012. The companies included in the consolidation expanded in August 2014 to include the Group company AMU Holdings Inc. and again in October 2014 to include Ljubljana Airport. Due to their proportional consolidation, some key figures for these two companies could not be obtained.

Beginning in 2014, the consolidated Group companies exerting material environmental effects are as follows: Fraport Cargo Services GmbH (Frankfurt am Main), GCS Gesellschaft für Cleaning Service mbH & Co. Airport Frankfurt/Main KG, Airport Cater Service GmbH (Frankfurt am Main), Varna (Bulgaria), Burgas (Bulgaria), Lima (Peru), and Ljubljana (Slovenia). The environmental data are systematically surveyed at the Frankfurt site in accordance with the EMAS regulation (Eco-Management and Audit Scheme) and DIN EN ISO 14001, and subject to external verification by an accredited environmental auditor. Lima Airport and Antalya Airport are also certified in conformity with ISO 14001.

The reporting data are calculated using the methods, calculations, and estimates we believe to be appropriate and as used in standard business practice. However, it is not possible to exclude the possibility of individual GRI indicators being associated with some degree of uncertainty. An overview of all key figures is provided in our accounting.

Financials

Aspect: Economic Performance

EC1 Directly generated and distributed economic value

Revenue and earnings

	Unit	2010	2011	2012	2013 adjusted	2014
Group¹						
Income statement						
Revenue	€ million	2,194.6	2,371.2	2,442.0	2,375.7	2,394.6
Change in work-in-progress	€ million	0.4	0.4	0.5	0.6	0.6
Other internal work capitalized	€ million	36.9	40.3	44.0	32.3	28.3
Other operating income	€ million	52.1	40.9	55.8	32.5	42.5
Total revenue	€ million	2,284.0	2,452.8	2,542.3	2,441.1	2,466.0
Cost of materials	€ million	-491.1	-541.1	-558.1	-595.2	-533.3
Personnel expenses	€ million	-880.4	-906.3	-942.9	-928.9	-970.4
Other operating expenses	€ million	-201.9	-203.1	-192.6	-184.1	-172.2
Earnings before interest, taxes, depreciation, and amortization (EBITDA)	€ million	710.6	802.3	848.7	732.9	790.1
Depreciation and amortization	€ million	-279.7	-305.7	-352.7	-294.3	-307.3
Operating result (EBIT)	€ million	430.9	496.6	496.0	438.6	482.8
Financial result	€ million	-152.2	-149.3	-131.9	-107.1	-108.1
Result from ordinary operations (EBT)	€ million	278.7	347.3	364.1	331.5	374.7
Taxes on income	€ million	-7.2	-96.5	-112.6	-95.8	-122.9
Group result	€ million	271.5	250.8	251.5	235.7	251.8
Profit attributable to minority interests	€ million	8.6	10.4	13.3	14.7	17.1
Profit attributable to equity holders of Fraport AG	€ million	262.9	240.4	238.2	221.0	234.7
Segments share						
Revenue						
Aviation	Share in Group revenue in %	31.6	32.7	33.7	35.6	36.9
Retail & Real Estate	Share in Group revenue in %	18.4	18.8	18.5	19.5	19.0
Ground Handling	Share in Group revenue in %	30.0	27.6	26.6	27.3	27.4
External Activities & Services	Share in Group revenue in %	20.0	20.9	21.2	17.6	16.7
Earnings before interest, taxes, depreciation, and amortization (EBITDA)						
Aviation	Share in Group EBITDA in %	18.5	23.4	23.8	28.4	30.0
Retail & Real Estate	Share in Group EBITDA in %	41.5	38.1	39.5	47.7	45.1
Ground Handling	Share in Group EBITDA in %	6.2	6.8	4.4	4.7	5.6
External Activities & Services	Share in Group EBITDA in %	33.8	31.7	32.3	19.2	19.3
Operating result (EBIT)						
Aviation	Share in Group EBIT in %	13.1	19.4	16.0	20.7	23.9
Retail & Real Estate	Share in Group EBIT in %	52.9	46.7	51.0	60.8	57.0
Ground Handling	Share in Group EBIT in %	2.5	4.1	-0.2	-1.0	1.5
External Activities & Services	Share in Group EBIT in %	31.5	29.8	33.2	19.5	17.6

¹⁾ Due to new accounting standards or shifts in Group definitions, figures reported in previous years may differ.

Cash flow and capital expenditure

	Unit	2010	2011	2012	2013 adjusted	2014
Group						
Operating cash flow	€ million	567.5	618.8	553.0	454.2	506.2
Capital expenditure	€ million	1,033.9	1,440.2	1,059.7	680.3	488.0
Free cash flow	€ million	-291.1	-350.1	-162.4	34.6	246.8

Statement of financial position

	Unit	2010	2011	2012	2013 adjusted	2014
Group						
Shareholders' equity	€ million	2,739.3	2,850.8	2,948.2	3,098.8	3,286.0
Liabilities	€ million	6,431.2	6,373.6	6,692.4	5,718.0	5,727.2
Fraport assets	€ million	4,019.7	4,447.3	5,152.3	5,061.7	5,253.9

Profitability

	Unit	2010	2011	2012	2013 adjusted	2014
Group						
Return on revenue	EBT in % of revenue	12.7	14.6	14.9	14.0	15.6
EBITDA margin	EBITDA in % of revenue	32.4	33.8	34.8	30.9	33.0
EBIT margin	EBIT in % of revenue	19.6	20.9	20.4	18.5	20.2
Return on Fraport assets (ROFRA)	EBIT in % of Fraport assets	10.7	11.2	9.6	8.7	9.2

Value added statement

	Unit	2010	2011	2012	2013 adjusted	2014
Group^{1,2)}						
Generation of value added						
Corporate performance	€ million	2,284.0	2,452.8	2,542.3	2,441.1	2,466.0
Advance payments	€ million	-644.7	-687.7	-642.0	-698.1	-620.9
Cost of materials	€ million	-491.1	-541.1	-558.1	-595.2	-533.3
Other expenses	€ million	-153.6	-146.6	-83.9	-102.9	-87.6
Gross value added	€ million	1,639.3	1,765.1	1,900.3	1,743.0	1,845.1
Depreciation and amortization	€ million	-279.7	-305.7	-352.7	-294.3	-307.3
Net value added	€ million	1,359.6	1,459.4	1,547.6	1,448.7	1,537.8
Distribution of value added according to stakeholder group						
Employees (wages, salaries, social security deductions)	€ million	880.4	906.3	942.9	928.9	970.4
Lenders (interest expense)	€ million	182.5	191.7	226.7	171.5	176.7
State (deductions, taxes)	€ million	16.4	102.0	118.4	105.2	132.5
Expenses for the community (donations, sponsoring, etc.)	€ million	8.8	8.6	8.1	7.4	6.4
Shareholders (dividends) ³⁾	€ million	115.6	115.4	115.5	115.4	124.7
Profit attributable to minority interests	€ million	8.6	10.4	13.3	14.7	17.1
Company (retained earnings)	€ million	147.3	125.0	122.7	105.6	110.0

¹⁾ Due to new accounting standards or shifts in Group definitions, figures reported in previous years may differ.

²⁾ The figures are not presented separately by countries, regions, or specific markets because the Group sites other than Frankfurt should not be regarded as significant in relation to their share in the total workforce (90% of the Group employees work at the Frankfurt site) but also in regard to their total income, costs and payments.

³⁾ Proposed dividend (2014)

EC3 Coverage of the organization's defined benefit plan obligation

	Unit	2010	2011	2012	2013 adjusted	2014
Social security and welfare expenses	€ million	133.0	134.3	137.1	135.5	143.6
Pension expenses ¹⁾	€ million	39.9	39.9	41.6	42.4	43.4

¹⁾ Due to new accounting standards or shifts in Group definitions, figures reported in previous years may differ.

EC4 Significant financial government grants and subsidies

	Unit	2010	2011	2012	2013 adjusted	2014
Subsidies received	€ million	0	0	0	0	0

AO1 Passengers

	Unit	2010	2011	2012	2013 adjusted	2014
Group airports without Frankfurt Airport^{1, 4, 5, 6)}						
Passengers (total)⁹⁾	million	–	40.20	40.63	17.44	18.47
Arriving passengers (total) ⁷⁾	million	–	20.31	20.60	8.69	9.21
Departing passengers (total) ⁷⁾	million	–	19.88	20.03	8.75	9.25
Domestic passengers	million	–	10.33	11.64	8.09	8.65
Arriving passengers (domestic)	million	–	5.30	6.01	4.01	4.30
Departing passengers (domestic)	million	–	5.04	5.63	4.08	4.35
International passengers	million	–	29.86	29.02	9.38	9.82
Arriving passengers (international) ⁸⁾	million	–	15.02	14.59	4.69	4.92
Departing passengers (international) ⁸⁾	million	–	14.84	14.40	4.68	4.90
Frankfurt Airport⁶⁾						
Passengers (total)²⁾	million	53.01	56.44	57.53	58.04	59.57
Arriving passengers (total)	million	26.45	28.25	28.75	29.05	29.86
Departing passengers (total)	million	26.27	28.05	28.53	28.85	29.57
Domestic passengers	million	6.40	6.82	6.53	6.58	6.72
Arriving passengers (domestic)	million	3.29	3.43	3.28	3.31	3.38
Departing passengers (domestic)	million	3.11	3.39	3.24	3.27	3.34
International passengers	million	46.31	49.48	50.75	51.32	52.72
Arriving passengers (international)	million	23.16	24.82	25.46	25.74	26.49
Departing passengers (international)	million	23.15	24.66	25.29	25.58	26.23
Local passengers	million	52.71	56.30	57.28	57.90	59.43
Transfer passengers ³⁾	in % of local passengers	51.7	54.3	55	54.5	55.1
Transit passengers	million	0.30	0.14	0.25	0.14	0.14

¹⁾ For reasons of materiality the data are only presented for the Group airports with majority holdings (Varna, Burgas, Lima, Ljubljana). Due to new accounting standards, Antalya is no longer included as at 2014 (figures for 2013 are adjusted).

²⁾ Commercial and non-commercial traffic (in + out + transit). Note: Only commercial traffic is reported in the Annual Report.

³⁾ These data are based on the Fraport-Monitor, an extrapolation based on frequent flyer surveys. Exact data for the total number of passengers is therefore not possible.

⁴⁾ Data collected since 2011 only.

⁵⁾ The Group airports were not able to provide data for local, transfer, and transit passengers. We would like to provide data on this in the medium term.

⁶⁾ Rounding differences are possible.

⁷⁾ Without transfer and transit passengers.

⁸⁾ Without transit passengers.

⁹⁾ Values for 2012 are adjusted.

AO2 Aircraft movements

	Unit	2010	2011	2012	2013 adjusted	2014
Group airports without Frankfurt Airport^{1, 4)}						
Aircraft movements (in + out)	Number of movements	–	329,168	337,174	183,086	193,224
Day (in + out)	Number of movements	–	109,594	118,003	118,175	126,269
Night (in + out)	Number of movements	–	55,967	59,918	64,911	66,955
Commercial passenger flights	Number of movements	–	309,441	316,801	165,652	173,639
Domestic	Number of movements	–	108,219	116,432	84,901	84,293
International	Number of movements	–	201,192	200,369	80,751	89,346
Commercial cargo flights	Number of movements	–	5,403	5,378	4,017	4,316
Domestic	Number of movements	–	2,114	2,630	1,659	1,120
International	Number of movements	–	3,289	2,748	2,358	3,196
General aviation flights and other aircraft movements	Number of movements	–	8,851	9,237	7,710	10,015
Domestic	Number of movements	–	4,642	4,799	3,767	5,216
International	Number of movements	–	4,209	4,438	3,943	4,799
State aviation flights	Number of movements	–	5,503	5,840	5,717	5,276
Domestic	Number of movements	–	5,472	5,785	5,649	5,218
International	Number of movements	–	31	55	68	58
Frankfurt Airport						
Aircraft movements (in + out)	Number of movements	464,432	487,162	482,242	472,692	469,026
Day (in + out) ²⁾	Number of movements	418,544	441,220	445,390	440,343	437,779
Night (in + out) ²⁾	Number of movements	17,014	14,611	1,254	704	835
Aircraft movements (5:00 a.m.–5:59 a.m.)	Number of movements	10,178	11,365	14,120	13,260	12,274
Aircraft movements (10:00 p.m.–10:59 p.m.)	Number of movements	18,696	19,966	21,478	18,385	18,138
Commercial passenger flights	Number of movements	429,704	453,766	450,252	440,341	437,335
Domestic	Number of movements	66,426	72,265	67,498	67,519	65,648
International	Number of movements	363,278	381,501	382,754	372,822	371,687
Commercial cargo flights	Number of movements	23,524	23,347	21,202	21,262	20,970
Domestic	Number of movements	1,370	1,575	1,617	1,290	1,373
International	Number of movements	22,154	21,772	19,585	19,972	19,597
General aviation flights and other aircraft movements ³⁾	Number of movements	11,204	10,049	10,788	11,089	10,721
Domestic	Number of movements	4,355	4,011	3,870	3,938	3,704
International	Number of movements	6,849	6,038	6,918	7,151	7,017

¹⁾ For reasons of materiality the data are only presented for the Group airports with majority holdings (Varna, Burgas, Lima, Ljubljana).

Due to new accounting standards, Antalya is no longer included as at 2014 (figures for 2013 are adjusted).

²⁾ Day (6:00 a.m.–9:59 p.m.), night mediation (11:00 p.m.–4:59 a.m.).

³⁾ These data include state aviation flights.

⁴⁾ Data collected since 2011 only.

AO3 Cargo tonnage

	Unit	2010	2011	2012	2013 adjusted	2014
Group airports without Frankfurt Airport^{1, 2, 4, 5)}						
Cargo tonnage ⁴⁾	million metric tons	–	0.29	0.30	0.30	0.31
Arriving cargo tonnage	million metric tons	–	0.09	0.09	0.09	0.10
Cargo flights	million metric tons	–	0.04	0.04	0.03	0.04
Cargo on passenger flights (belly cargo)	million metric tons	–	0.05	0.06	0.06	0.06
Departing cargo tonnage	million metric tons	–	0.21	0.20	0.21	0.21
Cargo flights	million metric tons	–	0.09	0.09	0.09	0.10
Cargo on passenger flights (belly cargo)	million metric tons	–	0.11	0.11	0.11	0.11
Frankfurt Airport^{2, 5)}						
Cargo tonnage (in + out + transit)	million metric tons	2.31	2.25	2.10	2.13	2.16
Air freight (in + out + transit)	million metric tons	2.23	2.17	2.02	2.05	2.08
Airmail (in + out + transit)	million metric tons	0.08	0.08	0.08	0.08	0.08
Arriving cargo tonnage (in)	million metric tons	1.10	1.02	0.94	0.96	1.02
Cargo flights (in)	million metric tons	0.67	0.62	0.56	0.58	0.62
Cargo on passenger flights (belly cargo) (in)	million metric tons	0.43	0.40	0.38	0.38	0.40
Departing cargo tonnage (out)	million metric tons	1.18	1.20	1.12	1.13	1.11
Cargo flights (out)	million metric tons	0.68	0.69	0.64	0.66	0.65
Cargo on passenger flights (belly cargo) (out)	million metric tons	0.50	0.50	0.48	0.47	0.46

¹⁾ For reasons of materiality the data are only presented for the Group airports with majority holdings (Varna, Burgas, Lima, Ljubljana).

Due to new accounting standards, Antalya is no longer included as at 2014 (figures for 2013 are adjusted).

²⁾ Commercial and non-commercial traffic (in + out + transit). Note: Only commercial traffic is reported in the Annual Report.

³⁾ A breakdown of the cargo volume by air freight and airmail was not possible for the Group airports.

⁴⁾ Data collected since 2011 only.

⁵⁾ Rounding differences are possible.

Aspect: Indirect Economic Impacts

EC8 Community engagement

	Unit	2010	2011	2012	2013	2014
Fraport parent company						
Community engagement	€ million	8.8	8.6	8.1	7.4	6.4
Sponsoring	€ million	5.7	5.4	4.9	4.1	3.9
Environmental fund	€ million	2.0	2.0	2.0	1.9	1.1
Donations	€ million	1.2	1.2	1.2	1.4	1.4

Environment

In 2014, the circle of consolidated companies – the “Group” – includes the Fraport parent company and the fully consolidated investments at the Frankfurt site with relevant environmental impacts (figures for 2013 are adjusted). These are: Fraport Cargo Services GmbH (FCS), Gesellschaft für Cleaning Service mbH & Co. (GCS), Airport Cater Service GmbH (ACS), and the major Group airports in Varna, Burgas, Lima, and Ljubljana (starting in the fourth quarter of 2014). For the years 2010–2012, the scope of consolidation encompassed the Fraport parent company, FCS, N*ICE Aircraft Services & Support GmbH, and the Group airports in Varna, Burgas, Lima, and Antalya.

Rounding differences are possible.

Validated indicators audited by an external environmental auditor in accordance with EMAS are highlighted in color.

Aspect: Energy

EN3 Direct energy consumption

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group						
Purchased direct energy sources	TJ	614.08	689.6	569.6	547.3	517.8
of which renewable energy sources	%	<< 1	<< 1	<< 1	<< 1	<< 1
of which non-renewable energy sources	%	>> 99	>> 99	>> 99	>> 99	>> 99
Purchased direct non-renewable energy sources ¹⁾	TJ per million traffic units	5.4	5.7	5.2	5.4	5.0
Natural gas	TJ	13.9	13.6	11.1	13.4	12.6
Liquid gas (LPG)	TJ	11.5	8.3	10.5	8.9	11.5
Liquid gas (LNG) ²⁾	TJ	25.1	136.2	20.2	0.0	0.0
Biogas	TJ	0.2	0.0	0.0	0.0	0.0
Heating oil	TJ	98.2	97.3	96.1	98.1	84.3
Heating oil	million liters	2.720	2.694	2.663	2.717	2.334
Diesel ³⁾	TJ	439.6	409.4	405.4	397.7	376.6
Diesel ³⁾	million liters	12.349	11.500	11.386	11.171	10.578
Gasoline ³⁾	TJ	23.2	22.2	23.6	26.7	30.6
Gasoline ³⁾	million liters	0.717	0.686	0.730	0.824	0.945
Kerosene (Jet A1)	TJ	2.6	2.6	2.6	2.6	2.3
Kerosene (Jet A1)	million liters	0.074	0.074	0.076	0.074	0.065
Fraport parent company						
Purchased direct energy sources	TJ	523.04	499.67	501.03	501.80	468.30
of which renewable energy sources	%	<< 1	<< 1	<< 1	<< 1	<< 1
of which non-renewable energy sources	%	>> 99	>> 99	>> 99	>> 99	>> 99
Purchased direct non-renewable energy sources ¹⁾	TJ per million traffic units	6.9	6.4	6.4	6.4	5.8
Natural gas	TJ	8.4	7.7	7.5	7.6	5.1
Liquid gas (LPG)	TJ	10.50	7.19	9.15	6.80	9.3
Biogas	TJ	0.20	0.00	0.00	0.00	0.00
Heating oil	TJ	85.8	84.04	84.17	87.40	73.40
Heating oil	million liters	2.377	2.328	2.332	2.420	2.032
Diesel ^{3, 4)}	TJ	395.5	378.3	376.2	374.9	350.1
Diesel ^{3, 4)}	million liters	11.109	10.626	10.567	10.532	9.834
Gasoline ^{3, 4)}	TJ	20.1	19.9	21.3	23.2	28.3
Gasoline ^{3, 4)}	million liters	0.620	0.615	0.659	0.716	0.872
Kerosene (Jet A1)	TJ	2.56	2.56	2.64	2.60	2.30
Kerosene (Jet A1)	million liters	0.074	0.074	0.076	0.074	0.065

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**) 2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (previous year's figures not adjusted).

1) A traffic unit is equivalent to one passenger with baggage or 100 kg of air freight or airmail.

2) In 2011, a significant amount of energy in the form of liquid gas was supplied at Antalya from a heating power station. However, there was less energy supplied from liquid gas in 2012.

3) Fuel consumption of mobile work machines and automobiles on the apron and roadways.

4) Fuel consumption for the private use of company cars is not taken into account.

EN4 Indirect energy consumption

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group						
Purchased energy ¹⁾	TJ	2,843.5	2,558.1	2,677.2	2,732.0	2,480.1
Purchased energy ^{1, 2)}	TJ per million traffic units	24.9	21.0	24.3	27.2	23.9
Electricity ^{1, 3)}	TJ	1,534.1	1,459.0	1,510.8	1,475.0	1,417.5
Electricity ^{1, 3)}	million kWh	426.2	405.3	419.7	409.7	393.7
District heating ^{1, 3)}	TJ	878.2	673.0	759.4	816.9	635.1
District heating ^{1, 3)}	million kWh	244.0	186.9	210.9	226.9	176.4
District cooling ^{1, 3)}	TJ	431.2	426.1	407.0	440.0	427.6
District cooling ^{1, 2, 3)}	million kWh	119.8	118.4	113.1	122.2	118.8
Fraport parent company						
Purchased energy ^{1, 3)}	TJ	2,509.8	2,271.7	2,400.6	2,528.8	2,269.5
Purchased energy ^{1, 2)}	TJ per million traffic units	33.3	29.0	30.8	32.1	28.1
Electricity ^{1, 3)}	TJ	1,226.4	1,193.2	1,256.5	1,293.3	1,223.4
Electricity ^{1, 3)}	million kWh	340.7	331.5	349.0	359.2	339.8
of which renewable energy sources ³⁾	%	19.0	24.0	23.6	24.3	29.4
of which non-renewable energy sources ⁴⁾	%	81.0	76.0	76.4	75.7	70.6
District heating ^{1, 3)}	TJ	852.2	652.3	737.2	795.5	618.5
District heating ^{1, 3)}	million kWh	236.7	181.2	204.8	221.0	171.8
District cooling ^{1, 3)}	TJ	431.2	426.1	407.0	440.0	427.6
District cooling ^{1, 3)}	million kWh	119.8	118.4	113.1	122.2	118.8

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (previous year's figures not adjusted).

¹⁾ All data including technical losses.

²⁾ A traffic unit is equivalent to one passenger with baggage or 100 kg of air freight or airmail.

³⁾ The proportion of renewable energy can only be specified for Fraport AG.

EN5 Energy savings as a result of environmentally conscious use and efficiency enhancement

	Unit	2010	2011	2012	2013	2014
Fraport parent company						
Energy savings as a result of environmentally conscious use and efficiency enhancement ^{1, 2, 3)}	million kWh	2.44	8.03	14.84	15.45	24.17

¹⁾ Base year is 2008; effects cumulative from 2008 if they are effective in following years.

²⁾ Calculation of energy which could be saved based on improved procedures, replacement, and upgrades to systems and equipment, and modified employee behavior.

³⁾ Imputed figure.

Aspect: Water

EN8 Total water withdrawal

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group						
Total water withdrawal	million m ³	2.286	2.363	2.114	1.815	1.795
Total water withdrawal ¹⁾	liters per traffic unit	20.0	19.4	19.2	18.0	17.3
Drinking water ²⁾	million m ³	1.481	1.462	1.597	1.527	1.520
Service water ³⁾	million m ³	0.805	0.901	0.516	0.287	0.275
Fraport parent company						
Total water withdrawal ¹⁾	million m ³	1.184	1.174	1.181	1.151	1.166
Total water withdrawal ²⁾	liters per traffic unit	15.7	15.0	15.2	14.6	14.4
Drinking water ³⁾	million m ³	0.905	0.884	0.951	0.864	0.891
Service water ⁴⁾	million m ³	0.279	0.290	0.230	0.287	0.275

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (previous year's figures not adjusted).

¹⁾ Total consumption for the airport minus consumption by third parties for the Frankfurt Airport site.

²⁾ A traffic unit is equivalent to one passenger with baggage or 100 kg of air freight or airmail.

³⁾ From the municipal water supply.

⁴⁾ Service water consists of surface water, rainwater, and groundwater.

AO4 Quality of storm water

	Unit	2010	2011	2012	2013	2014
Fraport AG						
Hydrocarbons ^{1, 2)}	mg/l	0.3	0.1	< 0.1	0.1	0.1
Depositible substances ^{1, 3, 4)}	ml/l	0.2	0.4	0.8	0.4	3.8

¹⁾ A 2 h mixed sample is collected each month from the precipitation water channel at a fixed sample test station located just before the discharge point into the Main River.

In 2012, the value for hydrocarbons was calculated from twelve individual samples and the value for "depositible substances" from eleven individual samples.

²⁾ In eleven samples of hydrocarbons in 2012, the value was < 0.1 mg/l. In one sample it was 0.1 mg/l.

³⁾ The elevated values come from a sample taken in February 2012 with dead biomass from the precipitation water network itself.

⁴⁾ The increase in 2014 in comparison to past years is due to a high figure in July. High precipitation was recorded on the preceding days, which increased deposits in the channels.

Aspect: Biodiversity

EN11 Location in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas

	Unit	
Fraport parent company		
Frankfurt Airport ¹⁾		
Distance from the airport		Adjacent
Land area	ha	3,229
Biodiversity value ²⁾	Description	Five conservation areas under the Habitats Directive
Distance from the airport		Adjacent
Land area	ha	4,283
Biodiversity value ²⁾	Description	Two conservation areas under the EU Birds Directive
Group		
Lima Airport ¹⁾		
Distance from the airport	m	100
Biodiversity value ²⁾	Description	Peregrine falcons, migrating birds such as seagulls, owls, etc.
Burgas Airport ¹⁾		
Distance from the airport	m	1,000
Land area	ha	1,075
Biodiversity value ²⁾	Description	Atanasovsko Lake is a "defensive area"
Ljubljana Airport ¹⁾		
Distance from the airport	m	At the airport site, approach path to an altitude of 200 ft, takeoff path to an altitude of 500 ft
Land area	ha	316.07
Biodiversity value ²⁾	Description	No official conservation status, buzzards, kestrels, barn swallows

¹⁾ Business facilities are relevant for the survey if they are located in a conservation area, adjacent to a conservation area, or include conservation areas.

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

Land use

	Unit	2010	2011	2012	2013	2014
Fraport AG at Frankfurt Airport						
Owned land ¹⁾	ha	1,914	2,240	2,245	2,297	2,296
of which paved area	ha	891	982	1,028	1,065	1,065
Varna Airport						
Owned land ¹⁾	ha	–	–	223	223	223
of which paved area	ha	–	–	–	55	55
Burgas Airport						
Owned land ¹⁾	ha	–	–	253	253	253
of which paved area	ha	–	–	–	64	64
Ljubljana Airport						
Owned land ¹⁾	ha	–	–	–	–	279
of which paved area	ha	–	–	–	–	75

¹⁾ Continuous owned land.

Aspect: Emissions, Sewage Water and Waste

EN16 Greenhouse gas emissions

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group						
CO ₂ emissions ^{1, 2, 3)}	1,000 t CO ₂	272.8	268.6	272.0	264.6	261.8
direct CO ₂ emissions ^{1, 3)}	1,000 t CO ₂	43.3	48.0	41.2	40.2	38.0
indirect CO ₂ emissions ^{2, 3)}	1,000 t CO ₂	229.6	220.6	230.7	224.4	223.8
Climate intensity of traffic volume ^{1, 2, 3, 4)}	kg CO ₂ per traffic unit	2.39	2.21	2.46	2.63	2.52
direct CO ₂ emissions ^{1, 3)}	kg CO ₂ per traffic unit	0.38	0.39	0.37	0.40	0.37
indirect CO ₂ emissions ^{2, 3)}	kg CO ₂ per traffic unit	2.01	1.81	2.09	2.23	2.16
Compensated CO ₂ emissions (certificates) ^{3, 5)}	1,000 t CO ₂	144.1	149.5	154.7	0.0	0.0
Fraport parent company						
CO ₂ emissions ^{1, 2, 3)}	1,000 t CO ₂	229.6	225.6	239.7	243.1	238.2
direct CO ₂ emissions ^{1, 3)}	1,000 t CO ₂	38.5	36.5	36.9	37.0	34.5
indirect CO ₂ emissions ^{2, 3)}	1,000 t CO ₂	191.2	189.1	202.8	206.0	203.7
Climate intensity of traffic volume ^{1, 2, 3, 4)}	kg CO ₂ per traffic unit	3.04	2.88	3.08	3.08	2.95
direct CO ₂ emissions ^{1, 3)}	kg CO ₂ per traffic unit	0.51	0.47	0.47	0.47	0.43
indirect CO ₂ emissions ^{2, 3)}	kg CO ₂ per traffic unit	2.53	2.41	2.60	2.61	2.52
Compensated CO ₂ emissions (certificates) ^{3, 5)}	1,000 t CO ₂	144.1	149.5	154.7	0.0	0.0
Other relevant greenhouse gas emissions ⁶⁾	t CO ₂	< 2	< 2	< 2	< 2	< 2

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (previous year's figures not adjusted).

¹⁾ Direct emissions in accordance with Scope 1 GHG Protocol standards: fuels, fuels for combustion plants, here heating oil, natural gas, propane gas.

²⁾ Indirect emissions in accordance with Scope 2 GHG Protocol standards: purchasing of electricity (Fraport Group), district heating, district cooling (Fraport at the Frankfurt site).

³⁾ Change compared with the Sustainability Report 2010, analogous to the Environmental Statement 2011 (change in figures for Fraport AG).

⁴⁾ A traffic unit is equivalent to one passenger with baggage or 100 kg of air freight or airmail.

⁵⁾ RECS certificates (www.recs.org). From 2013, no further RECS certificates will be purchased because they have been replaced by Article 55 Renewable Energies Act (EEG).

⁶⁾ According to the investigation carried out in 2005, other greenhouse gas emissions at the airport are negligible.

EN17 Other relevant indirect greenhouse gas emissions

	Unit	2010	2011	2012	2013	2014
Fraport parent company (Scope 3 in accordance with GHG)						
Air traffic ^{1, 6, 7)}	1,000 t CO ₂	895.8	939.4	961.4	943.4	936.5
Employee traffic of Fraport AG and third parties at the airport ^{2, 5)}	1,000 t CO ₂	122.3	120.1	118.8	118.9	113.7
Passenger traffic (passengers originating here) ^{3, 5)}	1,000 t CO ₂	272.7	274.2	245.7	259.0	231.3
Business trips of employees of Fraport AG ⁴⁾	1,000 t CO ₂	0.95	0.97	0.75	0.86	0.75
Energy consumption of third parties (infrastructure and vehicles) ⁵⁾	1,000 t CO ₂	159.1	181.8	181.0	187.2	186.5
Other relevant greenhouse gas emissions ⁵⁾	t CO ₂ equivalent	< 2	< 2	< 2	< 2	< 2

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

²⁾ Travel by employees to and from the workplace.

³⁾ Travel to and from the airport by originating passengers, travel by private vehicles and public transport.

⁴⁾ Includes car, rail, and air travel.

⁵⁾ According to the investigation carried out in 2005, other greenhouse gas emissions at the airport are negligible.

⁶⁾ From 2013, calculations without increased reversed thrust (compared with idle) with APU in accordance with ICAO Doc. 9889; in accordance with former method of calculation, 932,495 t CO₂, also with 2 percent fewer aircraft movements.

⁷⁾ Figures for 2013 recalculated with current data.

EN20 NO_x, SO_x and other significant air emissions

	Unit	2010	2011	2012	2013 adjusted	2014
Fraport parent company						
Fraport AG emits approximately the following amounts each year						
NO _x ¹⁾	t	–	–	–	–	–
Benzene ¹⁾	t	–	–	–	–	–
PM10 ¹⁾	t	–	–	–	–	–

¹⁾ Fraport AG emits per year approximately 264 t NO_x, 0.4 t benzene, and 9.3 t PM10. These data are derived from the zoning plan documents. An annual update is not yet possible because determining the data is very complex. In future, the data are to be subject to continuous reporting and the necessary processes are currently being put in place.

EN21 Total water discharge

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group						
Sewage water	million m ³	2.322	2.174	2.394	2.738	2.541
Sewage water ¹⁾	liters per traffic unit	20.4	17.9	22.5	27.2	24.5
Frankfurt Airport						
Sewage water ^{2, 3, 4)}	million m ³	1.590	1.581	1.897	2.253	1.795
Sewage water ^{1, 3, 4)}	liters per traffic unit	21.1	20.2	24.3	28.6	22.2

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (previous year's figures not adjusted).

¹⁾ A traffic unit is equivalent to one passenger with baggage or 100 kg of air freight or airmail.

²⁾ Wastewater is treated in the fully biological water treatment plant at Fraport AG and in the fully biological water treatment plants in Frankfurt-Niederrad and Frankfurt-Sindlingen. The separation of precipitation water contaminated with deicing agent increases the amount of sewage water. The water contaminated with deicing agent has been directed to the water treatment plants through the sewage water drainage network since 2012.

³⁾ Sewage water from Fraport AG and 580 other companies at Frankfurt Airport.

⁴⁾ Share of precipitation water containing deicing agent in the sewage water is significantly lower in 2014 compared to the previous year. There was no snow in 2014 apart from a few days in the last calendar week. A severe winter with ice and snow prevailed in early 2013.

EN22 Waste by disposal method

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group						
Amount of waste ^{1, 2, 6)}	1,000 t	36.09	38.25	35.51	32.86	29.11
Amount of waste ^{2, 3)}	kg per traffic unit	0.32	0.31	0.32	0.33	0.28
hazardous waste ²⁾	1,000 t	1.78	1.50	1.53	3.94	2.74
non-hazardous waste ²⁾	1,000 t	34.31	36.75	32.66	28.92	25.99
Recoverability rate	in % of amount of waste	63.9	63.4	69.6	71.2	74.1
Fraport parent company						
Amount of waste ²⁾	1,000 t	23.54	23.97	24.63	26.54	22.47
Amount of waste ^{2, 3)}	kg per traffic unit	0.31	0.31	0.32	0.34	0.28
hazardous waste ²⁾	1,000 t	1.78	1.33	1.36	2.73	1.59
non-hazardous waste ²⁾	1,000 t	21.76	22.67	23.27	23.81	20.88
Total recoverability ^{2, 4)}	1,000 t	19.83	19.94	20.90	22.19	20.30
Total recoverability rate ^{2, 5)}	in % of amount of waste	84.3	83.1	84.9	83.6	90.3
Waste from international flights	1,000 t	5.83	6.11	6.04	5.93	5.77

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (previous year's figures not adjusted).

¹⁾ 74.1% of waste is recycled. Detailed information on disposal methods cannot currently be presented for all Group airports.

²⁾ Including waste from third parties, but excluding soil and building rubble.

³⁾ A traffic unit is equivalent to one passenger with baggage or 100 kg of air freight or airmail.

⁴⁾ Pursuant to the German Product Recycling Act.

⁵⁾ Change in definition due to the new German Product Recycling and Waste Management Act (KrWG) coming into force in June 1, 2012.

⁶⁾ Deviations in the definitions of hazardous and non-hazardous waste are found in the country-specific legislation in Peru.

EN23 Significant spills

	Unit	2010	2011	2012	2013	2014
Fraport parent company¹⁾						
Spills of water-polluting substances						
Number of spills	Number	482	640	674	637	649
Volume of spills	m ³	10.33	11.79	12.28	12.37	8.52
Frequency of spills	Number per 1,000 aircraft movements	1.04	1.31	1.40	1.35	1.38
Effects ²⁾		none	none	none	none	none
Ljubljana Airport						
Spills of water-polluting substances						
Number of spills	Number	–	–	–	–	4
Volume of spills	m ³	–	–	–	–	15.00
Frequency of spills	Number per 1,000 aircraft movements	–	–	–	–	0.57
Effects						

¹⁾ Spills primarily by third parties.

²⁾ No environmental hazard because spills are generally on paved areas with comprehensive safety installations implemented downstream. Spills on unpaved areas are very rare exceptions, and are cleared up immediately.

A05 Air quality

	Unit	2010	2011	2012	2013	2014
at Frankfurt Airport						
NO ₂ ^{1, 2, 3, 4)}	µg/m ³	45	46	46	47	46
SO ₂ ^{1, 2, 4, 5)}	µg/m ³	3	4	4	2	2
Fine dust, PM10 ^{1, 2, 4, 6)}	µg/m ³	26	23	19	20	19
Benzene ^{1, 2, 4, 7)}	µg/m ³	0.8	0.9	0.8	0.8	0.8
at Lima Airport						
NO ₂ ^{2, 8, 9, 11)}	µg/m ³	10.5	9.9	1.7	23.8	–
SO ₂ ⁹⁾	µg/m ³	4.2	6.8	5.2	7.9	8.5
Fine dust, PM2.5	µg/m ³	–	–	17.53	22.75	19.98
Fine dust, PM10 ^{2, 8, 10, 11)}	µg/m ³	49.7	56.5	30.0	41.0	–

¹⁾ Annual average of the measured values at the SOMMI1 Station, located at the airport site. These values presented the aggregated result of all emissions from different source groups, i.e. apart from pollutants contributed by the airport. They also include emissions from third parties (road traffic, trade and industry, domestic heating, large-scale background pollution). The proportion of the airport depends on the location. Model calculations indicate that the proportion here is between approximately 10% and 30%.

²⁾ Limit values annual average (not applicable at the airport, since no whole-year presentation for people is provided).

³⁾ NO₂ assessment according to EU Directive 2008/50/EC, 39th Ordinance of the Federal Emission Control Act (BImSchV): 40 µg/m³.

⁴⁾ Figures for 2014 are preliminary.

⁵⁾ SO₂ assessment according to Technical Instructions on Air Quality Control (TA Luft) 2002 (otherwise no annual average defined): 50 µg/m³.

⁶⁾ Fine dust, PM10 assessment in accordance with EU Directive 2008/50/EC, 39th Ordinance of the Federal Emission Control Act (BImSchV): 40 µg/m³.

⁷⁾ Benzene assessment in accordance with EU Directive 2008/50/EC, 39th Ordinance of the Federal Emission Control Act (BImSchV): 5 µg/m³. Figure for 2014 is preliminary.

⁸⁾ Annual averages at Lima Airport. These figures represent a total for different emitters and, in addition to the emissions generated by the airport, also include the emissions of third parties (vehicle traffic, trade and industry, domestic heating). The increase in Lima is based on the expansion of the vehicle fleet and enlargement of the surrounding commercial and industrial area.

⁹⁾ NO₂ assessment according to the Peruvian standard DECRETO SUPREMO N° 074-2001-PCM REGLAMENTO DE ESTANDARES NACIONALES DE CALIDAD AMBIENTAL DEL AIRE: 100 µg/m³.

¹⁰⁾ PM 10 assessment according to the Peruvian standard DECRETO SUPREMO N° 074-2001-PCM REGLAMENTO DE ESTANDARES NACIONALES DE CALIDAD AMBIENTAL DEL AIRE: 50 µg/m³.

¹¹⁾ As at 2014, not required under Peruvian law.

AO6 Aircraft and pavement de-icing/anti-icing fluid

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group						
Pavement de-icing/anti-icing fluid ¹⁾	m ³	3,364	4,266	2,238	2,494	1,098
Carbamide ¹⁾	t	121	84	43	60	82
Aircraft de-icing/anti-icing fluid, total (type I, II, IV) ¹⁾	m ³ active ingredient	4,511	900	980	2	15
Safewing de-icing fluid type II. ^{1, 2)}	m ³ active ingredient	32	8	4	3	12
Aircraft de-icing/anti-icing fluid, type I (aircraft de-icing/anti-icing fluid with 80% ratio of propylene glycol) ^{1, 3, 4)}	m ³ active agent	–	485	522	0	11
Aircraft de-icing/anti-icing fluid, type IV (aircraft de-icing/anti-icing fluid with 50% ratio of propylene glycol) ^{1, 3, 4)}	m ³ active agent	–	1,008	1,122	0	1
Aircraft de-icing/anti-icing fluid propylene glycol per de-iced aircraft ^{3, 4)}	m ³ active ingredient per aircraft	0.270	0.192	0.295	0.072	0.085
Fraport parent company						
Pavement de-icing/anti-icing fluid potassium formate (liquid, approximately 50% active ingredient on the flight operating areas)	m ³	3,307	4,246	2,233	2,452	1,064
Pavement de-icing/anti-icing agent sodium formate (granular, approximately 100% active ingredient)	t	–	–	–	241	88

*) 2014 without joint-venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**2012 with proportionate inclusion of joint-venture companies, analogous to the consolidated financial statements (previous year's figures not adjusted).

¹⁾ All amounts indicated are for the respective winter. Winters are allocated to a calendar year, for example, 2010/2011 is allocated to 2011. From 2012, the figures from 1 January to December 31 are given.

²⁾ Varna and Burgas airports.

³⁾ N*ICE at Frankfurt Airport until 2012.

⁴⁾ The increase in the annual figure for 2012 is weather-related. A great deal of snow fell in the period from December 9 to 15. Heavy snowfall requires more de-icing/anti-icing fluid per aircraft (for multiple de-icings).

Aspect: Transport

EN29 Environmental impacts of transporting

	Unit	2010	2011	2012	2013 adjusted	2014
Group						
Employee traffic						
Travel to and from work by public transport ^{1, 3)}	Share in %	33.0	34.7	42.3	34.8	34.0
Travel to and from work by carpooling ¹⁾	Share in %	17.3	16.4	15.4	16.2	16.5
Passenger traffic						
Travel of originating passengers to and from the airport by public transport ¹⁾	Share in %	65.7	67.7	68.1	44.7	41.1
Fraport parent company						
Employee traffic ²⁾						
Travel to and from work by public transport ^{1, 3)}	Share in %	31.0	31.8	41.2	34.2	33.4
Travel to and from work by carpooling ¹⁾	Share in %	15.5	15.4	14.6	15.0	15.2
Passenger traffic at Frankfurt Airport ²⁾						
Travel of originating passengers to and from the airport by public transport ¹⁾	Share in %	39.2	40.9	41.6	40.8	36.8

¹⁾ The figures are based on a survey.

²⁾ The significant environmental impacts are shown under "EN17 Other greenhouse gas emissions".

³⁾ Deviation between 2012 and 2013, because a random sample survey was mainly carried out in the administrative area at the parent company, while a full survey took place in 2013.

AO7: Number and percentage change of people residing in areas affected by noise^{*)}

	Unit	2010	2011	2012	2013	2014
Frankfurt Airport						
Number of people residing in the contour Ldn = 60 dB(A) ^{1, 2, 7)}	Number	25,182	24,632	12,094	9,395	11,173
Relative change compared with the previous year	Percent	8%	-2%	-51%	-22%	19%
Number of people residing in the contour Leq, day = 60 dB(A) (Criterion according to the Aircraft Noise Abatement Act) ^{1, 3, 7)}	Number	7,535	6,980	3,920	2,722	3,307
Relative change compared with the previous year	Percent	27%	-7%	-44%	-31%	21%
Number of people residing in the contour Leq, day = 55 dB(A) (Criterion according to the Aircraft Noise Abatement Act) ^{1, 4, 5, 7)}	Number	97,954	103,001	98,014	95,062	101,042
Relative change compared with the previous year	Percent	5%	5%	-5%	-3%	6%
Number of people residing in the contour of the envelope from NAT, night = 6 x 68 dB(A) and Leq, night = 50 dB(A) (Criterion according to the Aircraft Noise Abatement Act) ^{1, 6, 7)}	Number	116,715	107,189	86,315	72,532	75,192
Relative change compared with the previous year	Percent	8%	-8%	-19%	-16%	4%

^{*)} Population database DDS. Survey status of these data for all evaluations 2008.

¹⁾ The aircraft noise contours were calculated on the basis of the regulations introduced in Germany, "Guidance for Calculation of Noise Protection Areas (AzB)" and "Guidance for Data Collection on Flight Operations (AzD, 2008)". All scenarios were standardized on the basis of the long-term average operating direction distribution for the ten years 2000 to 2009. The Sigma supplement developed for the projected protection zone calculation in accordance with the Aircraft Noise Abatement Act and described in AzB and AzD was not applied.

²⁾ The evaluation standard Ldn (Level day/night) is a 24h equivalent continuous sound level in dB(A), where a supplement of 10 dB is applied to sound events occurring during night time. The Ldn permits impact changes from year to year to be documented on the basis of a single criterion.

³⁾ The criterion Leq, day = 60 dB(A) is based on the definition of day protection zone 1 in accordance with the Aircraft Noise Abatement Act.

⁴⁾ The criterion Leq, day = 55 dB(A) is based on the definition of day protection zone 2 in accordance with the Aircraft Noise Abatement Act.

⁵⁾ The data on Leq, day = 55 dB(A) is the total number within this contour; the number specified under Leq, day = 60 dB(A) is therefore a sub-quantity.

⁶⁾ The criterion envelope from NAT, night = 6 x 68 dB(A) and Leq, night = 50 dB(A) is based on the definition of night protection zone according to the Aircraft Noise Abatement Act.

⁷⁾ The increase in the indicators compared to both of the previous years is a consequence of steady passenger growth while flight movements remain nearly unchanged: there is a trend toward use of heavier aircraft, which are assigned to louder aircraft groups in the noise calculations. Since the base data in the AzB aircraft noise calculation continues to use aircraft noise measurements from the 1990s, it still does not take into account that an increasing number of these heavier aircraft has been recently developed, relatively quieter models such as the B787, B747-800, and A380. Also, the active noise abatement measures introduced under the Alliance for Noise Abatement can only be taken into account in the aircraft noise calculation on a limited basis or not at all.

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

	Unit	2010	2011	2012	2013	2014
Frankfurt Airport ^{1, 2, 4)}	Number per 10,000 aircraft movements	3.11	1.96	2.42	2.48	2.99
Lima Airport ³⁾	Number per 10,000 aircraft movements	0.41	0.22	0.88	0.39	0.58
Varna Airport ^{3, 4)}	Number per 10,000 aircraft movements	0	1.78	7.45	5.21	7.46
Burgas Airport ^{3, 4)}	Number per 10,000 aircraft movements	4.42	2.60	3.71	0.54	3.67
Ljubljana Airport ³⁾	Number per 10,000 aircraft movements	-	-	-	-	1.40

¹⁾ Bird strike rate (number of bird strikes per 10,000 aircraft movements): All incidents with birds at Frankfurt Airport and in the adjacent surrounding environment for aircraft with German registrations. The bird strike rate is transferred to the total flight movements at Frankfurt Airport. The notification of a relevant bird strike is made by the pilot to the German Committee for Prevention of Bird Strikes in Air Traffic (DAVVL e.V.). The DAVVL forwards an annual list of all bird strikes to the relevant airport operator. The airport operator calculates the bird strike rate, in this case Fraport AG.

²⁾ The DAVVL e.V. will forward the data for 2013 in June 2014.

³⁾ Bird strike rate: Number of bird strikes per 10,000 aircraft movements.

⁴⁾ Preliminary for 2014.

Personnel

Aspect: Employment

LA1 Total workforce

(1/2)

Group	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Employees ¹⁾	Number of persons	20,905	21,445	22,276	21,513	22,031
of which men	Number of persons	16,051	16,443	17,070	16,589	16,815
of which women	Number of persons	4,854	5,002	5,206	4,924	5,216
Permanent employees ^{2, 6)}	Number of persons	18,888	19,479	20,186	19,305	19,919
Apprentices	Number of persons	334	343	381	352	342
Temporary staff ³⁾	Number of persons	851	771	753	751	670
Employees on leave	Number of persons	832	853	957	1,105	1,100
Aviation ⁷⁾	Number of persons	6,074	6,088	6,298	6,199	6,082
Ground Handling ⁷⁾	Number of persons	8,564	8,899	8,924	8,993	9,038
Retail & Real Estate ⁷⁾	Number of persons	606	596	629	598	613
External Activities & Services ⁷⁾	Number of persons	4,548	5,012	5,112	4,691	4,662
Regional distribution						
Europe	in % of employees	94.9	94.9	95.9	97.2	97.2
Germany	in % of employees	90.2	91.6	92.7	94.1	92.2
Rest of Europe	in % of employees	4.7	3.3	3.2	3.2	4.8
Asia	in % of employees	2.2	2.2	1.1	0.2	0.1
America	in % of employees	2.8	2.9	3.0	2.5	2.7
Part-time employment ⁴⁾	in % of employees	11.2	10.4	11.9	12.4	13.1
Fixed-term employment contracts	in % of employees	16.7	19.7	17.3	16.7	15.4

*) 2014 without joint-venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**2012 with proportionate inclusion of joint-venture companies, analogous to the consolidated financial statements (figures for 2011 are adjusted).

¹⁾ Employees = permanent staff + temporary staff (see 4) + apprentices + employees on leave.

²⁾ The permanent staff does not include any temporary staff (see 4), employees on leave, or apprentices.

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

⁴⁾ Including partial retirement.

⁵⁾ Data collected since 2011 only.

⁶⁾ A rounding difference of one person may arise when adding permanent staff, temporary staff, apprentices, and employees on leave.

⁷⁾ In accordance with IFRS (permanent staff and temporary staff as an annual average).

(2/2)

	Unit	2010	2011	2012	2013 adjusted	2014
Fraport parent company						
Employees ¹⁾	Number of persons	11,967	12,217	12,134	11,985	11,694
of which men	Number of persons	9,722	9,874	9,781	9,677	9,461
of which women	Number of persons	2,245	2,343	2,353	2,308	2,233
Permanent employees ²⁾	Number of persons	10,446	10,778	10,525	10,340	10,219
of which men	Number of persons	8,645	8,904	8,675	8,556	8,437
of which women	Number of persons	1,801	1,874	1,850	1,784	1,782
Apprentices	Number of persons	331	338	374	352	342
of which men	Number of persons	243	238	257	239	251
of which women	Number of persons	88	100	117	113	91
Temporary staff ³⁾	Number of persons	618	537	551	491	400
of which men	Number of persons	455	336	345	303	248
of which women	Number of persons	163	201	206	188	152
Employees on leave	Number of persons	572	564	684	802	733
of which men	Number of persons	379	396	504	579	525
of which women	Number of persons	193	168	180	223	208
Aviation	Number of persons	3,285	3,168	2,917	2,916	2,899
Ground Handling	Number of persons	6,259	6,227	6,251	6,077	5,835
Retail & Real Estate	Number of persons	651	655	697	714	683
External Activities & Services	Number of persons	1,772	2,167	2,269	2,278	2,277
Part-time employment ⁴⁾	in % of employees	15.5	14.5	14.2	13.7	13.6
of which men	in % of employees	8.4	7.5	7.1	6.6	6.4
of which women	in % of employees	7.1	7.0	7.1	7.1	7.2
of which men	in % of part-time staff	–	–	–	48.4	46.6
of which women	in % of part-time staff	–	–	–	51.6	53.4
Fixed-term employment contracts	in % of employees	9.2	8.1	8.2	7.8	7.1
of which men ⁵⁾	in % of employees with fixed-term employment contracts	–	66.9	65.0	65.0	65.1
of which women ⁵⁾	in % of employees with fixed-term employment contracts	–	33.1	35.0	35.0	34.9

¹⁾ Employees = permanent staff + temporary staff (see 4) + apprentices + employees on leave.

²⁾ The permanent staff does not include any temporary staff (see 4), employees on leave, or apprentices.

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

⁴⁾ Including partial retirement.

⁵⁾ Data collected since 2011 only.

⁶⁾ A rounding difference of one person may arise when adding permanent staff, temporary staff, apprentices, and employees on leave.

⁷⁾ In accordance with IFRS (permanent staff and temporary staff as an annual average).

LA2 Employee turnover

(1/2)

Group	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Total employee turnover						
Departures	Number of permanent employees leaving the company	1,869	2,180	2,187	2,194	2,284
	in % of permanent employees	9.9	11.2	10.8	11.4	11.5
Appointments	Number of permanent employees appointed	2,290	3,056	3,042	2,123	2,540
	in % of permanent employees	12.1	15.7	15.1	11.0	12.8
Reasons for leaving the company						
Employee notice	Number among permanent employees	627	1,037	816	572	505
Employer notice	Number among permanent employees	365	389	347	285	591
End of working life (retirement)	Number among permanent employees	53	65	69	60	94
Other reasons ¹⁾	Number among permanent employees	824	689	955	1,277	1,094
Turnover by gender						
Departures						
Men	Number among permanent employees	1,433	1,670	1,682	1,745	1,719
	in % of departing permanent employees	76.7	76.6	76.9	79.5	75.3
Women	Number among permanent employees	436	510	505	449	565
	in % of departing permanent employees	23.3	23.4	23.1	20.5	24.7
Appointments						
Men	Number among permanent employees	1,903	2,431	2,344	1,722	1,775
	in % of appointed permanent employees	83.1	79.5	77.1	81.1	69.9
Women	Number among permanent employees	387	625	698	401	765
	in % of appointed permanent employees	16.9	20.5	22.9	18.9	30.1
Turnover by age ²⁾						
Departures						
Age group up to 30 years	Number among permanent employees	894	945	820	810	774
	in % of departing permanent employees	47.8	43.3	37.5	36.9	33.9
Age group 31–50 years	Number among permanent employees	789	1,029	1,095	1,050	1,035
	in % of departing permanent employees	42.2	47.2	50.1	47.9	45.3
Age group above 50 years	Number among permanent employees	186	206	272	334	475
	in % of departing permanent employees	10.0	9.4	12.4	15.2	20.8

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (figures for 2011 are adjusted).

¹⁾ Other reasons: Termination of agreement, end of fixed-term employment contract, deaths during active employment.

²⁾ A survey of appointments by age group is not currently possible. The aim is to begin collecting the data in the medium term.

(2/2)

	Unit	2010	2011	2012	2013	2014
Fraport parent company						
Total employee turnover						
Departures	Number of permanent employees leaving the company	196	220	399	160	201
	in % of permanent employees	1.9	2.0	3.8	1.5	2.4
Appointments ²⁾	Number of permanent employees appointed	213	586	299	162	81
	in % of permanent employees	2.0	5.4	2.8	1.6	1.0
Reasons for leaving the company						
Employee notice	Number among permanent employees	33	45	69	57	80
Employer notice	Number among permanent employees	15	11	9	9	8
End of working life (retirement)	Number among permanent employees	27	34	36	30	38
Other reasons ¹⁾	Number among permanent employees	121	130	285	64	75
Turnover by gender						
Departures						
Men	Number among permanent employees	165	177	327	128	165
	in % of departing permanent employees	84.2	80.5	82.0	80.0	82.1
Women	Number among permanent employees	31	43	72	32	36
	in % of departing permanent employees	15.8	19.5	18.0	20.0	17.9
Appointments						
Men	Number among permanent employees	190	494	248	144	67
	in % of appointed permanent employees	89.2	84.3	82.9	88.9	82.7
Women	Number among permanent employees	23	92	51	18	14
	in % of appointed permanent employees	10.8	15.7	17.1	11.1	17.3
Turnover by age						
Departures ²⁾						
Age group up to 30 years	Number among permanent employees	57	61	85	45	62
	in % of departing permanent employees	29.1	27.7	21.3	28.1	30.8
Age group 31–50 years	Number among permanent employees	76	85	210	62	79
	in % of departing permanent employees	38.8	38.6	52.6	38.8	39.3
Age group above 50 years	Number among permanent employees	63	74	104	53	60
	in % of departing permanent employees	32.1	33.6	26.1	33.1	29.9

¹⁾ Other reasons: Termination of agreement, end of fixed-term employment contract, deaths during active employment.

²⁾ A survey of appointments by age group is not currently possible. The aim is to begin collecting the data in the medium term.

LA15 Return to work after parental leave

	Unit	2010	2011	2012	2013	2014
Fraport parent company^{1, 2)}						
Number of employees entitled to parental leave	Number among permanent employees	10,446	10,778	10,525	10,340	10,219
Men	Number among permanent employees	8,645	8,904	8,675	8,556	8,612
Women	Number among permanent employees	1,801	1,874	1,850	1,784	1,607
Number of employees who took parental leave	Number among permanent employees	–	217	207	213	214
Men	Number among permanent employees	–	72	89	102	103
Women	Number among permanent employees	–	145	118	111	111
Number of employees who returned to work after parental leave	Number among permanent employees	–	114	147	145	136
Men	Number among permanent employees	–	63	95	111	104
	Share in % of employees that took parental leave	–	55.3	64.6	76.6	76.5
Women	Number among permanent employees	–	51	52	34	32
	Share in % of employees that took parental leave	–	44.7	35.4	23.4	23.5

¹⁾ Presentation of the indicators for the Group is not currently possible due to different statutory regulations.

²⁾ It is not possible to collect data for the number of employees who were still employed at Fraport AG twelve months after the end of their parental leave.

Aspect: Labor/Management Relations

LA4 Employees covered by collective bargaining agreements

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group						
Employees with collective wage agreements	in % of employees	93	93	93	99	99
Fraport parent company						
Employees with collective wage agreements ¹⁾	in % of employees	97	97	97	97	97

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

***) 2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (figures for 2011 are adjusted).

¹⁾ A further three percent are non-payscale employees or executive employees in accordance with the Works Council Constitution Act.

Aspect: Occupational Health and Safety

LA6 Percentage of employees in job safety committees

	Unit	2010	2011	2012	2013	2014
Group						
Employees represented in job safety committees	in % of employees	100	100	100	100	100
Fraport parent company						
Employees represented in job safety committees	in % of employees	100	100	100	100	100

LA7 Work-related fatalities and absenteeism

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group ^{6, 7)}						
Accidents ¹⁾	Number	1,601	1,475	1,445	1,342	1,473
1,000-person rate ^{1, 2, 3)}	Number of reportable accidents per 1,000 employees	31.7	29.3	30.0	27.3	28.8
with fatal consequences	Number	0	0	0	0	0
reportable ²⁾	Number	669	643	666	597	629
Days of absence ^{2, 4)}	Number of reportable days of absence	11,821	9,187	10,152	9,339	10,731
Illness rate ⁵⁾	Absence in %	6.4	6.1	6.51	6.42	7.63
illness-related ⁵⁾	Absence in %	6.2	6.0	6.37	6.27	7.42
caused by work-related accident (not including sports, travel to and from work, and private accidents) ⁵⁾	Absence in %	0.2	0.1	0.14	0.15	0.21
Occupational illness ⁹⁾	Number of accredited cases	1	0	3	0	0
Fraport parent company ^{6, 7, 8)}						
Accidents ¹⁾	Number	863	736	745	663	742
1,000-person rate ^{1, 2, 3)}	Number of reportable accidents per 1,000 employees	30.2	24.2	26.6	22.2	26.7
with fatal consequences	Number	0	0	0	0	0
reportable ²⁾	Number	361	292	325	268	315
Days of absence ^{2, 4)}	Number of reportable days of absence	7,960	4,763	5,788	5,425	5,220
Illness rate ⁵⁾	Absence in %	6.49	6.45	6.46	6.82	7.27
illness-related ⁵⁾	Absence in %	6.19	6.27	6.25	6.61	7.07
caused by work-related accident (not including sports, travel to and from work, and private accidents) ⁵⁾	Absence in %	0.30	0.18	0.21	0.21	0.20
Occupational illness ⁹⁾	Number of accredited cases	1	0	3	0	0

^{*)} 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

^{**)} 2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (figures for 2011 are adjusted).

¹⁾ Minor injuries (at the level of first-aid measures) are not included.

²⁾ Reportable = a work-related accident is deemed to be reportable if it involves more than three days of absence.

³⁾ With respect to the average number of employees. The average number of employees is obtained by adding together the total monthly staff figures and dividing by the number of months.

⁴⁾ Days of absence = planned working days.

⁵⁾ With respect to scheduled working hours.

⁶⁾ A breakdown of accidents by causes of injury is not yet possible for Fraport due to technical reasons. The aim is to collect these data in the future.

⁷⁾ The occupational illnesses and absences include the total workforce but not independent contractors because the data for these staff members are not collected.

⁸⁾ A breakdown of accident days and days of absence is not relevant for Fraport. The largest share of work accidents takes place in the operational area where mostly men are working. An assessment would therefore primarily relate to men.

⁹⁾ The occupational illnesses in 2012 are retrospectively identified illnesses for the year 2011.

Aspect: Training and Education

LA10 Average hours of training per employee

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group^{3, 4)}						
Apprentices	Number of persons	336	343	381	352	342
Interns/university students/diploma students/school students on temporary work experience ⁶⁾	Number of persons	723	779	753	751	670
Further training ^{1, 2, 5)}	Days per employee	4.36	5.01	5.74	3.79	3.04
Fraport parent company⁴⁾						
Apprentices	Number of persons	331	338	374	352	342
Men	in % of apprentices	73.4	70.4	68.7	67.9	73.4
Women	in % of apprentices	26.6	29.6	31.3	32.1	26.6
Interns/university students/diploma students/school students on temporary work experience ⁶⁾	Number of persons	616	537	551	491	400
Further training ^{1, 2, 5)}	Days per permanent employee	2.7	3.3	4.8	2.5	2.3

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

***) 2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (figures for 2011 are adjusted).

¹⁾ Without apprentices.

²⁾ 7 h = 1 day.

³⁾ A breakdown of Group indicators by gender is not yet possible due to technical reasons. The aim is to collect these data in the future.

⁴⁾ A breakdown of the data by employee categories is not possible. We would like to address this issue over the medium term.

⁵⁾ Information about further training time by gender cannot yet be properly collected. We would like to address this issue in the future.

⁶⁾ The figures for 2010 to 2012 include trainees who were included in temporary staff in the period.

LA12 Percentage of employees receiving regular performance and career development reviews

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Group¹⁾						
Employees receiving regular performance and career development reviews	Number of permanent employees	11,679	12,390	12,081	11,637	11,826
Employees receiving regular performance and career development reviews	in % of permanent employees	61.8	63.6	59.8	60.3	59.4
Fraport parent company						
Employees receiving regular performance and career development reviews	Number of permanent employees	10,446	10,778	10,525	10,340	10,219
Employees receiving regular performance and career development reviews	in % of permanent employees	100	100	100	100	100
Men	in % of permanent employees	82.8	82.6	82.4	82.7	82.6
Women	in % of permanent employees	17.2	17.4	17.6	17.3	17.4

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

***) 2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (figures for 2011 are adjusted).

¹⁾ Collection of Group indicators by gender is not yet possible due to technical reasons. The aim is to collect these data in the future.

Aspect: Diversity

LA13 Composition of employees

(1/2)

	Unit	2010	2011	2012**)	2013 adjusted	2014*)
Diversity						
Group ^{1,6)}						
Average age	Years	40.2	40.8	41.2	41.9	42.4
Age group up to 30 years	Number of persons	4,569	4,475	4,504	4,023	3,749
	in % of staff	21.9	20.9	20.2	18.7	17
Age group 31–50 years	Number of persons	12,477	12,703	13,006	12,330	12,576
	in % of staff	59.7	59.2	58.4	57.3	57.1
Age group above 50 years	Number of persons	3,859	4,267	4,766	5,160	5,706
	in % of staff	18.5	19.9	21.4	24.0	25.9
Fraport parent company						
Average age	Years	42.7	43.4	43.2	44.3	44.9
Age group up to 30 years	Number of persons	1,774	1,880	1,898	1,760	1,590
	in % of staff	14.8	15.4	15.6	14.7	16.8
Age group 31–50 years	Number of persons	7,386	7,386	7,093	6,813	6,384
	in % of staff	61.7	60.5	58.5	56.8	67.5
Age group above 50 years	Number of persons	2,807	2,951	3,143	3,412	3,724
	in % of staff	23.5	24.2	25.9	28.5	39.4
Group ¹⁾						
Foreign employees	Number of persons	4,186	4,379	4,484	4,327	4,444
	in % of staff	20.0	20.4	20.1	20.1	20.2
Fraport parent company						
Foreign employees	Number of persons	1,914	1,927	1,927	1,807	1,765
	in % of staff	16.0	15.8	15.9	15.1	15.1
Share of managers ⁸⁾	in % of staff	–	–	0.1	0.1	0.1
Share of non-managers	in % of staff	–	–	15.8	15.0	15.0
Group						
Disabled employees ²⁾	Number of persons	1,392	1,460	1,549	1,547	1,610
	in % of eligible jobs (total staff) ³⁾	7.0	7.2	7.3	7.6	7.7
Fraport parent company						
Disabled employees ²⁾	Number of persons	1,192	1,224	1,263	1,271	1,266
	in % of eligible jobs ³⁾	10.7	10.7	11.3	11.4	11.6

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (figures for 2011 are adjusted).

¹⁾ In Germany.

²⁾ Disabled employees, employees with equal status to disabled employee, and employees with multiple-credit disability.

³⁾ Eligible jobs = employees - school students - university students - apprentices.

⁴⁾ Management position = management level 1 to 5. The term management level (or level 1 to 5) refers exclusively to managers of an organizational unit, i.e., persons whose employees are subject to their disciplinary and technical supervision (Management Level 1: Business/Service Unit Manager, Management Level 2: Section Manager/Central Unit Manager, Management Level 3–5: Manager).

⁵⁾ Governance bodies = the bodies or executive boards that are responsible for the strategic direction of the organization, the efficient supervision of the management, and the liability of the management to the organization and its stakeholders.

⁶⁾ A breakdown of the data by employee categories is not possible. We would like to address this item over the medium term.

⁷⁾ Information on the persons in governance bodies broken down by gender and age groups is not yet possible because the data are not available in the subsidiary companies.

⁸⁾ Data collected since 2012 only.

(2/2)

	Unit	2010	2011	2012**	2013 adjusted	2014*
Group ⁷⁾						
Gender						
Women	in % of employees	23.2	23.3	23.4	22.9	23.7
Men	in % of employees	76.8	76.7	76.6	77.1	76.3
Women in management positions ⁴⁾						
Women in management positions Level 1	in % of managers Level 1	20.0	16.7	14.3	14.3	23.1
Women in management positions Level 2	in % of managers Level 2	21.2	26.5	27.3	31.7	31.4
Women in management positions Level 3	in % of managers Level 3	29.7	31.1	28.3	28.1	30.3
Women in management positions Level 4	in % of managers Level 4	24.8	22.6	23.9	27.4	28.9
Women in management positions Level 5	in % of managers Level 5	36.9	46.1	40.8	25.6	32.2
Fraport parent company						
Gender						
Women	in % of employees	18.8	19.2	19.4	19.3	19.1
Men	in % of employees	81.2	80.8	80.6	80.7	80.9
Women in management positions ⁴⁾						
Women in management positions Level 1	in % of managers Level 1	20.0	16.7	14.3	14.3	14.3
Women in management positions Level 2	in % of managers Level 2	13.3	22.6	24.1	29.0	25.8
Women in management positions Level 3	in % of managers Level 3	24.2	24.1	21.9	24.0	27.9
Women in management positions Level 4	in % of managers Level 4	19.4	18.9	20.0	21.9	22.9
Women in management positions Level 5	in % of managers Level 5	14.3	20.0	12.5	13.8	13.8
Persons in governance bodies ⁵⁾						
	Number of persons in governance bodies (total)	24	24	24	25	24
of which women	in % of persons in governance bodies	12.5	20.8	12.5	20.0	20.8
Age group up to 30 years	in % of persons in governance bodies	0.0	0.0	0.0	0.0	0
Age group 31–50 years	in % of persons in governance bodies	25.0	16.7	16.7	40.0	33.0
Age group above 50 years	in % of persons in governance bodies	75.0	83.3	83.3	60.0	67.0

*) 2014 without joint venture companies, analogous to the consolidated financial statements (figures for 2013 are adjusted).

**) 2012 with proportionate inclusion of joint venture companies, analogous to the consolidated financial statements (figures for 2011 are adjusted).

¹⁾ In Germany.

²⁾ Disabled employees, employees with equal status to disabled employee, and employees with multiple-credit disability.

³⁾ Eligible jobs = employees - school students - university students - apprentices.

⁴⁾ Management position = management level 1 to 5. The term management level (or level 1 to 5) refers exclusively to managers of an organizational unit, i.e., persons whose employees are subject to their disciplinary and technical supervision (Management Level 1: Business/Service Unit Manager, Management Level 2: Section Manager/Central Unit Manager, Management Level 3–5: Manager).

⁵⁾ Governance bodies = the bodies or executive boards that are responsible for the strategic direction of the organization, the efficient supervision of the management, and the liability of the management to the organization and its stakeholders.

⁶⁾ A breakdown of the data by employee categories is not possible. We would like to address this item over the medium term.

⁷⁾ Information on the persons in governance bodies broken down by gender and age groups is not yet possible because the data are not available in the subsidiary companies.

⁸⁾ Data collected since 2012 only.

GRI Content Index

About this Report

Our sustainability reporting for 2014 consists of the report “2014 Compact – Fraport. Finances. Sustainability.” and the GRI Report 2014. The report is based on the guidelines of the Global Reporting Initiative GRI G3.1, taking account of the airport-specific Airport Operators Sector Supplement (AOSS).

Our sustainability reporting for 2014 also acts as a progress report on the implementation of the ten principles of the UN Global Compact in corporate governance.

The GRI checked our report at the end of March 2015 and confirmed “Application Level A+” .

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



Profile

Aspect: Strategy and Analysis

1.1 Statement from the most senior decision-maker of the organization

Status: ●

Sustainability for Fraport means taking responsibility for structuring the future. We understand sustainable development to be a continuous process. We believe that the entrepreneurial scope for action can only be ensured by consistent inclusion of non-commercial aspects in the management processes. We are aware that our corporate governance will inevitably lead to conflicts of interest within our company and between us and our stakeholder groups. Our “license to operate” and our “license to grow” can only be secured over the long term if we find the right balance between the factors relevant for the company and for the community in solving these conflicts of interest (see “Our understanding of sustainability”).

See report “2014 Compact – Fraport. Finances. Sustainability.”, page 3 et seqq. (for short: “2014 Compact”).

Sustainability management at Fraport is based on internationally accredited standards such as the principles of the UN Global Compact, the OECD principles for multinational companies, and the core labor standards of the International Labour Organization (ILO). Fraport’s own principles and internal guidelines are also binding, for example, the Fraport Corporate Governance Code and Codes of Conduct for Employees and Suppliers.

See also “Values and Codes” (<http://www.fraport.com/en/sustainability/sustainability-management/werte-und-kodizes.html>)

Trends which influence our sustainable development:

See report “2014 Compact”, page 3 et seqq.

KI Key indicator

SI Supplementary indicator

● fully covered

● partially covered

● no information

◆ not relevant to Fraport

Strategy:

The Group strategy Agenda 2015 was developed on the basis of the Group vision and Group targets of Fraport AG adopted in 2004 (see <http://www.fraport.com/en/the-fraport-group/about-us/visions-goals-strategy.html>). Sustainability is one of the five core elements from which the strategic challenges and the necessary measures of the company to master them are derived.

Key events in 2014:

The key events for Fraport in 2014 are described in the “Foreword” (see report “2014 Compact”, page 3 et seqq. and page 8 et seq.).

What we achieved in 2014:

Target attainment is measured in our Sustainability Program. See report “2014 Compact”, page 17 et seqq.

The section “Business development 2014” in the Management Report of the [Annual Report 2014](#) included information on the business development in 2014 (see [Annual Report 2014](#), page 29 et seqq.).

What we did not achieve in 2014:

Target attainment is measured in our Sustainability Program. See report “2014 Compact”, page 17 et seqq.

The section “Business development 2014” in the Management Report of the [Annual Report 2014](#) included information on the business development in 2014 (see [Annual Report 2014](#), page 29 et seqq.).

Assessment of performance in 2014 (targets compared with performance):

The attainment is measured in our Sustainability Program. See report “2014 Compact”, page 17 et seqq.

Outlook on the challenges for the coming year:

The challenges for the coming year lie in attaining the targets defined in the Sustainability Program for 2015. See also “Sustainability Program”. See also report “2014 Compact”, page 3 et seqq. and page 17 et seqq.

Medium-term objectives:

The medium-term objectives are defined in the Sustainability Program (see report “2014 Compact”, page 17 et seqq.).

1.2 Description of key impacts, risks, and opportunities**Status:** ●**Approach for identifying the key issues (areas of action):**

A strategic goal of Fraport is to generate value over the long term. In this context, the Materiality Matrix makes a contribution to recording key issues relevant to sustainability. It also contributes to assessing the future opportunities and risks for the company and adopting a controlled approach to dealing with them. Derived from the Group Strategy (see [indicator 1.1](#)) and the Agenda 2015 (see [indicator 1.1](#)), Fraport drew up a Materiality Matrix for the first time in 2010 which records the most important areas of action for the future development of the Group. For the approach adopted in the development of the Materiality Matrix see report “2014 Compact”, page 16 et seqq.

Opportunities/risks:

Information on the opportunities and risks of the company is explained in the opportunities and risks report of the [Annual Report 2014](#). See [Annual Report 2014](#), page 75 et seqq.

Targets and measures (Sustainability Program):

A comprehensive overview of all the issues, including the associated targets and measures is provided in the Sustainability Program (see report “2014 Compact”, page 17 et seqq.).

Positioning in the high-priority areas of action and approach to the opportunities and risks:

See [Annual Report 2014](#), page 75 et seqq.

Management (governance) of the opportunities/risks:

Since 2014, sustainability issues that are relevant to decision making have been discussed in meetings of the Executive Board, including the relevant heads of the business, service, and central units. This has increased engagement with these issues and consequently increased their importance. These include the adoption of the Materiality Matrix and the Sustainability Program, and the commissioning of significant sustainability projects. The Executive Board takes responsibility for monitoring and managing the issues relevant to sustainability (see <http://www.fraport.com/en/sustainability/sustainability-management/strategy-and-goals.html> and Annual Report, page 75 et seqq.).

Within the framework of validation in conformity with EMAS, Fraport AG is certificated with conformity with statutory regulations, a systematic approach to corporate environmental protection, a continuous improvement in environmental performances, and provision of information to the general public about its environmental impacts and performances. Since 1999, the information has been provided in an Environmental Statement published on a regular basis. Comprehensive Environmental Statements are published every three years. In the interim, we report on annual progress in abridged Environmental Statements (see http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1).

Aspect: Organizational Profile

2.1 Name of the organization

Status: ●

Fraport AG

2.2 Primary brands, products, and/or services

Status: ●

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

2.3 Operational structure

Status: ●

- > Structure: <http://www.fraport.com/en/the-fraport-group/about-us/management---organization.html>.
- > Subsidiary companies and investments: <http://www.fraport.com/en/the-fraport-group/fraport-worldwide/subsidiaries-investments.html>.
- > Airports: <http://www.fraport.com/en/the-fraport-group/fraport-worldwide/our-airports.html>.
- > Consulting: <http://www.fraport.com/en/the-fraport-group/fraport-worldwide/consulting.html>.

2.4 Location of organization’s headquarters

Status: ●

- > Headquarters: Frankfurt/Main

2.5 Number of countries where the organization operates

Status: ●

- > Number of countries: 10 (end 2014)
Germany, Bulgaria, Peru, USA, Slovenia, Turkey, China, Russia, India, Senegal, Egypt (up to Jan. 2014), Saudi Arabia (up to Jun. 2014)
- > Important countries: see report “2014 Compact”, page 6 et seq.

2.6 Nature of ownership and legal form

Status: ●

- > 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 stakes held by the State of Hesse and Stadtwerke Frankfurt am Main Holding GmbH, and the consortium contract 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 conditions: Fraport AG is a public company limited by shares (Aktiengesellschaft) in accordance with German law. The shareholder structure can be seen by going to <http://www.fraport.com/en/investor-relations/the-fraport-share-/basic-data-shareholder-structure.html>.

2.7 Markets

Status: ●

- > Markets: see report “2014 Compact”, page 6 et seq. and <http://www.fraport.com/en/the-fraport-group/fraport-worldwide/our-airports.html>.
- > Destinations: see document Destinations from Frankfurt Airport 2014 (see “Destinations from Frankfurt Airport 2014”). 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: Link to: <http://www.fraport.com/en/our-expertise/non-aviation/retail---properties.html>.
 - 2) Real estate management: Link to: <http://www.fraport.com/en/our-expertise/non-aviation/real-estate-management.html>.
 - 3) Parking space management: Link to: <http://www.fraport.com/en/our-expertise/non-aviation/parking-facility-management.html>.
 - 4) Energy and utilities: Link to: <http://www.fraport.com/en/our-expertise/non-aviation/energy---utility-supply.html>.
 - 5) IT services: Link to: <http://www.fraport.com/en/our-expertise/non-aviation/it-service.html>.
 - 6) Airport promotion: Link to: <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.

2.8 Scale of the organization

Status: ●

The following data apply to the Fraport Group for 2014:

- > Number of employees* of the Fraport Group (December 31, 2014): 22,031
- > Number of all staff who work at the airport: around 78,000 (including Gateway Gardens & The Squire), (Status: 2012)
- > Revenue: 2,394.6 million euros
- > Total assets: 9,013.2 million euros
- > Shareholders' equity: 3,286.0 million euros
- > Non-current liabilities: 4,908.1 million euros
- > Current liabilities: 819.1 million euros
- > EBITDA: 790.1 million euros
- > Group result: 251.8 million euros
- > 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 garage management, real estate management, energy and supplies, 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, details relating to quantity of products are therefore not applicable.
- > Size of the airport site: 21 km²

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
- > Runway Northwest: 2,800 m long

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

- > Minimum connecting time: 45 min.
- > Number of aircraft movements: 469,026
- > Number of airlines which have flown to the airport during the reporting period: 171
- > Number of destinations that were flown to during the reporting period: 400

See also (including the financial data for the investments) [Annual Report 2014](#), page 61 et seqq. and page 96 et seqq.

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

2.9 Significant changes regarding size, structure, or ownership

Status: ●

See [Annual Report 2014](#), page 29 et seqq. and page 106.

2.10 Awards received

Status: ●

See awards (<http://www.fraport.com/en/the-fraport-group/innovations-awards/awards.html>).

Aspect: Report Parameter

3.1 Reporting period

Status: ●

Our report “2014 Compact – Fraport. Finances. Sustainability.” appears annually in both German and English, and covers the reporting period from January 1 to December 31 of the relevant year.

3.2 Date of most recent previous report

Status: ●

The previous report was published on April 16, 2014.

3.3 Reporting cycle

Status: ●

Our report “2014 Compact” appears annually in both German and English, and covers the reporting period from January 1 to December 31 of the relevant year.

3.4 Contact point for questions regarding the report

Status: ●

Stefan J. Rüter
Head of Finance and Investor Relations
Phone: +49 (0) 69 690-74840
Fax: +49 69 (0) 690-74843
Email: investor.relations@fraport.de

3.5 Process for defining report content and stakeholders

Status: ●

Identification and prioritization:

The selection and weighting of the issues presented in our report “2014 Compact” are carried out on the basis of the principles formulated in the Global Reporting Initiative (completeness, materiality, and inclusion of stakeholders). The material issues are identified and prioritized in the Materiality Matrix.

The content of the report is selected based on the regular exchange of views with our stakeholder groups (see “2014 Compact”, page 2 and page 14 et seq.), and on our Sustainability Program. We first carried out a thorough materiality analysis in 2010. In this context, we defined the most important areas of action for Fraport and positioned these in a Materiality Matrix according to their relevance to stakeholders and to the company. In 2013, we updated the Materiality Matrix with the involvement of the Executive Board and the heads of the business, service, and central units, as well as representatives of our most important stakeholders. This matrix was tested for currency in 2014 and confirmed to be valid. This report describes its effectiveness (see report “2014 Compact”, page 16).

Inclusion of stakeholders:

Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups. These include carrying out regular surveys and operating systematic feedback management for our passengers, as well as ongoing dialog with local communities and citizens on airport-related topics (see report “2014 Compact”, page 14).

Validation:

Within the framework of validation in conformity with EMAS, Fraport AG is certificated with conformity with statutory regulations, a systematic approach to corporate environmental protection, a continuous improvement in environmental performances, and provision of information to the general public about its environmental impacts and performances. Since 1999, the information has been provided in an Environmental Statement published on a regular basis. Comprehensive Environmental Statements are published every three years. In the interim, we report on annual progress in abridged Environmental Statements (see http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1).

3.6 Boundary of the report**Status:** ●

See [page 3](#) and report “2014 Compact”, page 2.

3.7 Limitations on the scope of the report**Status:** ●

We communicate the information that is necessary in order to be in a position to assess the performance of the Fraport Group on the route to sustainable development for the scope defined in the period under review in the report. This primarily includes all material ecological and community/social impacts of the organization. The economic performances of the Group are only outlined in the report “2014 Compact”, comprehensive information on this area is included in the [Annual Report 2014](#).

More extensive information on our environmental impacts is included in our Environmental Statements within the scope of EMAS certification (see http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1).

3.8 Joint ventures, subsidiaries, outsourced operations**Status:** ●

The information in our reports includes all companies which we have included in the group of consolidated companies for purposes of financial reporting at the relevant balance sheet date.

See [page 3](#) and report “2014 Compact”, page 2.

3.9 Data measurement techniques**Status:** ●

See “Indicators”, [page 3](#) and report “2014 Compact”, page 2.

3.10 Restatements of information provided in earlier reports**Status:** ●

See “Indicators”, [page 3](#) and report “2014 Compact”, page 2.

3.11 Significant changes from previous reporting periods**Status:** ●

See “Indicators”, [page 3](#), report “2014 Compact”, page 2, and [Annual Report 2014](#), page 32.

3.12 GRI Content Index**Status:** ●

This document.

3.13 External assurance for the report**Status:** ●

See “Auditor’s Report on the financial statements” (see [Annual Report 2014](#), page 201).

The environmental indicators have been validated by an external environmental auditor in conformity with EMAS. The relevant indicators are highlighted in color in the table (see [Indicators](#), page 9 et seq.).

Aspect: Governance, Commitments, and Engagement

4.1 Governance structure

Status: ●

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 implementation. The Executive Board is responsible for compliance with the statutory regulations and internal company guidelines and ensures compliances 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. Fundamental decisions 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 employees are elected by the employees in accordance with the regulations of the Codetermination Act. The period of office is five years.

More detailed information on the individual members of the Supervisory Board, the composition, and work of the committees is provided in the [Annual Report 2014](#) (see [Annual Report 2014](#), page 22 et seqq.). A list compiled by the Supervisory Board relating to diversity aspects is provided in the section “Indicators”, page 25 et seq.

4.2 Independence of the Chair of the highest governance body

Status: ●

The Chair of the Supervisory Board is not a Member of the Executive Board.

4.3 Independent members of the highest governance body

Status: ●

This information is only necessary for organizations without a Supervisory Board. Fraport AG has a Supervisory Board under German legislation for joint-stock companies.

4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body

Status: ●

The employees have equal representation with employers in the governance body of the Supervisory Board pursuant to German legislation. The Supervisory Board has a separate Human Resources Committee. The function of the Human Resources Committee is to prepare resolutions pertaining to human resources. The employee representatives on the Supervisory Board can make recommendations to the Executive Board. Recommendations can also be made to the Executive Board through the system of Works Councils.

The shareholders of Fraport AG assert their voting rights in the company and their right to voice their opinions at the Annual General Meeting. In the run-up to the Annual General Meeting, shareholders are informed about the business developments and the agenda for the meeting. During the year, the shareholders receive the latest information about the company through interim reports and additional publications on the home page. The representatives of the shareholders and employees prepare for each meeting of the Supervisory Board, as necessary with members of the management. The members of the Executive Board take part in the meetings of the Supervisory Board, unless the Supervisory Board decides in individual cases to meet in the absence of the Executive Board.

The Supervisory Board is regularly informed in each of its meetings by the Executive Board about the economic, ecological, and social performance. This takes place due to the obligation arising from Article 90 Stock Corporation Act (AktG) which commits the Executive Board to informing the Supervisory Board about the economic development on a regular basis. These discussions also regularly address the company-specific environmental issues. Social issues are generally addressed in advance in the Human Resources Committee so that they can be presented to the Supervisory Board in the context of regular items on the agenda.

See also “[Annual Report 2014](#) -> To our Shareholders -> Corporate Governance Report”.

4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives and the organization's performance

Status: ●

The compensation of the Executive Board of Fraport AG was linked more firmly to longer-term criteria in 2010 and meets the requirements defined by the Act on Appropriateness of Management Board Compensation (VorstAG). In 2010, the salary structure of executive employees was also adjusted accordingly. In accordance with the recommendations of the German Corporate Governance Code in the version dated May 13, 2013, further adjustments were agreed with the Executive Board in December 2013, in particular in relation to caps for variable compensation elements. Detailed information on remuneration, also for the Supervisory Board, is included in the Remuneration Report in the Annual Report 2014 of Fraport AG (see [Annual Report 2014](#), page 22 et seqq.).

Since 2009, sustainability has been incorporated within the new compensation system for the Executive Board. In 2010, the salary structure of executive employees was also adjusted appropriately. The new compensation structure has been designed for the long term with assessment principles covering several years and the possibility of a ceiling for extraordinary developments. The pay structure is therefore geared more strongly than previously to the long-term and sustainable development of the company. Parts of the remuneration are linked to longer-term criteria of employee satisfaction, employee development, and customer orientation. The parameters are defined by employee and customer surveys and the future development of jobs.

4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided

Status: ●

The approach to conflicts of interest is dealt with in the Fraport Corporate Governance Code (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/integrated-management-systems.html>, pages 11 and 17).

4.7 Qualifications and expertise of the members of the highest governance body, including any consideration of gender and other indicators of diversity

Status: ●

The structure of the management and governance bodies of Fraport AG is based on German joint-stock legislation. The Supervisory Board meets at least four times a year. Once a year, it reviews the efficiency of its activity. This enables issues to be identified that require the initiation of individual career development measures. For further information see "Statement on Corporate Governance" pursuant to Article 289a German Commercial Code (HGB) (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/integrated-management-systems.html>, the Corporate Governance Report, and the Report of the Supervisory Board in the [Annual Report 2014](#)). When proposals for election of the Supervisory Board members are considered, emphasis is placed on Supervisory Board members having the necessary know-how, skills, and specialist experience to carry out the functions properly. They must also have the appropriate level of independence. The Supervisory Board has also been addressing the issue of "Diversity" in a more in-depth approach. In 2010, it already passed resolutions on this matter which affect the company in general and the composition of the Executive Board and the Supervisory Board themselves.

4.8 Internally developed statements of values, codes of conduct, and principles

Status: ●

The Supervisory Board of Fraport AG adopted the Corporate Governance Code of Fraport AG as early as 2002. The code describes the essential principles for the management and monitoring of the company and includes internationally and nationally recognized standards for good and responsible corporate governance.

In 2007, Fraport made a commitment to the UN Global Compact principles. Following on from these principles, we decided in 2012 to develop the content of the "Values Management System" which had been primarily focused on anticorruption measures up to that point. The Codes of Conduct for Employees and Suppliers are a constituent element for the realignment of values-based compliance. The 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. 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 (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>). At the beginning of 2013, these were initially introduced to the German companies of the Fraport Group and they were then gradually rolled out in the majority shareholdings abroad. The Group Codes were introduced as a dedicated code for each subsidiary company of Fraport AG.

Fraport has different management systems which support responsible corporate governance (for more information see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>).

The Environmental Policy of Fraport AG has been adopted and signed by the Executive Board of the company. It is therefore binding on the whole Group. This policy commits Fraport AG to adopt an environmentally compliant approach for all the business activities it is involved in at all its sites (for further information see [Environmental Statement 2014](#), page 6).

The Group company agreement entitled “The Conduct of Partnership, Diversity, and Equality at the Workplace” defines the principles for antidiscrimination, 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 structuring work time.

“We show the flag: Fraport Management Principles”. The Fraport management principles are based on vision and corporate goals and define the management ethos at Fraport AG. All managers are committed to these principles.

4.9 Procedures of the highest governance body for overseeing the management of economic, environmental, and social performance

Status: ●

Since 2014, sustainability issues that are relevant to decision making have been discussed in meetings of the Executive Board, including the relevant heads of the business, service, and central units. This has increased engagement with these issues and consequently increased their importance. These include the adoption of the Materiality Matrix and the Sustainability Program, and the commissioning of significant sustainability projects. The Executive Board takes responsibility for monitoring and managing the issues relevant to sustainability (see report “2014 Compact”, page 16).

4.10 Processes for evaluating the highest governance body’s own performance, particularly with respect to economic, environmental, and social performance

Status: ●

The Supervisory Board meets at least four times a year. Once a year, it reviews the efficiency of its activity and fulfils its supervisory duties with regard to the activity of the Executive Board (see “Statement on Corporate Governance/Corporate Governance Report” according to Article 289a German Commercial Code (HGB) at <http://www.fraport.com/en/the-fraport-group/corporate-compliance/integrated-management-systems.html>, and the “Report of the Supervisory Board” in the Annual Report 2014, page 22 et seqq.).

4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organization

Status: ●

Fraport actively looks for opportunities and embraces them if the magnitude of the projected benefits and the exposure to risks are in a reasonable relationship. A controlled approach to risks is the primary goal of risk management (see report “2014 Compact”, page 13).

Furthermore, our business model supports a precautionary approach when dealing with environmental problems while also taking into account aspects such as the cost efficiency, economic feasibility, and sustainability of our environmental programs (see [Environmental Statement 2014](#)).

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 report “2014 Compact”, page 46 et seqq. and <http://www.fraport.com/en/sustainability/employees/occupational-health-and-safety.html>). The Executive Board and the employees 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 airfreight. This is why security management has always been a top priority at 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 of people working at the airport is also a top priority. 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 (see <http://www.fraport.com/en/sustainability/our-customer-commitment/air-safety.html>).

4.12 Externally developed charters, principles, or other initiatives

Status: ●

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 (AMMPL) in 2009. The guideline is based on the principles of the UN Global Compact and includes fundamental anticorruption rules, antitrust agreements, rules on child labor and forced labor, and compliance with human rights, environmental protection and health promotion, and fair working conditions. The companies signing up to the agreement have made a commitment to promoting the “Business Conduct Rules” with their suppliers with the best possible effectiveness.

The Supervisory Board of Fraport AG adopted the Corporate Governance Code of Fraport AG as early as 2002. The code describes the essential 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 essential 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 getting the work-life balance right 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 (<http://www.transparency.de/English.1222.0.html>).

Fraport participates in Airport Carbon Accreditation (ACA), a program of ACI Europe with the objective of persuading the maximum number of European airports to adopt CO₂-neutral operation. Frankfurt Airport was the first airport to be assessed on the basis of the rules of the ACA and was included in the program in 2009. The highest level of 3+ can be reached in four stages. In 2012, Frankfurt Airport was accredited to Level 3 and Antalya Airport was accredited to Level 3 in 2012.

Mandatory initiatives:

Reporting is in accordance with the principles of the International Accounting Standards Board (IASB). As the capital market-oriented parent company of the Fraport Group, Fraport AG must prepare its consolidated financial statements in accordance with IFRS Reporting.

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

4.13 Memberships

Status: ●

Fraport pursues its interests through membership of the industry organizations Task Force for German Commercial Airports (ADV, <http://www.adv.aero/english/>), Airports Council International (ACI, <http://www.aci.aero>), Europe and World. Fraport is also a founding 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>).

4.14 List of stakeholder groups

Status: ●

See report “2014 Compact”, page 15.

4.15 Selection of stakeholders

Status: ●

The stakeholder groups relevant to us were defined with the involvement of the Executive Board and the division managers. These groups should be selected and included. We seek dialog with our business partners, our customers, and politicians. We also seek dialog with our critics, particularly those people who live their lives near the airport and experience the negative impacts of aircraft noise. Last but not least, we are also dedicated to looking after more than 78,000 employees (as at: 2012) at the biggest workplace in Germany. As a large company, we bear direct social responsibility for some of these people and we have indirect social responsibility for the other people working here.

See report “2014 Compact”, page 14.

4.16 Approaches to stakeholder engagement

Status: ●

Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups. These include carrying out regular surveys and operating systematic feedback management for our passengers, as well as conduction ongoing dialog with local communities and citizens on airport-related topics. (See report “2014 Compact”, page 14 et seq.)

4.17 Key topics and concerns that have been raised through stakeholders

Status: ●

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 present key risks in our Annual Report (see [Annual Report 2014](#), page 75 et seq.).

We first developed a Materiality Matrix in 2010. The result was 17 areas of action which we developed from all the most important issues for Fraport on the basis of the Guidelines of the Global Reporting Initiative (GRI) and in an interactive dialog with the most important stakeholder groups of the company. The matrix reflects Fraport’s broad understanding of sustainability which is not simply restricted to environmental factors but also encompasses economic and community or social aspects.

We updated this Sustainability Matrix in 2013 and at the same time reviewed and adjusted the areas of action. For purposes of drawing up the new matrix, the Executive Board and the managers of the business units, services units, and central units were requested to assess the areas of action on the basis of their importance for the future capability of the company. Managing directors of selected subsidiary companies – here the three biggest subsidiaries in Germany measured by the number of employees (APS Airport Personal Service GmbH, FraSec Fraport Security Services GmbH, and GCS Gesellschaft für Cleaning Service mbH & Co.) and the managing directors of our investment in Antalya and majority holdings in Lima, Varna, and Burgas – were requested for their assessment. In the second stage, we asked representatives of our most important stakeholders (capital market, airline companies, passengers, employees, local residents, NGOs, business partners, and government) for their assessment of the relevance of the individual areas of action. This matrix was tested for currency in 2014 and confirmed to be valid.

Resulting key issues:

The Sustainability Program was derived from this Materiality Matrix. This focused on the areas of action with maximum priority:

- > Safety and security in air traffic
- > Product quality and customer satisfaction
- > Noise abatement
- > Value creation
- > Employee development
- > Compliance/Governance
- > Appeal as an employer
- > Valued added and engagement in the region
- > Climate and environmental protection
- > Air quality
- > Conservation of nature and resources
- > Diversity and equal opportunities
- > Procurement

A comprehensive overview of all the issues, including the associated targets and measures is provided in the Sustainability Program (see report “2014 Compact”, page 17 et seq.).

Implementation in communication:

The Executive Board of Fraport AG adopted the targets and measures at the end of 2014. The Sustainability Program is a key element of sustainability reporting. It allowed the interests of the stakeholders to be integrated in reporting.

Economic Performance Indicators

Management Approach EC

Targets and performance:

We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the area of action "Value Creation" (see report "2014 Compact", page 30 et seq.).

Policy:

Alongside our function of providing transport, the interest of our owners is safeguarding value and revenue over the long term, i.e. sustainable corporate development. We want to continuously increase the assets of Fraport, generate a reasonable return on shareholders' equity and generate the financial means that are necessary for financing future development. Target attainment is measured by various indicators such as value added, ROFRA (Return on Fraport assets), sales, and earnings. Fraport has been planning and controlling the development of the Group based on the principles of value-based management since 2001 with the objective of bringing about a sustainable increase in corporate value. Key measurement and control parameters of this strategy include "Fraport value added", which is calculated as the difference between the cost of capital for the company (Fraport assets x weighted average cost of capital) and EBIT (earnings before interests and taxes) (for further information see [Annual Report 2014](#)).

Organizational responsibility:

The highest level in the organization, which takes responsibility for the economic performance, is the Chief Financial Officer (CFO).

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 (see [Annual Report 2014](#), page 75 et seq.).

Aspect "Economic performance":

Status: ●

For information on the economic performance of the Group, see report "2014 Compact", page 6 et seq. and [Financials](#), page 4.

The subsection "Business development 2014" in the Management Report of the Annual Report 2014 included information on the business development in 2014 (see [Annual Report 2014](#), page 29 et seq.). Information on the opportunities and risks of the company is provided in the Opportunities and Risks Report of the Annual Report 2014.

Aspect "Market presence":

Status: ●

Fraport AG operates on four continents as a full-service provider in airport management through investments and subsidiary companies (see report "2014 Compact", page 6 et seq., <http://www.fraport.com/en/the-fraport-group/about-us/fraport-at-a-glance.html>, and <http://www.fraport.com/en/the-fraport-group/fraport-worldwide/our-airports.html>).

Aspect "Indirect economic impacts":

Status: ●

The 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 dynamic and most highly integrated international economic zones in Europe. Our economic value added benefits the various stakeholder groups in the company, for example, staff members and shareholders. It is therefore a good benchmark for the community benefit of our business activities. 63 percent of our value added and the biggest share goes to our staff members in the form of wages, salaries, and social benefits, more than eleven percent goes to our lenders in the form of interest, and eight percent in the form of dividends to shareholders. We support a wide variety of sports, social, cultural, and ecological activities in the area surrounding Frankfurt Airport (see report "2014 Compact", page 62 et seq. and "Financials", page 5). Our members of staff and our Group companies abroad also make important volunteering commitments, generally in the area of social engagement (see report "2014 Compact", page 66 et seq.).

KI Key indicator

SI Supplementary indicator

● fully covered

● partially covered

● no information

◆ not relevant to Fraport

Aspect: Economic Performance

EC1 Direct economic value generated and distributed

KI Status: ●

See Indicators, page 4 et seq.

EC2 Financial implications due to climate change

KI Status: ●

The Fraport Group has a comprehensive risk and opportunities management system to identify, manage, and limit risks and to detect opportunities across the Group. The reference basis is the rolling 24-month period. Due to the lengthy time frame of climate change and its manifestations, risks and opportunities are assessed within the environmental management system.

It is not clear at this moment in time whether the amendments to existing regulations initiated due to climate change will entail significant amendments to business processes that have significant costs associated with them. A global regulation that could significantly influence the forecasted growth of global air traffic is rather unlikely, as it would entail restrictions for individuals as well as for whole economies. Annual global growth rates of 4.1 percent are expected by 2031. The expansion measures at Frankfurt Airport and at our Group airports will create sufficient capacity to meet the increasing growth in traffic.

Frankfurt Airport is less vulnerable to possible limitations of air traffic on short-haul routes due to national regulations, as it handles a higher proportion of medium- and long-haul flights, which cannot be replaced by other public transport. Compared to short-haul flights, they are comparatively more profitable and have a better environmental record. In addition, Fraport is proactively working to reduce emissions by levying emissions-based airport fees, as the airlines are being incentivized to use modern aircraft with lower emissions. At Frankfurt Airport around forty percent of freight is transported by passenger aircraft. This benefit is of strategic importance against the background of the debate on energy efficiency and makes a significant contribution to the site's higher profitability.

No specific risks have been detected due to changes in the physical climate parameters that have a material influence on the company. Frankfurt Airport makes use of a long time series of meteorological indicators that are updated daily. These indicators are analyzed periodically in order to make any necessary adjustments to the airport infrastructure or to existing business processes in good time. The dimensioning of the drainage and the volumes of the rainwater collection basins are monitored and taken into account when planning new infrastructure. Fraport is implementing a range of measures as preparation for extreme weather events. One of these is the expansion of the winter services facility and its employees. Early action is being taken to counteract the possible increase in energy consumption due to climate change by reducing consumption in existing buildings through structural and organizational measures. An energy monitoring system is used to monitor this.

However, tighter regulatory requirements due to climate change can also be viewed as an opportunity. The further development of energy efficiency requirements supports, for example, operational efforts to reduce energy consumption and associated emissions and costs. The standards are met through measures in both existing and new buildings. For example, the new corporate headquarters building has been awarded certification by the German Sustainability Building Council (DGNB) for reducing life-cycle costs through energy savings and selecting easily recyclable materials. Fraport expects energy efficiency requirements to increase for vehicles and equipment in daily use, which is why we are gradually modifying our vehicle fleet accordingly.

Physical opportunities exist in the forecasted trend of global warming. For example, Fraport could benefit from the expected rise in the average temperature in the winter months by reducing the cost (materials, staff, expenses) of clearing the operational area, the taxiway system, and the takeoff/landing runways. The same could apply to aircraft de-icing. In addition, energy consumption would be reduced in terminals and administrative buildings during the winter months, with consequently lower CO₂ emissions and costs.

Fraport has been reporting regularly to CDP since 2006 and has been included in the Climate Disclosure Leadership Index (CDLI) right from the start. Further information: <https://www.cdp.net/en-US/Results/Pages/responses.aspx?Search=True&Keyword=Fraport+AG>.

EC3 Coverage of the organization's defined benefit plan obligation

KI Status: ●

See EC3 Coverage of the organization's defined benefit plan obligation, page 5.

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

EC4 Significant financial assistance received from government

KI Status: ●

Fraport has not received government grants and subsidies. Fraport AG is a joint-stock company under German law. The share is quoted on the Frankfurt Stock Exchange and is included in the MDAX, the index for mid-sized German companies. The stakes held by the State of Hesse and Stadtwerke Frankfurt am Main Holding GmbH, and the consortium agreement between these two stakeholders mean that Fraport AG is controlled by these two entities (for further information see "2014 Compact", page 10 and Indicators, page 6).

EC5 Range of ratios of standard entry level wage compared to local minimum wage

SI Status: ●

Frankfurt Airport is defined as a significant business site, since over 90 percent of the employees in the Group work at this site. There are collective payscale agreements in over 99 percent of all the Group companies. These agreements exceed local minimum wage standards (see "2014 Compact", page 67 et seqq.). In accordance with the collective 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.

EC6 Practices of spending on locally based suppliers

KI Status: ●

Frankfurt Airport is defined as a significant business site and the Frankfurt/Rhine-Main Region is defined as local. Around 73 percent (520 million euros) of the order volume from the parent company totaling 712 million euros 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 area when awarding contracts.

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

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

Aspect: Market Presence

AO1 Passengers

KI Status: ●

See AO1 Passengers, page 6.

AO2 Aircraft movements

KI Status: ●

See AO2 Aircraft movements, page 7.

AO3 Cargo tonnage

KI Status: ●

See AO3 Cargo volume, page 8.

EC7 Procedures for local hiring

KI Status: ●

Frankfurt Airport is defined as a significant business site, since over 90 percent 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.

Aspect: Indirect Economic Impacts

EC8 Infrastructure investments and services provided primarily for public benefit

KI Status: ●

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 ecological activities. These include donations and sponsoring for numerous clubs, cultural activities, charitable organizations, and educational institutions. For further information (on the effects of the support, among other things) see “2014 Compact -> Company”, page 62 et seqq. or <http://www.fraport.com/en/sustainability/social-responsibility-ii/voluntary-commitments.html>.

You will find an overview of the outgoings for donations, sponsoring, and the Environmental Fund under EC8 Community engagement, page 8.

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

Our employees at our Group sites abroad also engage in volunteering, see “2014 Compact”, page 66 et seqq.

EC9 Indirect economic impacts

SI Status: ●

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 dynamic and most highly integrated international economic zones in Europe. A workforce of some 78,000 employees (as at 2012) makes the airport Germany's biggest workplace.

Around 73 percent (520 million euros) of the order volume from the parent company totaling 712 million euros was placed with companies in the Frankfurt/Rhine-Main Region. More than 91 percent of all awarded orders were below an order volume of €10,000 and are therefore to the particular advantage of small and medium-sized companies. In 2015, the orders to companies in the region are likely to remain at a similar 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 “2014 Compact”, page 43 and <http://www.fraport.de/de/konzern/flughafen-und-region/ausbau-fra.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. Air traffic is an important condition for this. Frankfurt Airport plays a pivotal role for Germany.

Ecological Performance Indicators

Management Approach EN

Targets and performance:

See “2014 Compact”, page 25 et seqq.

Policy:

See *Environmental Statement 2014*, “The environmental policy of the Fraport Group” section, page 6, http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1).

Organizational responsibility:

The highest level in the organization which bears responsibility for environmental aspects is the Chairman of the Executive Board.

Training courses and awareness measures:

The central unit Personnel Services (PSL) is responsible for training and career development of employees, environmental auditors, and managers on environmental issues. This unit also carries out the statutory training courses in the area of hazardous goods transport and radiation protection (see *Environmental Statement 2014*, Environmental policy, page 6, http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1).

Monitoring and tracking:

Since 1999, Fraport at Frankfurt Airport has been regularly validated in conformity with EMAS and certified in accordance with ISO 14001 since 2002. Furthermore, the Group companies with relevant environment impacts (FCS, N*ICE, EnergyAir) at Frankfurt Airport have been validated in conformity with EMAS. Lima Airport and the terminal operation in Antalya have been certified in conformity with ISO 14001. Varna and Burgas Airports have introduced environmental management systems. Frankfurt, Antalya, and Ljubljana Airports participate in the Airport Carbon Accreditation program of the Airports Council International Europe.

Aspect “Materials”:

Status: ●

Our environmental management encompasses a number of aspects including resource conservation. 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.

For further information see *Environmental Statement 2014* (http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1).

Environmental management systems exist in all other airports where Fraport holds a majority shareholding. The Lima and Antalya sites are also certified in conformity with ISO 14001 (see <http://www.fraport.com/en/sustainability/sustainability-management/certificates.html>).

Other materials used can be found under “EN3 Direct energy consumption”, page 9, “EN8 Total water withdrawal”, page 11, and “AO6 Aircraft and pavement de-icing/anti-icing fluid”, page 16.

Aspect “Energy”:

Status: ●

Our environmental management encompasses a number of aspects including energy efficiency. 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. For further information see *Environmental Statement 2014* (http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1).

In 2013, Fraport introduced invoice-based controlling and reporting for energy consumption and the associated CO₂ emissions.

KI Key indicator

SI Supplementary indicator

● fully covered

◐ partially covered

○ no information

◆ not relevant to Fraport

Environmental management systems exist in all other airports where Fraport holds a majority shareholding. The Lima and Antalya sites are also certified in conformity with ISO 14001 (see <http://www.fraport.com/en/sustainability/sustainability-management/certificates.html>).

Measures are described in “2014 Compact”, page 58 et seqq. and in the Sustainability Program (see “2014 Compact”, page 25 et seqq.).

Aspect “Water”:

Status: ●

Our environmental management encompasses a number of aspects including water. 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. For further information see Environmental Statement 2014 (http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1).

Measures are described in the report “2014 Compact”, page 58 et seqq. and in the Sustainability Program, page 25 et seqq., and at <http://www.fraport.com/en/sustainability/environment/conservation-of-natural-resources.html>. Indicators are presented under AO4 “Quality of storm water” (see Indicators, page 11 et seqq.).

Fraport treats precipitation water to provide service water: Fraport operates two rainwater treatment plants which are located on the site of CargoCity South and in Terminal 2. When rainfall is low, treated water from the Main River is fed into the system. The service water is conducted along separate supply networks into the areas of sprinkler systems, WC flushing, and watering of landscaped areas. There is a complete service-water supply system in CargoCity South. In the north of the airport, Terminals 1 and 2 are supplied with service water. The supply of service water in Terminal 1 and the neighboring office buildings is currently still undergoing expansion.

Aspect “Biodiversity”:

Status: ●

Our environmental management encompasses a number of aspects including biodiversity. 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.

Fraport has a “wildlife management” system. Collisions with large and heavy birds or flocks of birds are a particular hazard for aircraft. Since approximately 90 percent of bird strikes occur near airports, the aircraft operator has an obligation to minimize this risk. Contrary to the situation at other international airports, Frankfurt does not focus on driving birds away but relies on a special system of biotope management. The objective is to structure the airport site and its environment such that birds are not attracted there in the first place and opportunities for breeding, resting, and feeding are avoided at the outset. A wildlife control manual regulates measures, responsibilities and information pathways which are primarily directed toward reducing the potential risk of bird strike. A bird strike officer has been appointed who is specifically dedicated to the issue of bird strike at the airport. “bird control” is operated throughout the day on the airport site and in the area surrounding the airport. The functions of bird control include regular bird surveys and documentation of the results, general monitoring of the airport site to identify any occurrences of birds relevant to aircraft safety and bird clearance. Management of landscaped areas plays a key role here. When species of shrub and tree are being selected, species attractive to birds, in particular those bearing berries are prohibited. Cultivation of long grasses (standard species height at least 20 cm) is a basic specification for grassland areas throughout the apron area to avoid attracting birds that breed on the ground. Areas of water that are permanently open are not allowed throughout the aircraft site and large areas that become covered in water have to be cleared. The Bird Strike Office from Fraport provides advice to the airport investments and helps to implement wildlife management systems there. Regular bird surveys are carried out throughout the year to check the numbers, composition, and spread of bird species on the airport site.

The MIVOTHERM system for monitoring bird flight movements was introduced along the Main River when the new Runway Northwest started operating. It uses thermophotographic technology to record and identify flocks of birds by means of high-resolution stereoscopic thermal imaging cameras. A range of parameters, such as flight altitude and flight speed, can be precisely determined alongside the size of the bird flock. An opaque curtain was also erected on the south bank of the Mönchwaldsee lake with the aim of keeping birds off the landing runway. At the same time, the curtain is intended to minimize the optical signals offering disruptive stimuli generated on the Mönchwaldsee lake.

Aspect “Emissions, effluents, and waste”:**Status:** ●

The air-pollutant emissions are recorded in an Environment Department in the strategic business unit “Flight and Terminal Management, Corporate Safety and Security”. The CO₂ emissions are surveyed and monitored in the Department for Environmental Management. The operational management of waste is based with Facility Management. At the Fraport parent company, a dedicated Department of Waste Disposal carries out this management function. Our environmental management comprises the aspects emissions, wastewater, and waste. For further information see *Environmental Statement 2014*, Organizational chart, page 4, Air quality, pages 27–29, Wastewater, pages 37–38, Waste, pages 46–47 (see http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1). 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. Airports where the Group holds a majority shareholding have developed environmental management systems which systematically record emissions, wastewater, and waste. In Lima and Antalya the management systems are also certified in conformity with ISO 14001.

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 CO₂ 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. Fraport was listed for the fifth time in succession in the Climate Disclosure Leadership Index (CDLI), which was set up in 2010. This index lists the best ten percent of the participating companies. The air pollutants and emissions have been continuously calculated and measured at two dedicated stations since 2002. Measures for reduction are implemented: Survey of emission-dependent airport charges based on nitrogen oxides and hydrocarbons, reduction of taxiing and waiting times for aircraft using new procedures, use of mobile work machines and vehicles based on the most advance technology (electromobility), software tools for optimizing handling processes, and avoidance of empty journeys.

The precipitation water falling in winter is contaminated with biologically degradable deicing agents for the aircraft and airfield surfaces when snow falls or frost occurs. In future, precipitation water at Frankfurt Airport with a Chemical Oxygen Demand (COD) of 200 mg of oxygen per liter will be retained and treated in water treatment plants. For further information on reductions of emissions, wastewater, and waste, see “2014 Compact”, page 25 et seqq.

The guiding principle of Fraport waste management is to recycle or reuse unavoidable waste as much as possible. Frankfurt Airport separates 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 incineration power 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 collected separately and channeled away for recycling as far as possible. If there are no options for recycling, this waste is fed to a suitable incineration plant for thermal recovery or disposed of by chemical or physical means in a suitable treatment plant.

Our objective by 2015 is to reduce the paper consumption for each employee at the Fraport parent company by 25 percent compared with 2009. We have developed a central printer concept with central print points to this end. Most printers at individual workstations have been discontinued. In September 2012, the preset print option was converted from single-page to printing on both sides. The savings in paper consumption for each employee at Fraport AG accumulated over five years amounted to around 28 percent at the end of 2013. This meant that we had already achieved our ambitious target in advance of the specified date.

Aspect “Products and Services”:**Status:** ●

Our commitment to environmental protection and environmental compatibility is directed toward preserving the conditions necessary for living in our natural environment. 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 the operation of the airport. The content focuses of our environmental management are in the areas of noise abatement, climate protection, and biodiversity. We have defined strategic goals to achieve these aims in our Sustainability Program (see “2014 Compact”, page 24 et seqq.) and we pursue them in a range of different measures, for example, for climate protection (see report “2014 Compact”, page 58 et seqq. and <http://www.fraport.com/en/sustainability/environment/air-quality.html>) with our biodiversity strategy (see “Biodiversity strategy” http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item) and within the framework of our global environment management (see *Environmental Statement 2014*, page 6, http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1). We are also continuing our efforts to promote noise abatement.

Aspect “Compliance”:**Status:** ●

Compliance is part of our environmental management at Frankfurt Airport and this is validated in conformity with the EMAS European Eco-Audit Directive (Eco-Management and Audit Scheme). Our airport was the second in Germany to open its doors to the critical scrutiny of independent experts in 1999 – and this validation has been repeated each year. Since 2002, we have also received certification under the international environmental standard ISO 14001. Compliance also forms part of the environmental management systems implemented at the Group airports where we have a majority shareholding. The Antalya and Lima sites are also validated in conformity with ISO 14001.

For more information see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>.

Aspect “Transport”:**Status:** ●

Links with other carriers – also known as intermodality – generates additional traffic volume in competition with competing airports: The link to the high-speed rail network increases the catchment area 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, which 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 opened to the national and international long-distance rail network. The share of ICE traffic of total traffic for the passengers traveling to and from the airport rose by 3 percent in 1999 to 16.1 percent in 2014. In 2014, 31.1 percent of originating passengers used rail transport to travel to and from the airport (metropolitan railway, regional trains, regional express, ICE, IC, long-distance trains). If buses are included, the share was 36.8 percent in 2014, whereas this was only 23.6 percent 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 [Indicators](#), page 16 et seq.

Aspect “Intermodality”:**Status:** ●

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 2014, 31.1 percent of all originating passengers used the train to travel to and from the airport. If buses are also included, the share was 36.8 percent. The challenge is to retain this value despite the growing number of passengers. Fraport employees are motivated to use public transport with the Job Ticket provided free of charge. This package was taken up by around 33.4 percent of the workforce in 2014.

We are also optimizing the airfreight logistics chain at Cargo City from ecological and commercial perspectives. Handling the traffic volumes in and around the airport efficiently with minimum environmental impact means that all processes need to be increasingly coordinated between all the players involved – 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 everyday operation was started up at the beginning of 2012 (see Environmental Statement 2011, page 23 et seqq. at http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications_expandables_containe_items_expandable_item_1).

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 [“Indicators”](#), page 16 et seqq.

Overall:**Status:** ●

The success of our company is measured by a number of factors including how we comply with our environmental responsibility in the air traffic industry. This is why protecting the environment and the environmental compatibility of our activities are top priorities for us. 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 the operation of the airport. The Executive Board of Fraport AG adopted an Environmental Policy for the entire Group in spring 2008. This policy is based on the principles of the UN Global Compact. The policy commits Fraport to take an environmental approach in conducting its business activities at all the sites it operates. Fraport AG strives to protect the environment and guarantee safe and healthy working conditions for its employees. Our environmental management activities guarantee compliance with statutory legislation and regulations. It also fosters continuous progress on all environmental issues. As we strive to meet our responsibilities to the environment, we motivate our employees to take a responsible approach to natural resources at all our sites. Appropriate training measures support their actions. The long track record of experience enjoyed by Frankfurt Airport in environmental protection over many years provides a tangible benefit for all Group sites, for example in the form of training courses and technical support, including assistance on the ground. Our business model fosters a caring approach to environmental problems while also taking account of aspects such as the cost efficiency, economic feasibility, and sustainability of our environmental programs. We work toward developing and disseminating environmental technologies by applying ecological criteria to the selection of products and services. We publish an annual Environmental Statement about our environmental activities and achievements. We make the Environmental Statement accessible to all our employees and other stakeholders.

Our comprehensive system of environmental management focuses on the issues of noise abatement, climate protection and energy efficiency, intermodality, air quality, and conservation of nature and resources with the issues of biodiversity, water consumption, wastewater, soil and groundwater, hazardous goods and hazardous substances, and waste. 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. The regular and comprehensive review expresses our conviction that an airport of our size can only be competitive and successful in the long term if it transforms sustainable environmental policy into reality and make this transparent in the public domain (see [Environmental Statement 2014](http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1) at http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1). For targets and performance see “2014 Compact”, page 25 et seqq.

Aspect “Noise”:**Status:** ●

On its own responsibility, Fraport already introduced noise-related landing and takeoff fees 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 differentiation of noise classes is particularly evident at night because an additional night surcharge is payable for aircraft movements at night. This is even higher in the night core time (11:00 p.m.–4:59 a.m.) than in the marginal nighttime hours (10:00 p.m.–10:59 p.m. and 5:00 a.m.–5:59 a.m.). Additional high charges are intended to form an economic incentive for the deployment of quieter aircraft and to transfer aircraft movements from the nighttime period to the day. On October 30, 2014, the Hessian Ministry of Economics, Energy, Transport, and Regional Development approved the 2015 charge table for Frankfurt Airport. Within the context of the fee agreement concluded with the airlines and valid until 2015, the noise-related takeoff and landing fees were raised by an average of 3.2 percent. Particularly loud aircraft were thus subject to an above-average charge. For them, the fees rose by 8 percent, while those for the quietest aircraft only rose by 2.7 percent.

Already before the new Runway Northwest came into operation, flight procedures for reducing noise were being tested. The procedures had been developed by a group of experts, made up of representatives from the local communities, aviation companies, air traffic control, the airport (Fraport AG), politicians and academics, based in Forum Airport and Region (FFR). The aim of active noise abatement is to reduce the noise directly at the source. The action plan comprises 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” (<http://www.fraport.com/en/sustainability/aircraft-noise-infoservice/active-noise-abatement.html>). Fraport took responsibility for the development and implementation of the measures “Dedicated Runway Operations – DROps” and “raising the approach angle by 0.2 degrees” within the scope of continuous cooperation in the expert committee. The DROps procedure envisages bundling of takeoffs on defined takeoff runways or departure routes depending on the direction of operations. The overall objective is to create selective noise breaks and achieve a reduction in the noise nuisance to people living near the airport. The procedures were alternated with DROps being used on uneven dates and the conventional operating concept being used on even dates. DROps has been in regular operation during the period between 5 and 6 a.m. since June 28, 2013. Raising the approach angle by 0.2 degrees compared with the previous angle increases the distance above the residential areas on the approach to the Runway Northwest. Fraport AG has equipped the Runway Northwest with two

instrument landing systems for the approach angle 3.0 and 3.2 degrees. On approaches with a tailwind and poor weather conditions, the previous angle of 3.0 degrees should initially be retained. The trial operation started in October 2012. The results of the test operation were successful, and so the German Federal Ministry for Transport and Digital Infrastructure (BMVI) has now approved regular operation on Runway Northwest for an unlimited period of time. Analyses by the German Aerospace Centre (DLR) at a total of seven noise measuring stations of Fraport AG and by the Environment and Neighborhood House (Umwelt- und Nachbarschaftshaus, UNH) showed a reduction in the maximum noise level of 0.5–1.5 dB (A), depending on the position of the measuring station and the aircraft type. The values were determined across the whole test operation.

From October 2012 to December 2014, there were around 145,000 landings on Runway Northwest with a sharper glide slope. These made up 71 percent of all landings. During this time there was neither an increased number of overshoot procedures nor delays to incoming aircraft. Capital expenditure for the additional instrument landing systems (ILS) and the relocation of the glide path transmitters amounted to 3.2 million euros. Annual operating costs amount to around 300,000 euros per year.

Further measures from the list of measures for active noise abatement became routine operation in December 2014, such as relocating the turning areas to ease the strain on Offenbach and Mainz.

Active noise abatement is supplemented by measures of passive noise abatement. On the basis of the Act for Protection against Aircraft Noise, the Hesse State Government enacted a Noise Abatement Zone Directive for Frankfurt Airport. This defines noise abatement zones. Furthermore, a comprehensive Regional Fund totaling some 265 million euros 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 people entitled to reimbursement to submit their claims now rather than in 2016 (statutory date for claims). The budget is provided by the State of Hesse and by Fraport.

As part of the Casa Program, Fraport AG is purchasing residential properties over which aircraft fly at a particularly low level, i.e. less than 350 meters, or is paying the owners compensation. The purchase price of the properties is set by independent experts based on the circumstances before the airport expansion. The alternative compensation depends on the location of the property and its distance from the core area affected by low flying aircraft. The application deadline for the CASA property purchase program voluntarily offered by Fraport was October 31, 2014. Up to then, 250 residential properties had been purchased as part of the CASA Program and 266 compensation payments had been made. The volume of measures in the CASA Program amounts to around 100 million euros.

We have been measuring aircraft noise around the airport for exactly 50 years. Fraport currently maintains 28 measuring stations and three mobile measuring stations. The results of aircraft noise measurement and further information about flight operations, such as route configuration or the use of the relevant operating direction of the takeoff and landing runways, are published on the Internet at www.fraport.com. The measurement results also form the basis for calculating the noise-based charges to create incentives to use modern and quieter aircraft in Frankfurt.

The new FRA Map application enables users to create an individual image of the local aircraft situation based on calculated values. The interactive card gives access to information on all relevant topics and focuses specifically on the people affected since they can enter their home address.

On December 17, 2014, Fraport published the latest noise abatement report on the recent summer flight plan period 2014. This details the development of aircraft noise pollution in the region and presents the progress in noise abatement at Frankfurt Airport. In the recent summer flight plan period 2014, the number of aircraft movements totaled around one percent less than the previous year's figure. With a concomitant rise in passenger numbers, this demonstrates the trend toward using larger, more modern, and thus quieter aircraft types such as the A380, B747-800, or B777. The share of these aircraft types at Frankfurt Airport continues to grow. A reduction in continuous noise levels can be seen at night at the measuring stations in the east. This is mainly due to the previously addressed fleet modernization program. Current noise levels are below the forecasted values for the expansion.

Fraport AG is supporting the NORAH Noise Impact Study initiated by the Environment and Neighborhood House (UNH) and given academic support by the Darmstadt Eco Institute. The NORAH Noise Impact Study (Noise-Related Annoyance, Cognition, and Health) aims to provide a maximally representative and evidence-based description of the impacts of noise from air, rail, and road transport on the health and quality of life of residents. The results published for the first time in the fall of 2014 describe the effects of aircraft noise on the quality of life and the mental development of elementary school children. Surveys were conducted in elementary schools near our airport. The focus was on the impact of aircraft noise on the reading performance and language capabilities of elementary school children. The results showed that the effect of aircraft noise on children's reading ability is measurable, but relatively low overall. Other factors have a significantly more marked effect, such as socio-economic factors or educational conditions. The study also shows that aircraft noise has no effect on the manifestation of basic skills, such as the understanding of words. Fraport is now using the results obtained to jointly assess with all participants how they can be used to target the further alignment of the noise abatement program.

Further information on noise abatement is included in the report "2014 Compact", page 24 et seqq. and in the Sustainability Program, page 54 et seqq.

EN1 Materials used

KI Status: ●

Fraport is a service provider and not a manufacturing company. The consumables used are entered under AO6 Aircraft and pavement deicing/anti-icing fluid. See Indicators, [AO6 Aircraft and pavement deicing/anti-icing fluid](#), page 16.

Our objective is to reduce the amount of hazardous substances used at the Frankfurt site. A product evaluation procedure was established in 1990. This procedure is used to check whether the relevant hazardous substance can be replaced by a less harmful substance. An assessment is also carried out to see whether the relevant operational process can be discontinued or modified. This product evaluation is also carried out by Fraport AG for other companies at the airport, for example, cleaning companies.

Our objective by 2015 is to reduce the paper consumption for each employee at the Fraport parent company by 25 percent compared with 2009. We have developed a central printer concept with central print points to this end, most printers at individual workstations have been discontinued. In September 2012, the preset print option was converted from single-page to printing on both sides. The savings in paper consumption for each employee at Fraport AG accumulated over five years amounted to around 28 percent at the end of 2013. This meant that we had already achieved our ambitious target in advance of the specified date. The percentage of recycled paper in the total amount of copy paper was 99 percent.

EN2 Recycled input materials

KI Status: ●

Fraport is a service provider and not a manufacturing company. The materials include no recycling materials. No recycled consumables are currently supplied which would be useful from Fraport.

Aspect: Energy

EN3 Direct energy consumption

KI Status: ●

See [EN3 Direct energy consumption](#), page 9.

EN4 Indirect energy consumption

KI Status: ●

See [EN4 Indirect energy consumption](#), page 10.

The product offered by Fraport is a service which is quantified in terms of traffic units. One traffic unit is either a passenger with baggage or 100 kg of airfreight or 100 kg of mail. Expressed in simple terms, the product relates to the conveyance from landside to airside. The purchased energy is used to provide the service.

EN5 Energy saved

KI Status: ●

See “2014 Compact”, page 58 et seqq., [Indicators](#), page 10 EN5 Energy saved due to conservation and efficiency improvements and [Environmental Statement 2014](#), Environmental aspect greenhouse gases, page 15 et seqq. http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1.

EN6 Initiatives to provide energy-efficient or renewable energy based products

SI Status: ●

Significant measures to improve energy efficiency: Energy savings for the existing portfolio of buildings and infrastructure, efficient energy use in new buildings, and reduction of energy consumption in the company’s vehicle fleet (see “2014 Compact”, page 58 et seqq. and [Environmental Statement 2014](#), Environmental aspect greenhouse gases, page 15 et seqq. http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1). The absolute amount of energy saved under “EN5 Energy saved due to conservation and efficiency improvements”, page 10, should continue to be taken into account.

EN7 Initiatives to reduce indirect energy consumption

SI Status: ●

Since fall 2013, Fraport has gradually been introducing CO₂ 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 CO₂ targets are being attained and to identify irregularities an early stage. At the same time, CO₂ 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 fuel for 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. This results in optimization of life-cycle costs and hence energy savings in the early phases of planning. The absolute amount of energy saved under “EN5 Energy saved due to conservation and efficiency improvements”, page 10, should continue to be taken into account.

The strategic networking of the airport with other carriers, also called intermodality, has a long track record at Fraport extending back to the 1970s. In 2014, for example, 31.1 percent of all passengers used the train (ICE, long-distance, and regional trains, or metropolitan railway) to travel to and from the airport. If all public transport is included, the share was 36.8 percent. The environmental program of Fraport AG in 2008 projected a target value of 38.9 percent for the year 2020. The challenge is to retain this value despite the growing number of passengers. Fraport is working together with German Rail (DB) and Deutsche Lufthansa AG to maintain the target that has been set, with measures such as integrated travel packages and inclusion of air traffic in the network planning of German Rail. Fraport employees are motivated to use public transport with the Job Ticket provided free of charge. This package was taken up by 33.4 percent of the workforce in 2014. 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 airfreight logistics chain at Cargo City from ecological and commercial perspectives and transfer of the airfreight feeder service from road to rail is also a priority. In the last few years, we have worked on or initiated various projects in this regard, such as the establishment of Air Cargo Community Frankfurt e.V. and the introduction of the IT platform Fair@Link (project developer: Dakosy AG, Hamburg). Rules of cooperation have been defined and established on this basis, which should result in freight flow and return being more coordinated and thus smoother than before, and the ability to avoid congestion.

Aspect: Water

EN8 Total water withdrawal

KI Status: ●

See [EN8 Total water withdrawal](#), page 11.

AO4 Quality of storm water

KI Status: ●

See [AO4 Quality of storm water](#), page 11.

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

Aspect: Biodiversity

EN11 Location in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas

KI Status: ●

A total area of owned land amounting to 22.96 square kilometers and an operational area of 18.17 square kilometers 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. Ecologically 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 takeoff and landing 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 with “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.

Precise details can be found under [EN11 Location in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas](#), page 12.

EN12 Impacts on biodiversity

KI Status: ●

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](#)” http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables__containe__items__expandable_item).

EN13 Habitats protected or restored

SI Status: ●

When construction work is carried out at the airport, the objective is to exert minimum impact on the natural environment and the landscape. However, if areas of land have to be developed, mitigation measures are necessary. However, with the extensive and comprehensive ecological measures more than simple compensation is achieved (see “[List of areas with measures](#)” http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables__containe__items__expandable_item). Regular monitoring of fauna and flora is a constituent element of the plan approval notice and it outsourced to an external agency.

You will find further information (e.g. on restoration measures) in the PDF “[Biodiversity strategy](#)” (see “[Biodiversity strategy](#)” http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables__containe__items__expandable_item).

See “[Biodiversity](#)” on our website at http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables__containe__items__expandable_item and “[Environmental Fund](#)” at <http://www.fraport.com/en/sustainability/social-responsibility-ii/voluntary-commitments.html>.

EN14 Strategies for managing impacts on biodiversity

SI Status: ●

Our business activities and natural biodiversity can be harmonized. Areas that are close to nature and their inherent biodiversity are preserved and promoted 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 promote 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 percent 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) [[link to “http://www.hgon.de/vor-ort/hgon-vor-ort/unsere-arbeitskreise/frankfurt-am-main/”](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 “[Fraport Diversity Strategy](#)” presented here explains our principles on this important and complex matter. It also documents diversity projects at the airport and in the region which we are carrying out ourselves or funding with financial support. International agreements for protection of biodiversity, such as the Convention on Biological Diversity (CBD), European directives, such as the Fauna-Flora Habitat Directive, and the Bird Protection Directive, and national legislation, such as the Federal Nature Protection Act are important foundations in conjunction with the actions taken in our valuable areas of nature.

You will find further information in the PDF “Biodiversity strategy” (see “Biodiversity strategy” http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item).

Also see “Biodiversity” on our website at <http://www.fraport.com/en/sustainability/environment/conservation-of-natural-resources.html> and “Environmental Fund” at <http://www.fraport.com/en/sustainability/social-responsibility-ii/voluntary-commitments.html>.

EN15 Red List species and national conservation list species

SI Status: ●

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 in nature conservation areas accessible to the general public does not occur here.

The Group airports outside 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.

Aspect: Emissions, Sewage Water, and Waste

EN16 Greenhouse gas emissions

KI Status: ●

See EN16 Greenhouse gas emissions, page 13.

EN17 Other relevant indirect greenhouse gas emissions

KI Status: ●

See EN17 Other greenhouse gas emissions, page 13.

Air traffic in the landing and takeoff cycle up to an altitude of 3,000 ft. generates the greatest emissions (around 960 thousand t CO₂). This is followed by the transport of originating passengers to and from the airport (around 250 thousand t CO₂), the energy consumption by infrastructure and vehicles operated by third parties at the site (approximately 180 thousand t), and finally by the business journeys carried out by staff members at Fraport AG (approximately 1 thousand t CO₂). The airport charges based on NO_x emissions also exert 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 transferred from private transport and short-haul flights to rail travel. Marketing by a Fraport subsidiary and selective stakeholder engagement exert an impact of the CO₂ emissions of third parties. Business trips are essentially necessary through air travel to our subsidiary companies.

In addition, scope 3 CO₂ emissions are also calculated for the Group subsidiaries. Fraport AG and Antalya participate in the ACI’s Airport Carbon Accreditation program. Further information can be found in the Environmental Statement 2014, Environmental aspect greenhouse gases, page 15 et seqq. (see http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1) or for Antalya Airport at Airport Carbon Footprint Verification – Level 3 Renewal, http://www.aytport.com/reports/ICF_Verification_Level3_Renewal_Application.pdf

Relevant information for the other Group sites cannot yet be provided.

EN18 Initiatives to reduce greenhouse gas emissions

KI Status: ●

Climate protection is one of the most important challenges for the airtraffic industry. As an airport operator, we support the four-pillar strategy of the airtraffic 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 dependent on noise and emissions (see “2014 Compact”, page 58 et seqq.).

Climate and environmental protection is identified as one of the areas of action highlighted in the Materiality Matrix as a top priority for Fraport (see “2014 Compact”, page 16 et seqq.).

Furthermore, Fraport supports a number of industry-wide initiatives which are directed toward reducing CO₂ 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 advantage for passengers and the environment: shorter flight times and reduced emissions. The targets of SESAR to 2020, set in 2005, comprise increasing capacities threefold, reducing CO₂ emissions per flight by 10 percent, increasing safety tenfold, and reducing air safety costs by half (<http://www.sesarju.eu/>).

As a member of the Air Transport Action Group (ATAG) through ACI, the global association of companies involved in air traffic, Fraport supports their targets: reduction of CO₂ by 1.5 percent per year by 2020 and carbon-neutral growth until 2050. This means a 50 percent reduction in CO₂ emissions in the year 2050 compared with 2005 throughout the sector (<http://www.atag.org/>). In 2010, the International Civil Aviation Organization (ICAO) passed a resolution for an improvement in fuel efficiency of 2 percent per year for the airlines until 2050. A further resolution was also passed with the objective of carbon-neutral growth from 2020. The environmental organization of ICAO, the Committee on Aviation Environmental Protection (CAEP), has also been given the task of proposing a global CO₂ standard for aircraft certification by 2013 (<http://www.icao.int/>).

Fraport participates in Airport Carbon Accreditation, an ACI program with the objective of making the maximum number of European airports carbon-neutral. 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. Stakeholder engagement is a key element of this stage. Our investment, Antalya Airport, has also reached Level 3. This was confirmed again for 2014 and 2015. Fraport also contributes its climate reporting externally to the "Carbon Disclosure Project" (CDP) (www.cdp.net), the world's leading climate reporting initiative in the financial industry. This index analyzes companies and their strategies on climate change and CO₂ reporting. Since 2006, Fraport has been participating in the CDP and it was listed for the fifth time in succession in the Climate Disclosure Leadership Index (CDLI). This index lists the best ten percent of the participating companies. Fraport is one of two companies from the "Transportation" sector to be listed in this index.

See also [EN5 Energy savings](#), page 10.

EN19 Emissions of ozone-depleting substances by weight

KI Status: ●

Ozone-depleting substances are not produced or exported in the Fraport Group. The main application is in the cooling units of air-conditioning systems where the materials are located in a closed system. When maintenance work has to be carried out, the coolants are collected and disposed of as waste. No intentional discharge of the materials occurs. Occasional losses due to leaks cannot be excluded, but the amount of material involved cannot be reported.

EN20 NO_x, SO_x, and other significant air emissions

KI Status: ●

Fraport AG emits approximately the following amounts each year

NO_x: 264 tons

Benzene: 0.4 tons

PM10: 9.3 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.

For further information see [EN20 NO_x, SO_x, and other significant air emissions](#), page 14.

EN21 Total water discharge

KI Status: ●

See [EN21 Water discharge](#), page 14.

Processed water is not produced at Fraport AG.

EN22 Waste by type and disposal method

KI Status: ●

See [EN22 Waste by disposal method](#), page 14.

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

EN23 Significant spills

KI Status: ●

See [EN23 Significant spills](#), page 15.

AO5 Air quality

KI Status: ●

See [AO5 Air quality](#), page 15.

AO6 Aircraft and pavement de-icing/anti-icing fluid

KI Status: ●

See [AO6 Aircraft and pavement deicing/anti-icing fluid](#), page 16.

The aircraft and pavement deicing/anti-icing fluid used by Fraport is treated in water treatment plants.

EN26 Initiatives to mitigate environmental impacts

KI Status: ●

Our commitment to environmental protection and environmental compatibility is directed toward preserving the conditions necessary for living in our natural environment. The focus of our actions relates to measures for avoiding, reducing, and mitigating the environmental impacts that arise or could arise as a result of the operation of the airport. The content focuses of our environmental management are in the areas of noise abatement, climate protection, and biodiversity. We have defined strategic targets to achieve these aims in our Sustainability Program (see “[2014 Compact](#)” -> Sustainability Program -> Areas of action “Environment” and “Company”, page 25 et seqq. and page 28 et seqq.) and we pursue these targets by implementing various measures, for example, for climate protection (see “[2014 Compact](#)”, page 58 et seqq.), with our biodiversity strategy and within the framework of our global environmental management. We are also continuing our efforts on noise abatement (see “[2014 Compact](#)”, page 24 et seqq. and <http://www.fraport.com/en/sustainability/aircraft-noise-infoservice/active-noise-abatement.html>).

Since the end of 2013, there has been a return system for bottles and tins with refundable deposit in both terminals. Following a successful test run, a total of 25 returnables machines came onstream. The amount for the deposit is donated to four charitable institutions. The individual decides which organization benefits from the deposit. People returning bottles can, for example, decide between the international environmental organization World Wide Fund For Nature (WWF) and the German aid organization Wings of Help. Anyone who wants to give the region a helping hand can either donate their deposit to round-table organization Frankfurter Tafel or the Franziskustreff shelter for the homeless.

EN27 Packaging materials

KI Status: ●

During the course of its regular business activities, Fraport does not sell any “products” where the packaging could or would have to be reclaimed.

EN28 Fines and sanctions for non-compliance with environmental laws and regulations

KI Status: ●

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

Aspect: Transport

EN29 Environmental impacts of transporting

SI Status: ●

The strategic networking of the airport with other carriers, also called intermodality, has a long track record at Fraport extending back to the 1970s (see Environmental Statement 2014, Environmental aspect Traffic, page 24 et seqq. http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item_1).

A list of indicators is provided under “Indicators -> Environment -> EN29 Significant environmental impacts of transport and traffic”, page 16.

The CO₂ emissions caused by traffic on the airport complex are reported for the Fraport parent company and the Group under “EN16 Greenhouse gas emissions”, page 13. The emissions of air pollutants are found under “EN20 NO_x, SO_x, and other significant air emissions”, page 14.

EN30 Total environmental protection expenditures and capital expenditures

SI Status: ●

Data for the total expenditures and capital expenditures for environmental protection cannot yet be currently collected satisfactorily because no method of calculation is available for capital expenditure projects which separates the exclusive costs for environmental protection expenditure from the total costs.

AO7 Number and percentage change of people residing in areas affected by noise

KI Status: ●

See AO7 Number and percentage change in the number of people residing in areas affected by noise, page 17.

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.

Social Performance Indicators

Aspect: Labor Practices and Decent Work

Management Approach LA

Targets and performance:

We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the areas of action “Appeal as an employer”, “Employee Development”, and “Diversity and equal opportunities” (see “2014 Compact”, page 20 et seq.).

Policy:

Pursuant to responsible corporate governance, we have made a commitment to compliance 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 these principles even more firmly within the company. These two codes commit employees and suppliers to compliance with these fundamental principles. The Fraport Policy forms the overarching structure for all commitments and the codes of the Group based on specific thematic areas (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>).

Responsibility:

The highest level in the organization which bears responsibility for employee aspects is the Executive Director Labor Relations.

Training courses and awareness measures:

We are continuously developing 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 plays an important role here. This is why Fraport carries out regular training on occupational safety. In 2013, road safety training commenced for employees working on the apron to avoid specific accident risks. Another event organized for this group of people was the lightning protection seminars. In these, employees learned about electrostatic discharge, weather-related risks, and appropriate protective measures. The Annual Meeting for Safety Officers in 2014 focused on the issue of “fitness and health”. In the context of a safety day, the first-year apprentices at Fraport AG were trained in the subject of health and safety at work. Key topics included ergonomics and correct methods of lifting and carrying.

Monitoring and tracking:

We have made a commitment at all Group sites to compliance with internationally recognized codes of conduct – the principles of the UN Global Compact, the OECD principles, and the ILO core labor standards. We use numerous management systems to ensure responsible corporate governance in our business processes. These include environmental, health and safety, and quality management systems. In order to identify effectiveness and any potential areas of improvement, the quality management system was successfully awarded certification under the international standard ISO 9001 in 1996. From 2000, this certification also extended to Group companies and investments and a certification group was formed under ISO 9001. Quality management aims to ensure the high quality and continuous improvement of all key processes. Knowledge of the processes carried out in the company, their effectiveness, efficiency, and how they interact are essential for the company’s long-term success. Regular internal audits are carried out in order to maintain the high level of process quality and to improve this together with those responsible (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>).

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 (see *Annual Report 2014*, page 76 et seq. at <http://www.fraport.com/en/investor-relations/events-und-publications/publications.html>).

KI Key indicator **SI** Supplementary indicator

● fully covered ● partially covered ● no information ◆ not relevant to Fraport

Aspect “Employment”:**Status:** ●

Fraport is one of the biggest employers in the Frankfurt/Rhine-Main Region. Fraport AG also operates 14 airports on four continents in the form of majority and minority shareholdings, as well as under management contracts (see “2014 Compact”, page 66 et seqq.). As a company operating on the global stage, we are committed to the values and standards of conduct 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 on all employees of Fraport AG. At the beginning of 2013, it came into force in the parent company and will gradually be introduced throughout the Group (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>).

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

Aspect “Labor/management relations”:**Status:** ●

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 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 payscale agreements, career and personal development options, and a highly developed corporate ethic defining the management style.

The operations of Fraport AG and its subsidiary companies are primarily carried out with the companies’ own employees. 99 percent 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 checkpoints, 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.

Aspect “Occupational health and safety”:**Status:** ●

Fraport has defined the objective of looking after the physical, emotional, and psychosocial well-being of its employees by a range of comprehensive measures directed toward promoting preventive health and safety over the long term. Another function relates to developing holistic health concepts that are tailored to the specific needs of an aging workforce (see report “2014 Compact”, page 46 and <http://www.fraport.com/en/sustainability/employees/occupational-health-and-safety.html>).

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

Occupational noise and hazardous substances are defined as significant health and safety risks for all employees at Frankfurt Airport. Various noise events are recorded and weighted against time in order to assess the noise exposure of employees. Apart from the background noise, which is especially present during the continuous handling at the position, noise is mainly analyzed where it directly impacts 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 then identifies the extent to which measures are required to reduce the noise pollution. The T-O-P hierarchy of measures is used to implement the measures. This means that application of technical and organizational measures takes precedence over personnel measures.

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 data sheets) have been revised and adjusted to the statutory regulations. In 2014, the “Job Safety unit” carried out product assessments for approximately 140 chemicals. A number of chemicals were rejected because they had a carcinogenic effect, were harmful to the environment, or could trigger allergies. They were replaced by materials and products that did not have the hazardous properties. The assessments were based on the latest EC and occupational safety regulations.

Construction sites continue to harbor high accident risks. For this reason, contractors and the companies involved are still required to be fully alert to employee safety measures. The Job 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 Job Safety unit monitor compliance with these regulations.

Again in 2014, staff in the Job Safety unit performed a wide range of advisory services. In addition to supporting many small and medium-sized construction projects, their support for the project to construct the new Terminal 3 was a key focus. The design of facilities to carry out servicing and maintenance activities in particular 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 in the past in this respect. Established networking activities have also been successfully continued over the past few years. A large in-house trade fair took place in the spring in this context. A number of external exhibitors took up the invitation from the Job Safety unit and took the opportunity to showcase their products and services. In the second half of the year, an event was held with presentations and demonstrations on accident events, focusing on the topic of ladders and scaffolding.

The accident figures show that our work is setting us on the right course. For this reason, we will continue down the same path 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 training courses for driving as well as “refresher” courses for drivers who have infringed the 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 Infection Protection 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 safety is also clearly defined in connection with temporary staff. They have an equal priority alongside permanent employees when it comes to occupational safety and they pass through a professional induction phase at Fraport.

Fraport does not carry out any activities at airports in environments which are subject to explosions.

Aspect “Training and education”:

Status: ●

See report “2014 Compact”, page 46 et seqq. and <http://www.fraport.com/en/careers/working-at-fraport/personnel-development.html>.

Aspect “Diversity and equal opportunity”:

Status: ●

As a cosmopolitan company with an international perspective, Fraport is well aware of 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 each other. The Group company agreement “Conduct of Partnership, Diversity, and Equality at the Workplace” formed the platform for defined key principles such as freedom from discrimination and equal opportunities. For further information see report “2014 Compact”, page 48 et seqq. and <http://www.fraport.com/en/careers/working-at-fraport/diversity.html>.

In 2014, we also took numerous measures to further develop diversity management, including the following:

- > Fraport participated in the second German Diversity Day with an in-house diversity trade fair in which the six diversity dimensions were brought to life. An LGBT (lesbian, gay, bisexual, transgender) network, Rainbow at Fraport, was established.
- > In the “Women on the Up” workshop, women could exchange views on the subject of development, leadership, and specialist careers.
- > The target agreement “more women in leadership” was revised.
- > On International World Aids Day (December 1), the Rainbow network began a fundraising campaign at Frankfurt Airport together with other LGBT networks.

Societal changes have also led to changes in role models and thus also to a greater employment of women in careers that were formerly male-dominated. At the same time, demographic changes require us to look beyond today’s norms when seeking potential talent. The aim of the project “Women in Ops” is to integrate more women in future into traditionally male-dominated operational careers in ground handling services. After women were employed in the Freight Transport Unit in 2013, the first women in baggage handling followed in 2014.

Aspect “Equal remuneration for women and men”:**Status:** ●

In accordance with the collective 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. 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 beginning of 2014 that the company had made equal pay a key strategic issue and that it acted as a role model.

LA1 Total workforce**KI Status:** ●

See [LA1 Total workforce](#), page 18 et seq.

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

LA2 Employee turnover**KI Status:** ●

See [LA2 Employee turnover](#), page 20 et seq.

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

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

LA15 Return to work after parental leave**KI Status:** ●

See [LA15 Return to work after parental leave](#), page 22.

Presentation of the indicators for the Group is currently not possible due to differing legal systems. It is not possible to collect data for the number of employees who were still employed at Fraport AG twelve months after the end of their parental leave. We would like to address this issue over the medium term.

LA4 Employees covered by collective bargaining agreements**KI Status:** ●

In the Fraport Group, more than 99 percent of all employees are employed and paid under collective agreements. The remaining one percent comprises the staff of smaller Group companies that are not subject to collective agreements. However, they mainly consist of senior managers and employees not covered by collective agreements.

LA5 Minimum notice period(s) regarding significant operational changes**KI Status:** ●

Fraport works closely together with the employees’ 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 was not defined in detail or restricted within the framework of the collective agreements. A notification obligation of three months is standard business practice.

42 meetings of the Works Council at the parent company were held in 2014, while the Group Works Council came together for ten ordinary meetings during the course of the year. Just as in Frankfurt, Fraport also ensures that employees have the basic right of freedom of association and the right to collective bargaining pay scale 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.

LA6 Percentage of employees in job safety committees**SI Status:** ●

An overview of the percentage of employees represented in job safety committees is provided in [LA6 Percentage of employees in job safety committees](#), page 22.

The employees at Fraport AG have an opportunity to contribute to company processes in the area of work and traffic safety. Fraport has a system of committees in Frankfurt dealing with the areas of action job safety and traffic safety. Appointments to some of these committees have equal employee and employer representation.

The Job Safety Committee (JSC) deals with operational issues relating to job safety in the parent company. The permanent members of the committee include representatives from the committee for disabled employees 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 for specialist technical departments and experts from the affected areas are sought on defined technical issues in specific instances relating to job safety, health promotion, and environmental protection. In 2014, the committee met four times under the chairmanship of the Executive Director Labor Relations.

In 2012, the Group Job Safety Committee (G-JSC) was also introduced at Group level. The function of the committee is to make fundamental decisions on standardizing processes in job safety and health promotion. One of the tasks of the committee was to develop the overarching job safety goals in 2014 for the Group. Permanent members include the Senior Safety Expert, the Senior Company Medical Officer, the Group Disabled Employees Representative, and the Group Works Council, as well as all executive managers from the majority shareholdings at the Frankfurt site. The Executive Managements and Works Council Members of subsidiary companies with particularly high numbers of employees are also represented in the committee as permanent members. In 2014, the Group Job Safety Committee met twice. The Executive Director Labor Relations also chaired these meetings.

Fraport operates the Traffic Safety Committee as a third forum. Unlike the job safety committees, this body has equal employee and employer representation with representatives 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 specialist 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 management.

LA7 Work-related fatalities and absenteeism

K1 Status: ●

Comprehensive measures for preventive occupational and health promotion are intended to avoid work-related physical, mental, and psychosocial problems as far as possible, or at least reduce or compensate for the impacts. Recording, investigating, and evaluating accidents at work is carried out in accordance with the Germany Occupation Safety Act.

A list of occupational diseases and absences can be found under [LA7 Occupational diseases and absences](#), page 23.

A breakdown of the indicators by gender is not yet possible for the Group sites due to technical issues but the aim is to collect these data in future. The same applies to the breakdown of the accidents by causes of injury.

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

LA8 Education and training regarding serious diseases

K1 Status: ●

The top priority of health promotion at Fraport is to promote and retain the health of all employees. With this objective in mind, health management at Fraport AG therefore bundles numerous prevention programs and advice packages (see “[Health management measures](#)” at http://www.fraport.com/en/sustainability/stakeholder-dialog/publications.html#_sustainability_stakeholder-dialog_publications__expandables_containe__items__expandable_item). Our employees not only benefit from regular health checks by the company medical service but also from health injections free of charge and tailor-made prevention programs. They find out about measures providing protection against noise and receive valuable information on issues like ergonomic design of computer workstations. Health promotion also addresses the risks relating to personal lifestyles. Information on a generally healthy lifestyle, health hazards, for example, resulting from HIV/Aids or noroviruses, and programs for giving up smoking is accordingly available.

The packages are available to members of staff at Fraport AG but not to family members and neighbors. Family members of an employee are only entitled to be examined and receive advice if an employee has been posted abroad under examination G 35 (and amended H 35) of an employer’s liability insurance in relation to the selected workplace or place of residence.

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 the measures for protection and prevention are taken through proper organization, provision of appropriate workwear, work safety, and medical examinations.

LA10 Average hours of training per employee

KI Status: ●

See [LA10 Average hours of training per employee](#), page 24.

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

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

LA12 Percentage of employees receiving regular performance and career development reviews

ZI Status: ●

See [LA12 Percentage of employees receiving regular performance and career development reviews](#), page 24.

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

LA13 Composition of employees

KI Status: ●

See [LA13 Composition of employees](#), page 25 et seq.

The data were previously not recorded by employee categories. We would like to address this item over the medium term. Information on the persons in governance bodies based on gender and age groups 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.

LA14 Ratio of basic salary and remuneration of women to men

KI Status: ●

In accordance with the collective 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. 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 that the company had made equal pay a key strategic issue and that it acted as a role model.

Aspect: Human Rights

Management Approach HR

Targets and performance:

We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the areas of action “Diversity and Equal Opportunities” and “Procurement” (see “2014 Compact”, pages 23 and 31).

Policy:

Pursuant to responsible corporate governance, we have made a commitment to compliance 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 these principles even more firmly within the company. These two codes commit employees and suppliers to compliance with these fundamental principles. The Fraport Policy forms the overarching structure for all commitments and the codes of the Group based on specific thematic areas (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>).

Key risks and opportunities/Impact assessment:

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 available to an acceptable level. The risk assessment is carried out taking the impacts of Fraport on the environment (Impact Assessment) into account (see [Annual Report 2014](#), page 75 et seqq. at <http://www.fraport.com/en/investor-relations/events-und-publications/publications.html>).

Responsibility:

The highest level in the organization which bears responsibility for human rights aspects is the Executive Board and its members.

Training courses and awareness measures:

The General Equal Opportunities Act (AGG) forms a platform for our dealings with members of staff. All managers of Level 1–4 and the employees in human resource services receive regular training over the course of the year in relation to this legislation (see <http://www.fraport.com/en/sustainability/sustainability-management/werte-und-kodizes.html> and <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>). Fraport has developed e-learning courses since 2012 with the aim of meeting the increased compliance requirements. Introduction of these courses commenced in February 2013. They are intended to support the positive Fraport culture of values and assist our members of staff in correct conduct. They also serve to inform them about the wide range of topics in the area of compliance.

Monitoring and tracking:

We have made a commitment at all Group sites to compliance with internationally recognized codes of conduct – the principles of the UN Global Compact, the OECD principles, and the ILO core labor standards. We use numerous management systems to ensure responsible corporate governance in our business processes. These include environmental, health and safety, and quality management systems. In order to identify effectiveness and any potential areas of improvement, the quality management system was successfully awarded certification under the international standard ISO 9001 in 1996. From 2000, this certification also extended to Group companies and investments and a certification group was formed under ISO 9001. Quality management aims to ensure the high quality and continuous improvement of all key processes. Knowledge of the processes carried out in the company, their effectiveness, efficiency, and how they interact are essential for the company's long-term success. Regular internal audits are carried out in order to maintain the high level of process quality and to improve this together with those responsible (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>).

Aspect "Investment and procurement practices":**Status:** ●

Significant factors for selection of suppliers include the principles for awarding orders based on Article 97 of the Act against Restraints on Competition (GWB) of the Federal Republic of Germany. When services are put out to tender, Fraport AG 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 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/sustainability/sustainability-management/werte-und-kodizes.html>).

Aspect "Non-discrimination":**Status:** ●

As a cosmopolitan company with an international perspective, Fraport is well aware of 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 each other. The Group company agreement "Conduct of Partnership, Diversity, and Equality at the Workplace" formed the platform for defined key principles such as freedom from discrimination and equal opportunities (see <http://www.fraport.com/en/sustainability/employees/diversity.html>).

Aspect "Freedom of association and collective bargaining":**Status:** ●

Fraport respects the basic right of freedom of association and the right to collective bargaining negotiations 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. Over 99 percent of the employees in the Fraport Group are covered by collective pay agreements.

Aspect "Child labor":**Status:** ●

The Fraport Group rejects any form of forced labor and 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.

Aspect “Prevention of forced and compulsory labor”:**Status:** ●

The fundamental responsibility for combatting human trafficking or smuggling of migrants is with the Federal Police. Fraport provides support here as far as possible, for example by making appropriate video analyses of security-relevant video analyses available. 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.

At the request of the government agencies, various security systems are in place depending on the 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 transfers 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 Use Rules and the ID Card Rules. These include withdrawal of ID cards/access authorizations.

Aspect “Security practices”:**Status:** ●

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

The air security measures in accordance with Article 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. This primarily includes personal and hand baggage checks, and the checks carried out on baggage checked in.

The security obligations of the airport operator related to maintaining security and order on the site of the airport are a prerequisite for guaranteeing unimpeded operation workflows. The entire airport site must satisfy the defined safety standards. These are based on the requirements of the Air Security Act (LuftSiG) and the applicable EU directives 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 zone. These include checking so-called airport deliveries (deliveries of goods into the critical parts which are not used on board aircraft) 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 show the regulatory instructions it is subject to under Article 8 LuftSiG in an aviation security plan. This must be approved by the Hessian Ministry of Economics, Energy, Transport, Urban, and Regional Development as the responsible regulatory authority.

In a task group made up of employees from Data Protection, Product Management, and Video, the departments responsible for managing user requirements, as well as Corporate Security, and with the involvement of the Works Council, Fraport AG has developed and further optimized a role and authorization concept for the deployment of video technology on the entire airport site. The use of Fraport video technology by the authorities is also regulated through this.

The concept provides clear specifications based on the relevant purpose and requirements under data protection legislation to users and internal installers relating to 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 (VB) by the areas deploying this technology. The VB for the strategic business unit “Airsides and Terminal Management, Corporate Safety and Security” (FTU) has been tasked by the Executive Board with the central coordination of video officers from the units. All matters concerning the authorities will also be managed by the FTU VB.

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 the passengers. The systems for processing the 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 administrative system and new access checking systems are used 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 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. Accesses to the system are only permitted for a very limited group of people for a concretely defined function and these accesses are documented so that any misuse is excluded as far as possible but any misuse occurring can also be identified and tracked.

All security staff must be trained in the statutory regulations and be approved by the authorities. In addition, all employees with access to security areas must undertake security awareness training at regular intervals.

Aspect “Indigenous rights”:

Status: ●

Fraport respects the rights of indigenous people. During the reporting period, there were no incidents affecting the rights of indigenous people (see [HR9 Incidents of violations involving rights of indigenous people](#), page 65).

Assessments:

Status: ●

We have made a commitment at all Group sites to compliance with internationally recognized codes of conduct – 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>).

Remediation:

Status: ●

During the reporting period, no complaints were being pursued at Fraport AG or its subsidiaries in relation to human rights which were submitted by formal, organizational complaints mechanisms (see [HR11 Number of grievances related to human rights](#), page 65). For this reason, no improvements had to be made.

HR1 Investment agreements that include clauses incorporating human rights concerns

KI Status: ●

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. Specifically, along with a consortium partner, Fraport was nominated as preferred investor for the 40-year concession to operate 14 Greek regional airports. The deal is expected to be closed in the fall of 2015.

When services are put out to tender, compliance with national and international laws is 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>).

HR2 Suppliers that have undergone human rights screening

KI Status: ●

During the reporting period, no contracts with major suppliers and contractors were rejected on account of human rights aspects or came into being only on the basis of incorporating additional framework conditions.

Contrary to a manufacturing company, Fraport AG has a heterogeneous requirement structure. The needs of Fraport AG range from architectural services, through erection of complete buildings to their repair, from office materials through computer center services, to aircraft tow-tractors. Fraport ensures when putting individual services out to tender that national and international laws and agreements are applied. 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>).

HR3 Total hours of employee training concerning aspects of human rights

KI Status: ●

The objective of the General Equal Opportunities Act (AGG) is to prevent or eliminate any disadvantages being suffered by employees for reasons of race or on account of ethnic origin, gender, religion or beliefs, a disability, on account of age or sexual identity. The managers of levels 1–4 and the employees in human resource services are therefore regularly trained over the course of the year in relation to the General Equal Opportunities Act (AGG). Apprentices and trainees should also be comprehensively informed about the AGG (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>).

A quantitative statement on the hours which are expended overall in relation to training measures relating to guidelines and procedures on human rights aspects and the percentage of trained employees is not currently possible.

HR4 Incidents of discrimination and corrective actions taken

KI Status: ●

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

HR5 Freedom of association and collective bargaining

KI Status: ●

During the reporting period, it is assumed that the rights of employees to exercise freedom of association and collective bargaining are not violated in any business activity and with no major supplier.

In accordance with Fraport's fundamental values of probity, integrity, trustworthiness, responsibility, transparency, loyalty, and fairness, we aspire to act with social, economic, and ecological responsibility in our business dealings. Our Codes of Conduct commit 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>).

HR6 Operations and measures to contribute to the effective abolition of child labor

KI Status: ●

During the reporting period, it is assumed that there is no substantial risk of child labor in any business activity and in 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 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, the OECD principles, and the ILO core labor standards. We are consistently working to integrate the internationally accredited standards in the areas of human rights, work, environmental conservation, and anticorruption within our processes. This is why we decided in 2012 to develop the conduct rules underlying the Values Management System into Codes of Conduct for Employees and Suppliers and to complement them with the additional principles of the US Global Compact. Our Code of Conduct for Suppliers formulated 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. 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 (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>). At the beginning of 2013, these were initially introduced to the German companies of the Fraport Group and they were then gradually rolled out in the majority shareholdings abroad. The Group codes were introduced as a dedicated code for each subsidiary company of Fraport AG. Existing conditions and regulatory documents were incorporated if possible.

HR7 Operations and measures to contribute to the elimination of all forms of forced or compulsory labor

KI Status: ●

During the reporting period, it is assumed that there is no substantial risk of forced labor in any business activity and in any major supplier.

The Fraport Group categorically rejects any form of forced or compulsory labor and has made a commitment to compliance with the most important internationally recognized codes of conduct to promote corporate governance – the principles of the UN Global Compact, the OECD principles, and the ILO core labor standards. We are consistently working to integrate the internationally accredited standards in the areas of human rights, work, environmental conservation, and anticorruption within our processes. This is why we decided in 2012 to develop the conduct rules underlying the Values Management System into Codes of Conduct for Employees and Suppliers and to complement them with the additional principles of the US Global Compact. Our Code of Conduct for Suppliers formulated 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. 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 (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/compliance-values-management.html>). At the beginning of 2013, these were initially introduced to the German companies of the Fraport Group and they were then gradually rolled out in the majority shareholdings abroad. The Group codes were introduced as a dedicated code for each subsidiary company of Fraport AG. Existing conditions and regulatory documents were incorporated if possible.

HR9 Incidents of violations involving rights of indigenous people

SI Status: ●

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

HR10 Operations that have been subject to human rights reviews

KI Status: ●

The total number of investment companies 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>).

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

HR11 Number of grievances related to human rights

KI Status: ●

During the reporting period, no grievances related to human rights were made against Fraport AG and the investment companies which were submitted through formal, organizational grievance mechanisms.

Aspect: Community

Management Approach SO

Targets and performance:

We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the areas of action “Noise abatement”, “Air quality”, “Compliance/Governance”, and “Regional engagement”. See report “2014 Compact”, page 17 et seqq.

Policy:

The material field of action here is noise abatement, see report “2014 Compact”, page 54 et seqq. and <http://www.fraport.com/en/sustainability/aircraft-noise-infoservice/active-noise-abatement.html>.

Responsibility:

The highest level in the organization which bears responsibility for community aspects is the Executive Board and its members.

Training courses and awareness measures:

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

Monitoring and tracking:

A material area of action is noise abatement. For more information on aircraft noise monitoring see <http://www.fraport.com/en/sustainability/aircraft-noise-infoservice/active-noise-abatement.html> and report “2014 Compact”, page 54 et seqq.

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 available to an acceptable level (see *Annual Report 2014*, page 75 et seqq. at <http://www.fraport.com/en/investor-relations/events-und-publications/publications.html>).

Aspect “Local communities”:

Status: ●

With around 60 million passengers each year and 21,000 employees, Fraport AG operates a leading international air-traffic hub in Frankfurt and therefore makes a major contribution to the economic power and prosperity of Germany and the Frankfurt/Rhine-Main Region. Fraport Airport is Germany’s biggest workplace with around 78,000 employees (as at 2012) and it creates employment opportunities for many thousands of additional jobs in the region. At the same time, aircraft noise negatively impacts on the people who live near the airport. Both positive and negative aspects provide the reasons for our significant social responsibility (for more information see report “2014 Compact”, page 54 et seqq. and 62 et seqq., and <http://www.fraport.com/en/sustainability/social-responsibility-ii/voluntary-commitments.html> and <http://www.fraport.com/en/sustainability/aircraft-noise-infoservice/active-noise-abatement.html>).

Aspect “Corruption”:

Status: ●

Fraport has been operating a web-based compliance system based on prevention for ten years. The initial emphasis here was a focus on anticorruption as a result of the expansion of the airport.

An organizational structure with new content was only developed in 2012 as a consequence of the much more broadly based development into a comprehensive compliance and risk management system. The content focus in 2014 was the adoption of the Group policy on the compliance management system, the revision of the set of policies, the development and implementation of three e-learning modules, and a broad training program for insider training. The preventive nature of the existing compliance, values, and risk management approach was mainly directed toward strengthening the compliance culture of our company and ensuring proper governance.

Fraport has implemented a whistle-blower system at many of its sites. This is an important tool for identifying or uncovering breaches in codes. In 2009, Fraport introduced the electronic whistle-blower system BKMS® (see <https://www.bkms-system.net/bkwebanon/report/clientInfo?cin=6fra1&language=eng>) in the parent company. Fraport employees, business partners, and customers have the opportunity to submit confidential reports about irregularities around the clock using an Internet-based communication platform. Access to the system is provided through the Fraport website. 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 whistle-blower system was implemented at our Group subsidiary Fraport Twin Star Airport Management AD in 2009, 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. You will find additional information on the whistle-blower systems at <http://www.fraport.com/en/the-fraport-group/corporate-compliance/reporting-systems.html>.

Aspect “Public policy”:

Status: ●

Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups. These include carrying out regular surveys and operating systematic feedback management for our passengers, as well as ongoing dialog with local communities and citizens on airport-related topics. See also *SO5 Public policy positions and lobbying*, page 68.

Aspect “Anti-competitive behavior”:

Status: ●

“Ensuring sustainability” is one of the five core elements of Agenda 2015 (see <http://www.fraport.com/en/the-fraport-group/about-us/visions-goals-strategy.html>). Sustainability management at Fraport is based on internationally accredited standards such as the principles of the UN Global Compact, the OECD principles for multinational companies, and the core labor standards of the International Labour Organization. Fraport’s own principles and internal guidelines are also binding, for example, Codes of Conduct for Employees and Suppliers and the Fraport Corporate Governance Code (see <http://www.fraport.com/en/sustainability/sustainability-management/werte-und-kodizes.html>).

Aspect “Compliance”:**Status:** ●

The Supervisory Board of Fraport AG adopted the Corporate Governance Code of Fraport AG as early as 2002. The code describes the essential 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 essential 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 and is regularly reviewed and revised to meet the recommendations and ideas of the government committee. The last revision was carried out on June 1, 2014. On behalf of and acting for the Supervisory Board, the Executive Board of Fraport AG submits a declaration on corporate governance pursuant to Article 289a German Commercial Code (HGB) (including a detailed Corporate Governance Report) and publishes it in the Annual Report. The Annual Report also contains the report of the Supervisory Board together with other statements on corporate governance (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/integrated-management-systems.html>).

SO1 Operations with implemented local community engagement**KI** **Status:** ●

Frankfurt Airport is a key business location. Frankfurt Airport is an outstanding economic and location factor for the Frankfurt/Rhine-Main Region and beyond. The airport is a magnet attracting companies and a training center. It is also the biggest workplace in Germany with a workforce of 78,000 employees (as at 2012). Many export-oriented companies and German or European branches of major international and multinational companies – more than 500 in total – have selected the area around the airport as their location. The companies in turn attract numerous service providers who create further employment. We offer the 38 million consumers living within an area of 200 kilometers around the airport opportunities to travel to 250 destinations throughout the world (for more information see “2014 Compact”, page 43 et seqq.)

Fraport AG makes an important contribution to creating regional value and to social stability at its sites. In 2014, we paid our employees around 970.4 million euros in wages and salaries and deducted approximately 132.5 million euros in direct taxes. In the business year 2014, we generated total revenues amounting to around 2.395 billion euros. 73 percent (520 million) of our orders with a total volume of 712 million euros were placed with companies in the Frankfurt/Rhine-Main Region. It is important to remember here that airport operators are sector contractors and are precluded on legal grounds from granting preference to companies from the surrounding area when they place orders (see “2014 Compact”, page 43 et seqq.).

We are positioned in a field of tension at our main location in Frankfurt. On the one hand, we are responsible for tens of thousands of jobs, the economic importance of the biggest airport in export nation Germany and the prosperity of the Frankfurt/Rhine-Main Region. On the other hand, the downside to this is the noise impact for those sections 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 field of tension within our entrepreneurial actions to maximum possible effect. This is particularly important against the background of a foreseeable increase in the volume of traffic. We therefore defined concrete goals for noise abatement, such as improving the noise situation in the neighboring residential areas and reducing the number of people impacted by noise, and initiated further measures in 2014 (for more information see “2014 Compact”, page 54 et seqq. and <http://www.fraport.com/en/sustainability/aircraft-noise-infoservice/active-noise-abatement.html>).

We also make a contribution toward creating regional value at all our other airports where we have a majority holding, see “2014 Compact”, page 50 et seqq. This corresponds to a share of 100%.

Fraport regularly has open stakeholder dialogs (see “2014 Compact”, page 66 et seqq.)

SO9 Operations with significant potential or actual negative impacts on local communities**KI** **Status:** ●

Airports make a significant contribution to economic prosperity through jobs, tax receipts, and first-class transport connections. However, their business activities also have disadvantages which exert negative impacts on the local communities (see “2014 Compact”, page 43 et seqq.). A material aspect here is noise abatement (see also “2014 Compact”, page 54 et seqq. and <http://www.fraport.com/en/sustainability/aircraft-noise-infoservice/active-noise-abatement.html>).

SO10 Prevention and mitigation measures implemented in operations

KI Status: ●

We are positioned in a field of tension at our main location in Frankfurt. On the one hand, we are responsible for tens of thousands of jobs, the economic importance of the biggest airport in export nation Germany, and the prosperity of the Frankfurt/Rhine-Main Region. On the other hand, the downside to this is the noise impact for those sections 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 field of tension within our entrepreneurial actions to maximum possible effect. This is particularly important against the background of a foreseeable increase in the volume of traffic. We therefore defined concrete goals for noise abatement, such as improving the noise situation in the neighboring residential areas and reducing the number of people impacted by noise, and initiated further measures (for more information see <http://www.fraport.com/en/sustainability/aircraft-noise-infoservice/active-noise-abatement.html>).

AO8 Number of persons displaced by the airport operator

KI Status: ●

During the reporting period there were no cases in which persons were displaced either willingly or unwillingly.

SO2 Percentage and total number of business units analyzed for risks related to corruption

KI Status: ●

The Internal Audit Department audits all key business units of the parent companies, subsidiary companies and joint ventures, and investment companies 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 focuses of the audit are developed on the basis of a standardized, risk-oriented planned approach for the annual program planning and the number of regularity audits can therefore vary between 15 and 25 audits each year.

SO3 Percentage of employees trained in anticorruption policies and procedures

KI Status: ●

In 2014, central compliance training on the code of conduct “Giving and accepting gifts and invitations” (anticorruption) was conducted via e-learning. The training concept involved different management levels and functions having the same obligation to undergo training. A total of 3,379 people were obliged to undertake the anticorruption training in 2014 (33 percent of the 10,219 permanent staff). The anticorruption module “Accepting gifts” was completed by 83 percent of managers at levels 1–5 and 82 percent of employees with no management responsibility who were required to undertake training. The anticorruption module “Giving gifts” was completed by 81 percent of managers at levels 1–5 and 80 percent of employees who were required to undertake training.

Classroom training courses were also run for managers at levels 1–3 during the reporting year. In these, 231 managers with inside knowledge were trained in insider regulations in nine events. From October 2014, employees on the insider list were also offered an appropriate e-learning training course.

In addition, 40 executive managers and the managing directors of the German investment companies received training on compliance issues at a senior management event.

SO4 Actions taken in response to incidents of corruption

KI Status: ●

In 2014, ten allegations of corruption were made at the Fraport parent company and the Fraport subsidiaries. Investigations were carried out into these allegations. In two cases, the allegations could not be confirmed. Five investigations into the facts have not yet been completed. The allegation of corruption could not be confirmed in the other three cases following an appraisal of the evidence.

SO5 Public policy positions and lobbying

KI Status: ●

Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups (see “2014 Compact”, page 10 et seq.).

Fraport pursues its interests through membership of the trade organizations Task Force for German Commercial Airports (see <http://www.adv.aero/english/>), 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 has defined its target as highlighting its contribution to safety 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. Working with trade organizations is a top priority for Fraport. Involvement in the 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 initiatives for solutions to be agreed. Work with trade organizations involves a range of different specific issues (e.g. environmental policy, safety measures, passenger rights, Single European Sky, etc.). The Fraport Executive Board plays an active role in the management bodies of the trade associations.

SO6 Contributions to political parties and politicians

SI Status: ●

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

SO7 Legal actions for anti-competitive behavior

SI Status: ●

In the year 2014, there were no major legal actions pending nor were any significant legal actions brought to a close which related to anti-competitive behavior and breaches of anti-trust law.

SO8 Significant fines for non-compliance with laws and regulations

KI Status: ●

No significant fines were levied on Fraport in 2014 on account of breaches of statutory regulations.

Aspect: Product Responsibility

Management Approach PR

Targets and performance:

We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the areas of action "Safety and security in air traffic" and "Product quality and customer satisfaction" (see "2014 Compact", page 16 et seqq.).

Policy:

We always focus on the responsibility for our product when analyzing all the development options and growth plans. The obligation to our customers, the community, and the environment does not come to an end when we complete a new terminal, build a new runway, or the passenger goes through the gate and gets onto a plane. Our quality management and control systems, security management, and many of our services are directed toward ensuring that airlines, passengers, tenants or visitors can look back on an enjoyable and streamlined stay in the environment of Frankfurt Airport at the end of the day. Fraport is pursuing with the project "Great to have you here!" the objective of making Frankfurt Airport even more attractive to transit passengers and ensuring that all passengers have an enjoyable travel experience (for more information see "2014 Compact", page 51 et seqq.).

Responsibility:

The highest level in the organization which bears responsibility for product responsibility aspects is the Executive Board and its members.

Training courses and awareness measures:

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 Frankfurt 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 Orders (BA-NOT) form 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 alarm 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>).

Monitoring and tracking:

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. Specifically, we have decided to provide more comfort to around 60 million passengers traveling through Frankfurt every year. The corresponding activities were bundled in the initiative “Great to have you here!”. For more information see “2014 Compact”, page 51 et seqq.

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 (see *Annual Report 2014*, page 75 et seqq. at <http://www.fraport.com/en/investor-relations/events-und-publications/publications.html>).

Aspect “Customer health and safety”:

Status: ●

The key issue for air traffic above all others is safety (see “2014 Compact”, page 16 et seqq.). 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 “2014 Compact”, page 18 et seqq.).

Another key area of action is noise abatement (see “2014 Compact”, pages 24 and 54 et seqq.). We are committed to taking responsibility and we incorporate all the factors operating within this field of tension in our entrepreneurial actions to maximize the possible effect. Our concrete goal is to keep below the noise values projected in the approval procedure for the airport expansion by taking measures within the scope of active noise abatement. Active noise abatement reduces the noise directly at the source or brings about improvements along the distribution pathway. Passive noise abatement is targeted toward reducing noise at the location where the noise pollution is experienced. We tackle this issue by financing building measures for noise abatement which go beyond the statutory regulations.

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. A wildlife control manual regulates measures, responsibilities, and information pathways which are primarily directed toward reducing the potential risk of bird strike. A bird strike officer has been appointed specifically dedicated to the issue of bird strike at the airport. Bird control is operated throughout the day on the airport site and in the area surrounding the airport. Bird control at Frankfurt Airport was extended to include the aircraft movement area at the Runway Northwest and applies throughout the airport site and the area surrounding the airport.

The functions of Bird Control include regular bird surveys and documentation of the results, general monitoring of the airport site to identify any occurrences of birds relevant to aircraft safety, and bird clearance. Management of landscaped areas plays a key role here. When species of shrub and tree are being selected, species attractive to birds, in particular those bearing berries are prohibited. Cultivation of long grasses (standard species height at least 20 cm) is a basic specification for grassland areas throughout the apron area to avoid attracting birds that breed on the ground. Areas of water that are permanently open are not allowed throughout the aircraft site and large areas that become covered in water have to be cleared.

The MIVOTHERM system for monitoring bird flight movements was introduced along the Main River when the new Runway Northwest started operating. It uses thermophotographic technology to record and identify flocks of birds by means of high-resolution stereoscopic thermal imaging cameras. A range of parameters, such as flight altitude and flight speed can be precisely determined alongside the size of the bird flock. An opaque curtain was also erected on the south bank of the Mönchwaldsee lake with the aim of keeping birds off the landing runway. At the same time, the curtain is intended to minimize the optical signals offering disruptive stimuli generated on the Mönchwaldsee lake.

Aspect “Product and service labeling”:**Status:** ●

The ongoing economic success of our company depends on the satisfaction of our customers and employees. Competitive prices, quality of services, and the security of procedures and workflows are key factors for this. Environment, job safety, and quality management have been merged together in a management systems (MS) network in order to show the effectiveness of the procedure and identify any potential need for improvement (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 Users Directive (see <http://www.fraport.com/en/our-expertise/business-services/policies-and-payment-terms.html>) also applies. The EU “Rights of Passengers” (See http://www.eu-info.de/static/common/files/view/1294/Amtsblatt_Fluggastrechte_04.pdf) are also applicable. Fundamental principles are also defined in extensive ICAO regulations governing air traffic and ground handling services (see <http://www.icao.int/>). The Air Security Act came into force in 2005 and regulates the checks carried out on air passengers and their baggage (Article 5). It also defines the security measures that have to be taken by airport operators and the airline companies (Articles 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. Specifically, we have decided to provide more comfort to around 60 million passengers traveling through Frankfurt every year (see “2014 Compact”, page 73). The relevant activities are included in the “Great to have you here!” initiative. For more information see “Management Approach PR -> Aspect “Service quality”, page 72.

Aspect “Marketing communications”:**Status:** ●

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 advertising that involves or is accessible to children, and operates within the prevailing standards of convention, decency, and morality.

Aspect “Customer privacy”:**Status:** ●

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. Environment, job safety and quality management have been merged together in a management systems (MS) network. 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 (value added, strong performance, and sustainability) of our company (see <http://www.fraport.com/en/the-fraport-group/corporate-compliance/management-systems.html>).

Aspect “Compliance”:**Status:** ●

We include observing laws and internal rules under the term compliance. In 2011, we started to implement an integrated system for compliance management, risk management, and the internal control system. The preventive character of the Values Management System successfully introduced in 2003 is supplemented by the more comprehensive Compliance Management System (CMS). The further development of the CMS is based on the new auditing standard promulgated by the Institute of German Auditors (Institut der Deutschen Wirtschaftsprüfer, IDW), PS 980, which defines the conditions for an appropriate framework document and provides the necessary fundamental elements.

Fraport pursues an integrative, risk-based approach in developing solutions for more in-depth links between the subsystems compliance management, risk management, and internal control system. This approach is based on the internationally recognized COSO II Framework. For this purpose, a supporting IT Tool was introduced at Fraport AG in 2012. Networking of the individual subsystems in organizational terms will be guaranteed by the bodies Risk Management Committee and Compliance Board. The latter will formulate uniform specifications and will address concrete compliance incidents. The Compliance Board reports to the Executive Board which also regularly receives an overview of the material Group risks. The Executive Board uses this information to inform the Supervisory Board.

Since October 2012, the central unit Corporate Compliance, Values, and Risk Management (CWR) has been responsible for the development, setup, reporting, and organization of the routine operation of the compliance management system at Fraport AG. It reports at regular intervals through the Chief Executive Officer to the Executive Board and the Supervisory Board on issues relating to compliance, including information obtained from the whistle-blower systems and details of compliance breaches dealt with by the CWR. The focus in 2014 was the more intense networking of local compliance officers within the different Fraport business areas and majority holdings. The Compliance Relevance Analysis is carried out on a rolling basis.

The Compliance Board supports the CWR management in structuring, operating, and developing the CMS. It is the central body for networking technical and interface issues. The work of the CMS relates to dealing with important breaches of compliance.

Aspect “Business continuity and emergency preparedness”:

Status: ●

Fraport AG currently already has an emergency management system spanning all departments which was installed on the basis of the Operating Instructions for Emergencies (BA NOT) and applies this for all emergency incidents. Each individual incident and the measures taken are documented. Apart from routine everyday business, winter services and strikes were a particular issue on the agenda last year. The crisis staff were also activated on this matter in our ERIC (Emergency Response and Information Center). Stranded passengers were supported by SAT Team (Special Assistance Team) on standby. This team consists of volunteer employees of the Fraport Group who act as first-aid counselors and as a care team.

The emergency and crisis management comprises the following elements (see <http://www.fraport.com/en/our-expertise/aviation-services/SafetyandSecurity.html>):

- > 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 available to an acceptable level.

The events which can impair the service quality at the airport include a breakdown of the Central Airport Information System (INFOplus) or of the electronic gate management system. All the standard operating procedures intended to overcome any failure, including deployment of personnel, are defined in the Management Systems Manual of Fraport AG.

Aspect “Service quality”:

Status: ●

The service quality is being increased by the following tools:

1. Fraport passenger survey

- > Each month around 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: In each case, an evaluation for global satisfaction and the individual aspects is carried out for the proportions of passengers (on a scale where 1 is best and 6 is worst) which selected one of the best assessment options (so-called “Top Box”). Example: The global satisfaction determined on the basis of this method amounted overall to 80 percent in 2014, i.e. 80 out of 100 respondents gave a score of 1 or 2 to the question “How satisfied were you overall with Frankfurt Airport?”.

2. ASQ (Airport Service Quality) Survey

- > ASQ is a passenger satisfaction study initiative by the international airports association ACI. Over 200 airports worldwide take part in this study. Passengers also have the option here assessing their overall satisfaction with the airport in the course of a survey in the gate area and with specific services at the airport. The survey is carried out in the form of a questionnaire.
- > Analysis: The trend of an individual airport’s survey results is 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. Our regular customer advisory councils and task forces form part of the ongoing process of dialog. Additionally, numerous ad-hoc meetings take place to discuss specific subject areas. We also have a close, continual exchange of ideas with government agencies.

Aspect “Provision of services or facilities for persons with special needs”:**Status:** ●

FraCareServices GmbH is a subsidiary company of Fraport AG and Deutsche Lufthansa AG which is based at Frankfurt Airport. FraCareServices GmbH offers services to people with restricted mobility and special needs pursuant to the provisions of the EU Directive (EC) 1107/2006.

This service is the response by Fraport AG taking account of the EU Directive. Responsibility for providing assistance service at the airport has been transferred by the airline companies to the airport operators in order to ensure a uniform quality standard for the assistance service 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/>).

PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement**KI** **Status:** ●

The key issue for air traffic above all others is safety. A continuous review of all processes governing safety, training of personnel deployed, and a safety management system enable us to maintain the high safety standards at Frankfurt Airport. Increasingly advanced technologies and more and more personnel are being deployed to guarantee the security of passengers, baggage, and cargo (see “2014 Compact”, page 18 et seqq. and <http://www.fraport.com/en/sustainability/our-customer-commitment/air-safety.html>).

PR2 Incidents of non-compliance with regulations concerning health and safety impacts**SI** **Status:** ●

No incidents were recorded for 2014.

AO9 Wildlife strikes**KI** **Status:** ●

See AO9 Number of wildlife strikes per 10,000 aircraft movements, page 17.

PR3 Product and service information required by procedures**KI** **Status:** ●

Numerous international and national guidelines and laws regulate air traffic. The Airport Users Directive (see <http://www.fraport.com/en/our-expertise/business-services/policies-and-payment-terms.html>) also applies. The EU “Rights of Passengers” are also applicable (see http://www.eu-info.de/static/common/files/view/1294/Amtsblatt_Fluggastrechte_04.pdf). Fundamental principles are also defined in extensive ICAO regulations governing air traffic and ground handling services (for more information see <http://www.icao.int/>). The Air Security Act came into force in 2005 and regulates the checks carried out on air passengers and their baggage (Article 5). It also defines the security measures that have to be taken by airport operators and the airline companies (Articles 8–9).

See also DMA PR – Business continuity and emergency preparedness and “2014 Compact”, page 18 et seqq.

PR5 Customer satisfaction**SI** **Status:** ●

We carry out monthly passenger satisfaction surveys. These are supplemented every quarter by comparative values from other airports from the international survey ASQ (“Airport Service Quality”).

Fraport also has a comprehensive feedback and complaints system so that our customers can tell us about their experiences. We are totally accessible to our customers. They can contact us by Facebook, Twitter, email, phone, letter, in person, or using our feedback terminals. The aim is to ensure that every complaint is answered within the space of five days. In 2014, around 4,700 complaints were received, compared to 4,200 complaints in the previous year. The increase in complaints is especially due to recording feedback through social media channels, which were first systematically recorded in the feedback database in 2014. 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 task forces meet regularly with the airlines 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 close exchange of ideas with government agencies.

PR6 Standards and voluntary codes related to marketing

KI Status: ●

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, anti-competitive 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 advertising that involves or is accessible to 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.

PR8 Complaints regarding breaches of customer privacy

SI Status: ●

Fraport did not record any substantiated complaints in 2014.

PR9 Fines for non-compliance with laws and regulations concerning the provision and use of products and services

KI Status: ●

No breaches are known at Fraport AG.

UN Global Compact Index

Fraport observes and supports the ten principles of the UN Global Compact, develops and executes measures for their implementation, and contributes to their recognition, including beyond the boundaries of the Group's own companies. This report also acts as a progress report on the implementation of the ten principles of the UN Global Compact in corporate governance. The links under the individual principles refer to the text passages in our report "2014 Compact – Fraport. Finances. Sustainability.", this GRI Report 2014, and other Group publications where we provide information on our commitment to implement the ten principles of the UN Global Compact.



The ten principles of the UN Global Compact

Principle 1: Support and respect the protection of internationally proclaimed human rights

- HR3 Total hours of employee training concerning aspects of human rights
- HR9 Incidents of violations involving rights of indigenous people
- HR10 Operations that have been subject to human rights reviews
- HR11 Number of grievances related to human rights
- SO1 Operations with implemented local community engagement
- SO9 Operations with significant potential or actual negative impacts on local communities
- SO10 Prevention and mitigation measures implemented in operations

Principle 2: The company is not complicit in human rights abuses

- HR1 Investment agreements that include clauses incorporating human rights concerns
- HR2 Suppliers that have undergone human rights screening

Principle 3: Uphold the freedom of association and the effective recognition of the right to collective bargaining

- HR5 Freedom of association and collective bargaining
- LA4 Employees covered by collective bargaining agreements
- LA5 Minimum notice period(s) regarding significant operational changes

Principle 4: Elimination of all forms of forced and compulsory labor

- HR7 Operations and measures to contribute to the elimination of all forms of forced or compulsory labor

Principle 5: Effective abolition of child labor

- HR6 Operations and measures to contribute to the effective abolition of child labor

Principle 6: Elimination of discrimination in respect of employment and occupation

- EC5 Range of ratios of standard entry-level wage compared to local minimum wage
- EC7 Procedures for local hiring
- HR4 Incidents of discrimination and corrective actions taken
- LA1 Total workforce
- LA2 Employee turnover
- LA10 Average hours of training per employee
- LA12 Percentage of employees receiving regular performance and career development reviews
- LA13 Composition of employees
- LA14 Ratio of basic salary and remuneration of women to men
- LA15 Return to work after parental leave

Principle 7: Support a precautionary approach to environmental challenges

- EC2 Financial implications due to climate change
- EN1 Materials used
- EN3 Direct energy consumption
- EN8 Total water withdrawal
- EN16 Greenhouse gas emissions
- EN19 Emissions of ozone-depleting substances by weight
- EN20 NO_x, SO_x, and other significant air emissions
- EN26 Initiatives to mitigate environmental impacts
- EN30 Total environmental protection expenditures and capital expenditures

Principle 8: Undertake initiatives to promote greater environmental responsibility

- EN1 Materials used
- EN2 Recycled input materials
- EN3 Direct energy consumption
- EN4 Indirect energy consumption
- EN5 Energy saved
- EN6 Initiatives to provide energy-efficient or renewable energy based products
- EN7 Initiatives to reduce indirect energy consumption
- EN8 Total water withdrawal
- EN11 Location in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas
- EN12 Impacts on biodiversity
- EN13 Habitats protected or restored
- EN14 Strategies for managing impacts on biodiversity
- EN15 Red List species and national conservation list species

- EN16 Greenhouse gas emissions
- EN17 Other relevant indirect greenhouse gas emissions
- EN18 Initiatives to reduce greenhouse gas emissions
- EN19 Emissions of ozone-depleting substances by weight
- EN20 NO_x, SO_x, and other significant air emissions
- EN21 Total water discharge
- EN22 Waste by type and disposal method
- EN23 Significant spills
- EN26 Initiatives to mitigate environmental impacts
- EN27 Packaging materials
- EN28 Fines and sanctions for non-compliance with environmental laws and regulations
- EN29 Environmental impacts of transporting
- EN30 Total environmental protection expenditures and capital expenditures

Principle 9: Development and diffusion of environmentally friendly technologies

- EN6 Initiatives to provide energy-efficient or renewable energy based products
- EN7 Initiatives to reduce indirect energy consumption
- EN18 Initiatives to reduce greenhouse gas emissions
- EN26 Initiatives to mitigate environmental impacts
- EN30 Total environmental protection expenditures and capital expenditures

Principle 10: Work against corruption in all its forms, including extortion and bribery

- SO2 Percentage and total number of business units analyzed for risks related to corruption
- SO3 Percentage of employees trained in anticorruption policies and procedures
- SO4 Actions taken in response to incidents of corruption
- SO5 Public policy positions and lobbying

Imprint

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Concept and Design

heureka GmbH, Essen

Publication Date

May 7, 2015

Editorial Deadline

April 2015

¹⁾ 20 cents (€) per call within German landline network;
cell phone rates may vary, maximum 60 cents (€) within Germany.

