

GRI Report 2017

Gute Reise! We make it happen



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About this Report

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

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

The Fraport Group, with Frankfurt Airport and its international Group companies, is one of the leading global airport operating companies. Including the Frankfurt site, Fraport was active at 29 airports through Group companies at the time of preparing the consolidated financial statements. The range of the Group includes all services of aviation and terminal operations as well as associated services. Passenger traffic at all Group airports plays a substantial role in the Group's revenue and earnings development.

Germany – almost exclusively Frankfurt Airport – was once again the most important site of the Fraport Group in the past fiscal year with a share of 66.0 percent in the Group result. Nearly 89 percent of employees were employed in Germany/at the Frankfurt site at the end of 2017.

Our reports “[GRI Report 2017](#)” and “[2017 Compact – Gute Reise! We make it happen](#)” are published annually in German and English and cover the reporting period of January 1 to December 31 of each year.

The usual, and in our opinion appropriate, methods, calculations, and estimates are employed to determine the reporting data. It cannot be ruled out that individual GRI indicators may be associated with a degree of uncertainty. A summary of all key figures is found in our financial report.

Key Figures

In fiscal year 2017, Fraport began implementing its Group strategy developed based on the mission statement implemented in 2015/2016. The mission statement encompasses the Group objectives “Growth in Frankfurt and internationally”, “Service-oriented airport provider”, “Economically successful thanks to optimal cooperation”, “Learning organization” and “Fairness and recognition for partners and neighbors”. The vision of establishing Fraport as Europe’s top airport operator and also to set global standards forms the basis of the Group strategy.

Based on these Group objectives, the Executive Board has defined six key non-financial performance indicators in accordance with Section 315 (3) of the HGB in conjunction with section 289 (3) of the HGB. These are: global passenger satisfaction and baggage connectivity, employee satisfaction, women in management positions, sickness rate, and CO₂ emissions. These performance indicators are also included in the [Annual Report 2017](#) in the chapters “Control”, “Non-financial Performance Indicators” and “Business Outlook” starting on page 58 as well as the chapters with the same names in the Management Report of Fraport AG (see <https://www.fraport.com/en/our-company/investors/events-und-publications/publications.html>).

Non-financial performance indicators

	2017	2016	Change
Global satisfaction (Frankfurt) (%)	85	82	+3 PP
Baggage connectivity (Frankfurt) (%)	98.5	98.7	−0.2 PP
Employee satisfaction	2.87	2.91	+0.04
Women in management positions (%)	28.0	30.5	−2.5 PP
Sickness rate (%)	7.5	7.9	−0.4 PP
CO ₂ emissions (t)	209,668	228,389	18,721

Global satisfaction

We want to maintain and improve customer satisfaction. Target level: ≥ 80% (term: 2021)

Baggage connectivity

We want to maintain and improve customer satisfaction. Target level: ≥ 98.5% (term: 2018)

Employee satisfaction

We want to create good working conditions and increase employee satisfaction. Target level: Better than or equal to 3.0 (term: 2018)

Women in management positions

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

Sickness rate

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

CO₂ emission

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

For more detailed information on the program, see “2017 Compact”, page 36 et seqq.

Finance

Material Aspect: Economic Efficiency

G4-EC1 Direct economic value generated and distributed

Revenue and profit

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group¹⁾				
Revenue	€ million	2,598.9	2,586.2	2,934.8
Total revenue	€ million	2,679.1	2,954.4	3,010.4
Earnings before interest, tax, depreciation, and amortization (EBITDA)	€ million	848.8	1,054.1	1,003.2
Operating result (EBIT)	€ million	520.5	693.7	643.0
Result from ordinary operations (EBT)	€ million	433.8	581.4	506.1
Group Result	€ million	297.0	400.3	359.7

¹⁾ As a result of amended accounting standards and definition adjustments, there may be deviations from the values reported in previous years.

Profitability indicators (selection)

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group				
Return on Fraport Assets (ROFRA)	%	9.4	11.4	10.0
Net financial debt as at December 31	€ million	2,774.3	2,355.9	3,512.4
Free cash flow	€ million	393.6	301.7	393.1

Other key figures are found on page 234 et seq. of the 2017 Annual Report.

Value added

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group^{1), 2)}				
Corporate performance (gross value generation)		2,737.8	2,934.9	3,084.8
Distributed value generated				
Cost of materials	€ million	610.4	621.9	720.4
Other operating expenses ³⁾	€ million	193.2	211.7	193.9
Direct value generation	€ million	1,934.2	2,101.3	2,170.5
Capital expenditure	€ million	295.3	306.0	1,878.3
Of which cash outflows for the acquisition of concessions	€ million	–	–	1,477.3
Lenders	€ million	131.3	113.8	137.2
State (taxes)	€ million	77.2	123.8	140.5
Employees	€ million	1,026.7	1,066.7	1,092.9
Shareholders (dividends)	€ million	131.1	132.8	150.1
Retention (retained generated value)	€ million	272.6	358.2	–
Financing through increased borrowing	€ million	–	–	–1,228.5

1) The added value statement was created for the first time in 2015 based on the statement of cash flows. The previous year's figure was adjusted accordingly.

2) These figures are not presented separately by country, region, or particular market, as the Group sites beyond Frankfurt, in particular with regard to their share of the total workforce (approximately 89% of Group employees are in Frankfurt), but also in terms of total revenue, costs and payments are not material.

3) Incl. donations and sponsorship.

For more information on the value added statement, see "2017 Compact", page 66 et seq.

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

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group				
Social security and welfare expenses	€ million	150.1	150.2	159.3
Pension expenses ¹⁾	€ million	43.8	44.3	45.0

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

G4-EC4 Significant financial assistance received from government

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group				
Subsidies received	€ million	0.0	0.0	0.0

Material Aspect: Market Presence

AO1 Passengers

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group airports excluding Frankfurt Airport^{1), 4)}				
Passengers (total)⁵⁾	million	22.3	24.8	50.5
Arriving passengers (total)	million	11.1	12.3	24.9
Departing passengers (total)	million	11.1	12.4	25.2
Domestic passengers	million	9.6	10.6	17.0
Arriving passengers (domestic)	million	4.8	5.3	8.4
Departing passengers (domestic)	million	4.9	5.3	8.6
International passengers	million	12.6	14.2	33.1
Arriving passengers (international)	million	6.3	7.1	16.5
Departing passengers (international)	million	6.3	7.1	16.6
Local passengers	million	22.2	24.8	50.1
Transfer passengers ⁶⁾	In % of local passengers	7.1	7.3	4.0
Transit passengers	million	0.1	0.0	0.4
Frankfurt Airport⁴⁾				
Passengers (total)²⁾	million	61.0	60.8	64.5
Arriving passengers (total)	million	30.6	30.5	32.4
Departing passengers (total)	million	30.3	30.2	32.0
Domestic passengers	million	6.9	7.0	7.3
Arriving passengers (domestic)	million	3.5	3.5	3.7
Departing passengers (domestic)	million	3.4	3.5	3.6
International passengers	million	54.0	53.7	57.1
Arriving passengers (international)	million	27.1	27.0	28.7
Departing passengers (international)	million	26.9	26.7	28.4
Local passengers	million	60.9	60.7	64.4
Transfer passengers ³⁾	In % of local passengers	58.7	60.6	57.5
Transit passengers	million	0.1	0.1	0.9

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

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

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

4) Rounding differences are possible.

5) 2015 figure extended to include transfer and transit passengers.

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

AO2 Aircraft movements

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group airports excluding Frankfurt Airport¹⁾				
Aircraft movements (arr + dep)	Number of movements	229,511	245,257	476,719
Day (arr + dep)	Number of movements	190,125	170,757	369,452
Night (arr + dep)	Number of movements	39,386	74,500	107,267
Commercial passenger flights	Number of movements	200,458	215,801	413,889
Domestic	Number of movements	93,861	99,830	158,115
International	Number of movements	106,597	115,971	255,774
Commercial cargo flights	Number of movements	6,470	6,564	8,383
Domestic	Number of movements	939	849	2,507
International	Number of movements	5,531	5,715	5,876
General aviation flights and other aircraft movements	Number of movements	16,837	17,599	32,512
Domestic	Number of movements	9,125	8,726	9,658
International	Number of movements	7,712	8,873	22,854
State Aviation flights	Number of movements	5,808	5,498	8,107
Domestic	Number of movements	5,752	5,426	7,340
International	Number of movements	56	72	767
Frankfurt Airport				
Aircraft movements (arr + dep)	Number of movements	468,153	462,885	475,537
Day (arr + dep) ²⁾	Number of movements	437,140	431,595	441,345
Night (arr + dep) ²⁾	Number of movements	715	945	1,280
Aircraft movements (5 a.m.– 5.59 a.m.)	Number of movements	12,039	12,129	12,682
Aircraft movements (10.00 p.m.– 10.59 p.m.)	Number of movements	18,259	18,216	20,230
Commercial passenger flights	Number of movements	435,217	431,053	443,645
Domestic	Number of movements	64,970	65,202	65,938
International	Number of movements	370,247	365,851	377,707
Commercial cargo flights	Number of movements	21,618	21,469	21,145
Domestic	Number of movements	1,422	1,405	1,416
International	Number of movements	20,196	20,064	19,729
General aviation flights and other aircraft movements ³⁾	Number of movements	11,318	10,363	10,747
Domestic	Number of movements	4,049	3,795	3,839
International	Number of movements	7,269	6,568	6,908

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

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

3) These numbers include State Aviation flights.

AO3 Cargo tonnage

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group airports excluding Frankfurt Airport^{1), 2), 4)}				
Cargo tonnage ³⁾	Million metric tons	0.32	0.31	4.59
Arriving cargo tonnage	Million metric tons	0.1	0.1	2.87
Cargo flights	Million metric tons	0.04	0.04	1.64
Cargo on passenger flights (belly cargo)	Million metric tons	0.06	0.06	1.23
Departing cargo tonnage	Million metric tons	0.22	0.21	1.71
Cargo flights	Million metric tons	0.11	0.1	1.19
Cargo on passenger flights (belly cargo)	Million metric tons	0.1	0.11	0.52
Frankfurt Airport^{2), 4)}				
Cargo tonnage (arr + dep + transit)	Million metric tons	2.11	2.15	2.23
Air freight (arr + dep + transit)	Million metric tons	2.03	2.07	2.14
Air mail (arr + dep + transit)	Million metric tons	0.08	0.09	0.09
Arriving cargo tonnage (arr)	Million metric tons	0.99	1.01	1.05
Cargo flights (arr)	Million metric tons	0.61	0.63	0.65
Cargo on passenger flights (belly cargo) (arr)	Million metric tons	0.38	0.38	0.4
Departing cargo tonnage (dep)	Million metric tons	1.09	1.1	1.14
Cargo flights (dep)	Million metric tons	0.65	0.66	0.67
Cargo on passenger flights (belly cargo) (dep)	Million metric tons	0.44	0.44	0.47

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

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

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

4) Rounding differences are possible.

Material Aspect: Indirect Economic Impacts

G4-EC8 Community engagement

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group				
Community engagement¹	€ million	–	–	6.5
Sponsorship ¹	€ million	–	–	4.5
Environmental fund ²	€ million	–	–	0.8
Donations ¹	€ million	–	–	1.2

1) Figures collected for the Group beginning in 2017.

2) Fraport parent company.

Fraport parent company

Community engagement	€ million	6.6	6.3	6.1
Sponsorship	€ million	4.1	4.2	4.2
Environmental fund	€ million	1.2	1.0	0.8
Donations	€ million	1.3	1.1	1.1

Environment

The scope of consolidation for the environmental key figures from 2015 to 2017 comprises the Fraport parent company and the fully consolidated investments with significant environmental effects. These are: The Fraport parent company, Gesellschaft für Cleaning Service mbH & Co. (GCS), Airport Cater Service GmbH (ACS) and the Group airports Varna, Burgas, Lima, and Ljubljana. Fraport Cargo Services GmbH (FCS) was fully consolidated up to October 31, 2015 and a joint venture afterwards, but for comparison purposes was shown as a fully consolidated company up to December 31, 2015. In 2016, FCS is no longer included in the scope of consolidation. The Fraport Greece airports have not been included yet due to lack of data.

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

Rounding differences are possible.

Material Aspect: Energy

G4-EN3 Energy consumption within the organization

	Unit	2015	2016	2017
Group				
Total energy consumption (Scopes 1 and 2)⁵⁾	TJ	3,018.5	3,032.4	2,995.7
Purchased direct energy sources (Scope 1) ⁵⁾	TJ	541.7	550.4	550.2
Of which renewable energy sources	%	<< 1	<< 1	<< 1
Of which non-renewable energy sources	%	>>99	>>99	>>99
Natural gas	TJ	20.0	20.8	22.6
Liquid gas (LPG) ⁵⁾	TJ	8.7	7.4	8.8
Heating oil	TJ	97.4	117.4	100.0
Heating oil	million liters	2.699	3.253	2.771
Diesel ^{1), 2), 5)}	TJ	377.6	363.5	373.8
Diesel ^{1), 2), 5)}	million liters	10.607	10.211	10.499
Gasoline ^{1), 2), 5)}	TJ	35.8	39.4	42.6
Gasoline ^{1), 2), 5)}	million liters	1.104	1.215	1.315
Kerosene (Jet A1)	TJ	2.2	1.9	2.4
Kerosene (Jet A1)	million liters	0.063	0.056	0.068
Purchased indirect energy (Scope 2) ^{3), 4), 5)}	TJ	2,476.8	2,482.0	2,445.5
Electricity ^{3), 4), 5)}	TJ	1,401.1	1,373.7	1,359.8
Electricity ^{3), 4), 5)}	million kWh	389.2	381.6	377.7
District heating ³⁾	TJ	651.7	691.5	671.0
District heating ³⁾	million kWh	181.0	192.1	186.4
District cooling ³⁾	TJ	424.0	416.8	414.8
District cooling ³⁾	million kWh	117.8	115.8	115.2

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

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

3) All information includes technical losses.

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

5) Correction of consumption data for the Ljubljana and Lima airports for 2015 and 2016.

G4-EN3 Energy consumption within the organization (2/2)

	Unit	2015	2016	2017
Fraport parent company				
Total energy consumption	TJ	2,734.20	2,775.77	2,731.59
Purchased direct energy sources (Scope 1)	TJ	483.10	495.87	494.59
Of which renewable energy sources	%	<< 1	<< 1	<< 1
Of which non-renewable energy sources	%	>>99	>>99	>>99
Natural gas	TJ	5.8	5.5	5.6
Liquid gas (LPG)	TJ	8.4	7.0	8.4
Heating oil	TJ	87.50	110.33	93.30
Heating oil	million liters	2.424	3.056	2.585
Diesel ^{1), 2)}	TJ	346.7	335.1	345.2
Diesel ^{1), 2)}	million liters	9.740	9.410	9.700
Gasoline ^{1), 2)}	TJ	32.6	36.0	40.1
Gasoline ^{1), 2)}	million liters	1.005	1.112	1.239
Jet fuel (Jet A1)	TJ	2.10	1.87	2.28
Jet fuel (Jet A1)	million liters	0.062	0.054	0.066
Purchased indirect energy (Scope 2) ³⁾	TJ	2,251.1	2,279.9	2,236.6
Electricity ³⁾	TJ	1,192.8	1,171.6	1,151.7
Electricity ³⁾	million kWh	331.3	325.4	319.9
Of which renewable energy sources	%	32.5	37.9	45.7
Of which non-renewable energy sources	%	67.5	62.1	54.3
District heating ³⁾	TJ	634.4	691.5	670.2
District heating ³⁾	million kWh	176.2	192.1	186.2
District cooling ³⁾	TJ	424.0	416.8	414.8
District cooling ³⁾	million kWh	117.8	115.8	115.2

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

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

3) All information includes technical losses.

G4-EN4 Energy consumption outside of the organization

	Unit	2015	2016	2017
Fraport parent company				
Total energy consumption Scope 3⁵⁾	TJ	19,770.7	19,203.0	19,381.1
Aircraft traffic ¹⁾	TJ	12,994.3	12,776.7	12,797.7
Employee traffic Fraport AG and third parties at the airport ²⁾	TJ	1,560.3	1,599.4	1,574.8
Passenger traffic (originating passengers) ³⁾	TJ	3,052.0	2,612.0	2,829.0
Business trips of Fraport AG employees ⁴⁾	TJ	9.8	11.3	12.4
Third party energy consumption (infrastructure and vehicles) ⁵⁾	TJ	2,154.4	2,203.6	2,167.3

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

2) Commuting to and from workplace.

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

4) Includes automobiles, rail, and flights.

5) Correction of third-party consumption data (natural gas, fuels) for 2016.

G4-EN5 Energy intensity

	Unit	2015	2016	2017
Group				
Specific total consumption²⁾	TJ per million traffic units	28.2	27.6	25.7
Purchased direct non-renewable energy sources (Scope 1) ¹⁾	TJ per million traffic units	5.1	5.0	4.7
Purchased energy (Scope 2) ^{1), 2)}	TJ per million traffic units	23.1	22.6	21.0
Fraport parent company				
Specific total consumption	TJ per million traffic units	33.5	34.0	31.6
Purchased direct non-renewable energy sources (Scope 1) ¹⁾	TJ per million traffic units	5.9	6.1	5.7
Purchased energy (Scope 2) ¹⁾	TJ per million traffic units	27.6	27.9	25.9

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

2) Correction of consumption data for the Ljubljana and Lima airports for 2015 and 2016.

G4-EN6 Reduction of energy consumption

	Unit	2015	2016	2017
Fraport parent company				
Energy savings due to conservation and efficiency improvements ^{1), 2), 3)}	million kWh	30.07	42.35	69.91

1) The base year is 2008; cumulative effects from 2008 if also effective in the subsequent years. The saving achieved in the current year under review is the difference between the current value and value for the previous year (for further explanations see G4-EN6, page 52).

2) Calculation of energy that could be saved due to better procedures; exchanging or retooling plant and equipment; or modified employee behavior. The reduction relates to electricity, district heating, and district cooling.

3) Calculated figures.

Material Aspect: Water

G4-EN8 Total water withdrawal by source

	Unit	2015	2016	2017
Group				
Total water withdrawal	million m ³	1.781	1.782	1.873
Total water withdrawal ²⁾	Liters per traffic unit	16.6	16.2	16.1
Drinking water	million m ³	1.508	1.468	1.461
Service water	million m ³	0.273	0.314	0.412
Fraport parent company				
Total water withdrawal ¹⁾	million m ³	1.088	1.031	1.023
Total water withdrawal ^{1), 2)}	Liters per traffic unit	13.3	12.6	11.8
Drinking water ^{1), 3)}	million m ³	0.819	0.723	0.615
Service water ^{1), 4)}	million m ³	0.270	0.310	0.410

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

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

3) From local authority water supplies.

4) The service water is processed from surface water, rain water, and ground water.

AO4 Quality of rain water

	Unit	2015	2016	2017
Fraport parent company				
Hydrocarbons ¹⁾	mg/l	0.11	0.08	0.00
Settleable solids ¹⁾	ml/l	0.30	0.28	0.23

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

Material Aspect: Biodiversity

G4-EN11 Sites in or adjacent to protected areas or areas of high biodiversity value

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

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

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

Area use

	Unit	2015	2016	2017
Fraport parent company at Frankfurt Airport				
Owned area ¹⁾	ha	2,284	2,284	2,284
Of which paved	ha	1,085	1,091	1,092
Varna Airport				
Owned area ¹⁾	ha	223	223	223
Of which paved	ha	55	55	55
Burgas Airport				
Owned area ¹⁾	ha	253	253	253
Of which paved	ha	64	64	64
Ljubljana Airport				
Owned area ¹⁾	ha	279	279	279
Of which paved	ha	75	75	75

1) Contiguous owned area.

Material Aspect: Emissions, Effluents, and Waste

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

	Unit	2015	2016	2017
Group				
CO ₂ emissions				
direct CO ₂ emissions ¹⁾	1,000 CO ₂	39.6	40.2	40.1
Climate intensity of traffic volume				
direct CO ₂ emissions ^{1), 2)}	kg CO ₂ per traffic unit	0.37	0.37	0.34
Fraport parent company				
CO ₂ emissions				
direct CO ₂ emissions ¹⁾	1,000 CO ₂	35.5	36.5	36.4
Climate intensity of traffic volume				
direct CO ₂ emissions ^{1), 2)}	kg CO ₂ per traffic unit	0.44	0.45	0.42
Other relevant greenhouse gas emissions ³⁾	metric tons CO ₂	<2	<2	<2

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

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

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

4) Update of the CO₂ emissions due to the correction of consumption data for Ljubljana and Lima airports for 2015 and 2016.

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

	Unit	2015	2016	2017
Group				
CO ₂ emissions				
indirect CO ₂ emissions ^{1), 3)}	1,000 CO ₂	206.6	188.2	169.5
Climate intensity of traffic volume				
indirect CO ₂ emissions ^{1), 2), 3)}	kg CO ₂ per traffic unit	1.92	1.72	1.45
Fraport parent company				
CO ₂ emissions				
indirect CO ₂ emissions ¹⁾	1,000 CO ₂	184.2	172.8	153.7
Climate intensity of traffic volume				
indirect CO ₂ emissions ^{1), 2)}	kg CO ₂ per traffic unit	2.25	2.11	1.78

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

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

3) Update of the CO₂ emissions due to the correction of consumption data for Ljubljana and Lima airports for 2015 and 2016.

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

	Unit	2015	2016	2017
Fraport parent company (Scope 3 pursuant to GHG)				
Aircraft traffic ¹⁾	1,000 CO ₂	952.2	936.2	937.8
Employee traffic Fraport AG and third parties at the airport ²⁾	1,000 CO ₂	112.8	115.0	112.0
Passenger traffic (originating passengers) ³⁾	1,000 CO ₂	201.3	173.2	185.0
Business trips of Fraport AG employees ⁴⁾	1,000 CO ₂	0.70	0.81	0.90
Third party energy consumption (infrastructure and vehicles) ⁶⁾	1,000 CO ₂	179.5	172.0	156.3
Other relevant greenhouse gas emissions ⁵⁾	metric tons CO ₂ equivalent	<2	<2	<2

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

2) Commuting to and from workplace.

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

4) Includes automobiles, rail, and flights.

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

6) Correction of third-party consumption data (natural gas, fuels) for 2016.

G4-EN22 Total water discharge

	Unit	2015	2016	2017
Group				
Sewage water	Million m ³	2.678	2.606	2.432
Sewage water ¹⁾	Liters per traffic unit	25.00	23.80	20.90
Frankfurt Airport				
Sewage water ^{2), 3)}	Million m ³	1.986	1.820	1.966
Sewage water ^{1), 3)}	Liters per traffic unit	24.3	22.2	22.8
BSB5 ⁴⁾	Metric tons	1,231	801	1,385

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

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

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

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

G4-EN23 Waste by type and disposal method

	Unit	2015	2016	2017
Group				
Waste volume ^{1), 5)}	1,000 metric tons	28.66	25.29	26.32
Waste volume ^{1), 2)}	kg per traffic unit	0.27	0.23	0.23
Hazardous waste ¹⁾	1,000 metric tons	2.81	2.81	2.58
Non-hazardous waste ¹⁾	1,000 metric tons	25.50	22.09	22.35
Total Recoverability rate	In % of waste volume	71.5	76.2	71.3
Waste from international flights	1,000 metric tons	6.04	5.50	5.61
Fraport parent company				
Waste volume ¹⁾	1,000 metric tons	21.49	19.52	20.36
Waste volume ^{1), 2)}	kg per traffic unit	0.26	0.24	0.24
Hazardous waste ¹⁾	1,000 metric tons	1.60	1.51	2.19
Non-hazardous waste ¹⁾	1,000 metric tons	19.88	18.00	18.17
Total recoverability ^{1), 3)}	1,000 metric tons	19.15	17.65	18.39
Total recoverability rate ^{1), 4)}	In % of waste volume	89.1	90.5	90.3
Waste from international flights	1,000 metric tons	5.00	4.51	4.62

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

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

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

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

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

G4-EN24 Significant spills

	Unit	2015	2016	2017
Fraport parent company¹⁾				
Spills of water-polluting substances				
Number of spills	Number	735	779	762
Volume of spills	m ³	8.00	8.22	10.37
Frequency of spills	Number per 1,000 aircraft movements	1.57	1.68	1.60
Effects ²⁾		none	none	none
Lima Airport				
Spills of water-polluting substances				
Number of spills	Number	10	12	36
Area over which spills have an effect ³⁾	m ²	389	665	1,620
Frequency of spills	Number per 1,000 aircraft movements	0.06	0.08	0.19
Effects		none	none	none
Ljubljana Airport				
Spills of water-polluting substances				
Number of spills	Number	46	19	22
Volume of spills	m ³	0.67	0.06	0.45
Frequency of spills	Number per 1,000 aircraft movements	1.40	0.58	0.64
Effects		none	none	none

1) Spills primarily due to third parties.

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

3) Lima specifies the affected area.

AO5 Air quality

	Unit	2015	2016	2017
At Frankfurt Airport				
NO ₂ ^{1), 2), 3)}	µg/m ³	45.5	44.5	41.8
SO ₂ ^{1), 2), 4)}	µg/m ³	2.3	1.8	1.9
Fine dust, PM10 ^{1), 2), 5)}	µg/m ³	18.2	17.0	17.1
Benzene ^{1), 2), 6)}	µg/m ³	0.7	0.7	0.5
At Lima Airport				
NO ₂	µg/m ³	–	–	–
SO ₂	µg/m ³	10.3	4.1	4.2
Fine dust, PM 2.5 ⁷⁾	µg/m ³	13.9	21.0	20.2
Fine dust, PM10	µg/m ³	–	–	–

1) Annual average of the values measured at the SOMMI1 station located on the airport site. These values represent the total of all emissions of different groups, that is, in addition to the airport's contributions to emissions also those from third parties (road transport, industrial and commercial, house fire, large-scale background exposure). The airport's share depends on the location and, according to model calculations and depending on the components, ranges between around 10% and 30%.

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

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

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

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

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

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

AO6 Aircraft and pavement de-icing agents

	Unit	2015	2016	2017
Group				
Pavement de-icing agents ^{1), 2)}	m ³	924	772	2,407
Carbamide ^{1), 2), 3)}	Metric tons	84	140	159
Aircraft de-icing agents, total (type I, II, IV) ^{1), 2), 3)}	m ³ active substance	45	64	76
Safewing de-icing fluid type II (aircraft de-icing/anti-icing fluid with 50 % propylene glycol) ^{1), 2), 3)}	m ³ active substance	1	5	9
Aircraft de-icing/ anti-icing fluid, type I (aircraft de-icing/anti-icing fluid with 80 % propylene glycol) ^{1), 2), 3)}	m ³ active substance	54	74	84
Aircraft de-icing/anti-icing fluid, type IV (50 % propylene glycol) ^{1), 3)}	m ³ active substance	3	6	9
Aircraft de-icing/anti-icing fluid propylene glycol per de-iced aircraft ^{1), 2), 3)}	m ³ active substance per aircraft	0.051	0.074	0.074
Fraport parent company				
Pavement de-icing agent potassium formate (liquid, approximately 50 % active substance) on the flight operating areas ¹⁾	m ³	924	766	2,394
Pavement de-icing/anti-icing agent sodium formate (granulate, approximately 100 % active substance) on the flight operating areas ¹⁾	Metric tons	246	121	457
De-icing salt (NaCl) ⁴⁾	Metric tons	636	286	988

1) The quantities each relate to a calendar year. The value strongly fluctuates depending on the severity of the winter months.

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

3) The winter in early 2016 was colder in Bulgaria and Slovenia than the winters in the previous year. Ljubljana saw unusual wintry conditions in February 2016, and it snowed on April 27.

4) Values refer to the previous winter season, i.e., the value for 2017 is for consumption in winter 2016/17. The values strongly fluctuate depending on the severity of the winter.

Material Aspect: Transport

G4-EN30 Significant environmental impacts of transport and traffic

	Unit	2015	2016	2017
Group				
Employee transport				
Travel to and from work by public transport ¹⁾	Share in %	31.8	29.7	30.2
Travel to and from work by carpooling ¹⁾	Share in %	16.6	17.2	16.6
Passenger traffic				
Arrival/departure of originating passengers by public transport ¹⁾	Share in %	38.9	38.6	39.1
Fraport parent company				
Employee transport²⁾				
Travel to and from work by public transport ¹⁾	Share in %	32.1	30.2	31.2
Travel to and from work by carpooling ¹⁾	Share in %	14.5	14.8	13.6
Passenger traffic Frankfurt Airport²⁾				
Arrival/departure of originating passengers by public transport ¹⁾	Share in %	35.4	33.8	34.1

1) The figures are based on a survey.

2) The key environmental effects are shown under EN17 "Other greenhouse gas emissions".

Material Aspect: Noise (Airport Operators Sector Disclosures)

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

	Unit	2015	2016	2017**	
Frankfurt Airport					
Number of people in contour Leq, day = 60 dB(A) ^{1), 2)}	Number	3,000	2,781	1,601	(2,929)
Relative change compared with the previous year	Percent	−9%	−7%	−42%	(5%)
Number of people in contour Leq, day = 55 dB(A) (criterion similar to law on the protection against flight noise) ^{1), 3), 4)}	Number	102,958	99,117	73,377	(96,774)
Relative change compared with the previous year	Percent	2%	−4%	−26%	(−2%)
Number of people in the contour surrounding NAT, night = 6 x 68 dB(A) and Leq, night = 50 dB(A) (criterion similar to law on the protection against flight noise) ^{1), 5)}	Number	72,462	68,571	73,901	(78,819)
Relative change compared with the previous year	Percent	−4%	−5%	8%	(15%)

* Population database DDS. Collection date for this data for all analyses is 2010.

** The figures in the first column were calculated by applying mitigation approaches for calculating aircraft noise described in 1. The figures in parentheses in the second column were calculated as in the previous years without applying the mitigation approaches for calculating aircraft noise.

1) The flight noise contours were calculated based on the reference works introduced for Germany “Instructions for calculating noise protection areas (AzB)” and “Instructions for capturing flight operations data (AzD, 2008)”. In all scenarios, the operating direction distribution was standardized based on the long-term average operating direction distribution for the ten years from 2000 to 2009. The sigma increase developed for forecasting protection zone calculations under the Aircraft Noise Abatement Act and described in AzB and AzD was not used. Beginning in 2017, when calculating aircraft noise, it is taken into account that new aircraft models – particularly on takeoff – have significantly lower noise emissions than older models with a comparable capacity. The Airbus A380 was first such new aircraft model, followed by the Boeing B787, A320neo, A350 and others. Beginning in 2017, these new, quieter aircraft models have been removed from the respective AzB aircraft groups in the data acquisition system and provided with modified approaches for noise levels during takeoff and landing based on their traffic volume compared to the “traditional” AzB aircraft groups. These changes correspond to those agreed for the respective aircraft model within the scope of the vote on the “noise limit” by the stakeholders. Beginning with the A380 in 2010, the new aircraft models are being increasingly used in Frankfurt. This means the aircraft noise contours calculated between 2010 and 2016 and the numbers of residents identified were increasingly overestimated.

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

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

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

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

Community

Material Aspect: Customer Health and Safety

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

	Unit	2015	2016	2017
Frankfurt Airport (bird strike rate) ^{1), 2), 3)}	Number per 10,000 aircraft movements	2.61	4.86	–
Frankfurt Airport (wildlife strike rate) ^{1), 3)}	Number per 10,000 aircraft movements	–	–	5.59
Lima Airport ³⁾	Number per 10,000 aircraft movements	0.42	0.28	0.37
Varna Airport ^{3), 4)}	Number per 10,000 aircraft movements	19.23	10.80	15.67
Burgas Airport ^{3), 4)}	Number per 10,000 aircraft movements	10.95	5.27	7.45
Ljubljana Airport ³⁾	Number per 10,000 aircraft movements	14.29	12.84	7.26

1) From 2017 wildlife strike rate (previous year: bird strike rate). With the introduction of the new reporting system that entered into effect with EU Regulation No. 376/2014, the unit for statistics of the German Committee on the Prevention of Bird Strikes in Aviation (DAVVL) was restructured and adapted in 2017. The wildlife strike rate 2017 is therefore not comparable to the bird strike rates from previous years (for more information, see AO9 on page 64).

2) The significant increase in the number of bird strikes corresponds to the nationwide trend. It can be assumed that the number of bird strikes has not increased, but rather the number of reports. This is due to the fact that since November 2015 in accordance with the EC Regulation 376/2014 and CIR (EU) 2015/1080 Annex IV all airport operators, air traffic controllers, ground handling services and pilots across Europe are obliged to report safety-relevant incidents (here: bird strikes).

3) Bird strike rate: number of bird strikes per 10,000 aircraft movements. Frankfurt Airport from 2017: The wildlife strike rate including bird strikes per 10,000 aircraft movements.

4) From 2016, improvement of controls regarding harm to birds.

Relevant Aspect: Grievance Mechanisms for Impacts on Society

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

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Frankfurt site				
Total aircraft noise complaints	Number	3,931,157	5,593,806	5,915,950
Aircraft noise complaints referring to flight event**	Number	1,578,036	1,462,838	148,680
Complainant	Number	2,382	2,339	2,203

* No formal complaints procedure. Please also see G4-SO11 on page 89.

Personnel

The consolidated companies of the Group personnel data is the same as for the financial data (see consolidation and balance sheet date in [Annual Report 2017](#), page 143 et seqq.). In 2016, personnel key figures for the Group companies in Greece were recorded for the first time. At the end of May 2017, Fraport AG acquired all shares in two companies formed in connection with the acquisition of the concession for the management and operation of the airports in Fortaleza and Porto Alegre in Brazil: Fraport Brasil S.A. Aeroporto de Porto Alegre and Fraport Brasil S.A. Aeroporto de Fortaleza. The companies took over operation of the airports on January 2, 2018. In 2017, personnel key figures for the Group companies in Brazil and for the company Fraport Ausbau Süd GmbH (FAS GmbH) were also recorded for the first time.

Employees of the fully consolidated companies	31.12.2016	31.12.2017
Fraport AG	11,164	10,747
Fraport parent company (Fraport AG)	11,164	10,747
Subsidiaries		
Media Frankfurt GmbH	48	49
Airport Assekuranz Vermittlungs-GmbH	12	12
Airport Cater Service GmbH	137	132
GCS Gesellschaft für Cleaning Service mbH & Co. Airport	657	689
Flughafen Kanalreinigungsgesellschaft mbH	21	23
FAS GmbH	–	4
Air IT Services AG	20	19
FraSec – Fraport Security Services GmbH	3,538	3,697
FraGround GmbH (APS PersonalService GmbH)	3,025	3,331
Fraport Passenger Service GmbH	118	163
FraCareServices GmbH	448	582
Fraport Casa GmbH	2	2
FRA-Vorfeldkontrolle GmbH	94	94
Fraport Casa Commercial GmbH	1	1
Fraport Group at Frankfurt site	19,285	19,545
Fraport Peru S.A.C.	7	8
Antalya Havalimani Uluslararası İşletmeciliği	10	10
Twin Star Airport Management	613	694
Fraport Slovenija (previously: Aerodrom Ljubljana)	399	428
Lima Airport Partners S.R.L.	500	493
Fraport Saudi Arabia (FSA) Ltd.	2	2
Fraport USA Inc.	34	30
Fraport Regional Airports of Greece A S. A.	30	216
Fraport Regional Airports of Greece B S. A.	26	180
Fraport Regional Airports of Greece Management Company S. A.	103	168
Fraport Brasil Porto Alegre	–	159
Fraport Brasil Fortaleza	–	91
Fraport Brasil Operadores	–	0
Fraport Group outside the Frankfurt site	1,724	2,479
Fraport Group total	21,009	22,024

See also Disclosure of shareholding pursuant to Section 313 (2) of the HGB in the [Annual Report 2017](#), page 222.

Material Aspect: Employment

G4-10 Total workforce

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group				
Employees ¹⁾	Number of people	21,475	21,009	22,024
of which women	in %	24.2	24.2	25
Permanent employees ²⁾	Number of people	19,698	19,409	20,440
Temporary staff ³⁾	Number of people	587	509	453
Employees on leave	Number of people	869	774	771
Apprentices	Number of people	321	317	360
Employees of Fraport parent company ¹⁾	Number of people	11,401	11,164	10,747
of which women	In % of employees	53.1	53.1	48.8
	in %	19.1	19.1	19.2
Distribution by region				
Europe (including Germany)	Number of people	20,927	20,456	21,231
	In % of employees ¹⁾	97.4	97.4	96.4
of which women	in %	23.9	23.8	24.5
Germany/Frankfurt site	Number of people	19,915	19,285	19,545
	In % of employees	92.7	91.8	88.7
of which women	in %	23.4	23.3	21.8
Rest of Europe (not including Germany)	Number of people	1,012	1,171	1,686
	In % of employees	4.7	5.6	7.7
of which women	in %	32.4	32.6	34.5
America (North and South America)	Number of people	535	541	781
	In % of employees	2.5	2.8	3.5
of which women	in %	39.3	37.9	37.4
Asia	Number of people	13	12	12
	In % of employees	0.1	0.1	0.1
of which women	in %	15.4	25.0	16.7
Part-time employees ⁴⁾	Number of people	3,446	3,517	3,789
	In % of employees	16.0	16.7	17.2
Fixed-term employment contracts ⁵⁾	Number of people	4,008	2,908	3,916
	In % of employees	18.7	13.8	17.8
Apprentices at parent company Fraport AG	Number of people	309	304	313
of which women	in %	25.6	24	24

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

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

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

4) Including partial retirement.

5) They accounted for 20.1 percent of the fixed-term contracts. 2017: The companies in the Group increased the number of employees on fixed term contracts, as the increased passenger and traffic volumes were offset by temporary hires.

G4-LA1 New employee hires and employee turnover

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group				
Permanent employees	Number of people	19,698	19,409	20,440
Employee hires by gender, region, and age				
Hires	Number of permanent employees	2,277	1,633	2,938
	In % of permanent employees	11.6	8.4	14.4
of which women	In % of permanent employee hires	25.6	17.6	26.5
Regions				
Europe (including Germany)	Number of people	2,233	1,595	2,653
	In % of permanent employees	11.3	8.2	13.0
Germany/Frankfurt site	Number of people	2,204	1,397	2,157
	In % of permanent employees	11.2	7.2	10.6
Rest of Europe (not including Germany)	Number of people	19	198	496
	In % of permanent employees	0	1	2.4
America (North and South America)	Number of people	53	38	285
	In % of permanent employees	0.3	0.2	1.4
Asia	Number of people	1	0	0
	In % of permanent employees	0.0	0.0	0.0
Age group				
Up to 30 years old	In % of permanent employee hires	39.0	33.4	33.7
31–50 years old	In % of permanent employee hires	47.7	51.3	52.8
Over 50 years old	In % of permanent employee hires	13.4	15.2	13.5
Employee turnover by gender, region, and age				
Leavers	Number of permanent employee leavers	2,206	2,015	1,861
Employee turnover	In % of permanent employees	11.2	10.4	9.1
of which women	In % of permanent employee leavers	21.2	24.7	23.42
Regions				
Europe (including Germany)	Number of people	2,163	1,979	1,825
	In % of permanent employees	11.0	10.2	8.9
Germany = Frankfurt site	Number of people	2,093	1,928	1,757
	In % of permanent employees	10.6	9.9	8.6
Rest of Europe (not including Germany)	Number of people	70	51	68
	In % of permanent employees	0.35	0.3	0.3
America (North and South America)	Number of people	38	35	36
	In % of permanent employees	0.19	0.2	0.2
Asia	Number of people	5	1	0
	In % of permanent employees	0	0	0
Age group				
Up to 30 years old	In % of permanent employee leavers	31.2	28.9	27.5
31–50 years old	In % of permanent employee leavers	46.5	48.0	46.4
Over 50 years old	In % of permanent employee leavers	22.3	23.1	26.2
Reasons for leaving				
Employee termination	Number of permanent employees	527	460	520
Employer termination	Number of permanent employees	410	232	229
End of working life (retirement)	Number of permanent employees	122	107	108
Other reasons	Number of permanent employees	1,147	1,216	1,004

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

Material Aspect: Labor/Management Relations

G4-11 Employees covered by collective bargaining agreements

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group				
Employees covered by collective bargaining agreements ¹⁾	In % of employees	99.6	98.7	95.8

¹⁾ The difference to 100% are employees not covered by collective bargaining agreements or senior managers under the German Works Constitution Act (Betriebsverfassungsgesetz) as well as companies without collective bargaining agreements (Brazil).

Material Aspect: Occupational Health and Safety

G4-LA5 Percentage of employees in job safety committees

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group				
Employees represented in job safety committees	In % of employees	100	100	100

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

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group^{6), 7)}				
Accidents ^{1), 11), 12)}	Number	1,474	1,427	1,291
1,000 person rate ^{1), 2), 3), 11), 12)}	Number of notifiable accidents per 1,000 employees	25.8	24.3	25.5
Fatalities	Number	0	0	0
Notifiable ^{2), 12)}	Number	559	520	554
Absence days ^{2), 4), 11), 12)}	Number of notifiable absence days	8,693	9,785	9,459
Sickness rate ⁵⁾	Absence in %	7.73	7.89	7.54
Due to sickness ⁵⁾	Absence in %	7.54	7.67	7.33
Due to accidents (excluding sport, travel to and from work, and private accidents) ⁵⁾	Absence in %	0.19	0.22	0.21
Occupational illnesses ^{9), 10), 12)}	Number of cases recognized	5	6	1
Frankfurt site/Germany^{6), 7), 8)}				
Accidents ^{1), 12)}	Number	1,463	1,415	1,262
1,000-person rate ^{1), 2), 3)}	Number of notifiable accidents per 1,000 employees	27.6	25.9	27.8
Fatalities	Number	0	0	0
Notifiable ^{2), 12)}	Number	548	511	533
Absence days ^{2), 4), 12)}	Number of notifiable absence days	8,436	8,091	8,056
Sickness rate ⁵⁾	Absence in %	8.17	8.38	8.20
Due to sickness ⁵⁾	Absence in %	7.97	8.14	7.97
Due to accidents (excluding sport, travel to and from work, and private accidents) ⁵⁾	Absence in %	0.20	0.24	0.23
Occupational illnesses ^{9), 10), 12)}	Number of cases recognized	5	6	1
Abroad				
Accidents ^{1), 11)}	Number	11	12	21
1,000-person rate ^{1), 2), 3), 11)}	Number of notifiable accidents per 1,000 employees	5.9	4.5	8.0
Sickness rate ⁵⁾	Absence in %	7.73	7.63	2.59

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

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

3) With reference to the average headcount. The average headcount is calculated by adding the total monthly employees divided by the number of months.

4) Absence days = planned work days.

5) Based on planned working hours.

6) It is not currently possible for Fraport to classify accidents by cause for technical reasons, but the aim is to collect these data in the future.

7) The figures shown cover all staff, but not independent contractors, as no data are collected for these employees.

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

9) 2017: Figure for 2015 adjusted due to subsequently reported accidents.

10) Fraport parent company.

11) From 2016 including Fraport Greece.

Material Aspect: Training and Education

G4-LA9 Average hours of training per employee

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group³⁾				
Education ^{1), 2), 3)}	Days per employee	3.80	2.94	4.57
Apprentices	Number of people	321	317	360
Interns/students/diploma students/work placement pupils	Number of people	587	509	453

1) Excluding apprentices.

2) 7 hr = 1 day.

3) It is not possible to divide the data into employee categories nor to present the training periods according to gender, since the training and systems are not managed from a central location and there is no integrated system available.

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

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group¹⁾				
Employees receiving regular performance and career development reviews	In % of permanent employees	60.8	60.4	56.7

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

Material Aspect: Diversity and Equal Opportunity

G4-LA12 Composition of employees

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Group				
Employees ^{1), 5)}	Number of people	21,475	21,009	22,024
Gender				
Women	In % of employees	24.2	24.2	25
Men	In % of employees	75.8	75.8	75
Segments				
Aviation	Number of people	6,613	6,374	6,409
of which women	in %	35.6	35.3	35.3
Ground Handling	Number of people	9,494	9,022	9,254
of which women	in %	13.8	13.4	14.2
Retail & Real Estate	Number of people	740	741	741
of which women	in %	39.7	39.7	40
External Activities & Services	Number of people	4,628	4,872	5,620
of which women	in %	27.1	27.2	29
Average age	Years	42.8	43.5	43.6
up to 30 years old	In % of employees	16.3	14.7	14.7
of which women	in %	31.1	31.2	32.1
31–50 years old	In % of employees	55.8	54.5	53.7
of which women	in %	24.0	24.5	25.5
over 50 years	In % of employees	28.0	30.8	31.7
of which women	in %	20.8	20.2	20.8
Foreign employees¹⁾	Number	4,347	4,297	5,407
	In % of employees	20.2	20.5	24.6
Disabled employees^{2), 3)}	Number of people	1,635	1,676	1,683
	In % of employees	7.9	8.3	7.9
Women in management positions (1 – 5)⁴⁾	In % of managers	29.3	30.3	31.6
Women in management positions level 1	In % of managers level 1	14.3	12.5	12.5
Women in management positions level 2	In % of managers level 2	25.9	28.8	32.1
Women in management positions level 3	In % of managers level 3	30.1	29.4	31.8
Women in management positions level 4	In % of managers level 4	28.2	29.6	27.8
Women in management positions level 5	In % of managers level 5	33.3	35.5	40.1

1) Employees = permanent employees + temporary staff + apprentices + employees on leave

2) Disabled employees, equivalent, and multiple credits.

3) Eligible jobs = employees – school pupils – students – apprentices.

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

5) 2016 including Fraport Greece.

G4-LA12 Composition of employees (2/2)

	Unit	Dec. 31, 2015	Dec. 31, 2016	Dec. 31, 2017
Fraport parent company				
Employees ¹⁾	Number of people	11,401	11,164	10,747
of which women	in %	19.1	19.1	19.2
Foreign employees	Number	1,700	1,672	1,615
	In % of employees	14.9	15.0	15.0
Disabled employees ^{2), 3)}	Number of people	1,300	1,317	1,304
	In % of employees	12.1	12.5	12.8
of which women	Number of people	117	123	117
of which women	in %	1.0	1.1	1.1
Managers (management positions 1–5) ⁴⁾	Number of people	363	364	346
of which foreign employees	in %	1.64	1.64	1.73
People in governance bodies (parent company) ^{5), 6)}	Number of people	24	24	24
of which women	Number of people	5	5	5
of which women	in %	20.8	20.8	20.8
Executive Board	Number of people	4	4	4
of which women	Number of people	1	1	1
of which women	in %	25	25	25
Age structure				
up to 30 years old	in %	0	0	0
31–50 years old	in %	0	0	0
over 50 years	in %	100	100	100
Supervisory Board	Number of people	20	20	20
of which women	Number of people	4	4	4
of which women	in %	20	20	20
Age structure				
up to 30 years old	in %	0	0	0
31–50 years old	in %	15	15	20
over 50 years	in %	85	85	80

1) Employees = permanent employees + temporary staff + apprentices + employees on leave

2) Disabled employees, equivalent, and multiple credits.

3) Eligible jobs = employees – school pupils – students – apprentices.

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

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

6) No data are collected on employees with an immigration background and German passport.

GRI Content Index

Our sustainability reporting for 2017 consists of the report “[2017 Compact – Gute Reise! We make it happen](#)” and the [GRI Report 2017](#). The GRI Report focuses on the policies of the Global Reporting Initiative (GRI G4, “In accordance” core option) and includes the airport-specific Airport Operators Sector Disclosures.

In the course of aligning sustainability reporting with the Global Reporting Initiative’s (GRI) G4 guidelines, the materiality matrix needed to be further developed in 2015 (see [G4-18](#)). After updating the materiality matrix, the ten areas of activity were assigned to the key GRI G4 aspects. In addition, relevant aspects that are key requirements for operating an airport were determined and these remain part of the reporting. These aspects are identified in the report.

GRI and UN Global Compact Index

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

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



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

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General Standard Disclosures

Strategy and Analysis

G4-1 Foreword of the Executive Board

See “Foreword” in “2017 Compact – Gute Reise! We make it happen” (“2017 Compact”), page 14 et seq.

See “Our Group” in “2017 Compact”, page 20 et seqq.

The attainment is measured in “Our program”. See the “2017 Compact”, page 36 et seqq. The section “Overview of Business Development” in the management report in the [2017 Annual Report](#) contains information on the business development in 2017 (see [Annual Report 2017](#), page 45).

The challenges for the coming year lie in attaining the targets defined in “Our program”. Medium-term objectives are set out in “Our program” (see “2017 Compact”, page 36 et seqq.).

See also “Understanding of sustainability” in the Responsibility/Publications area <https://www.fraport.com/en/our-company/responsibility.html>.

Organizational Profile

G4-3 Name of the organization

Fraport AG Frankfurt Airport Services Worldwide

G4-4 Primary brands, products, and services

For an overview of the basic business model of the Fraport Group and the most important business locations, see the [Annual Report 2017](#), page 46 et seqq. as well as Visual Fact Book 2017 on <https://www.fraport.com/en/our-company/investors/events-and-publications/publications.html>.

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

G4-5 Location of the organization's headquarters

- > Headquarters: Frankfurt/Main

G4-6 Number of countries where the organization operates

- > Number of countries in which Fraport has an active Group company: 14 (end of 2017)
Germany, Bulgaria, Malta, Cyprus, Hong Kong, Peru, USA, Slovenia, Turkey, China, Russia, India, Brazil, Greece
- > Number of countries in which Fraport has an operating site: 6 (end of 2017)
Egypt, Greece, India, Russia, Senegal, Bahrain
- > Number of countries in which Fraport provides larger scale consulting services: 5 (end of 2017)
Bahrain, United Arab Emirates (Abu Dhabi), Kuwait, Uganda, Italy
- > Key countries/locations: See [Annual Report 2017](#), page 47 and <https://www.fraport.com/en/our-company/fraport/fraport-group.html>

G4-7 Ownership structure

- > Legal form: Fraport AG is a public company limited by shares (Aktiengesellschaft) in accordance with German law.
Ownership: The shares in the company are listed on the Frankfurt Stock Exchange and are included in the MDAX, the index for medium-sized German joint-stock companies. On account of the shares held by the State of Hesse and Stadtwerke Frankfurt am Main Holding GmbH, and the consortium agreement between these two companies, Fraport AG is a company controlled by these shareholders (see https://www.fraport.com/en/our-company/investors/the-fraport-share.html#id_tab_our-company_investors_the-fraport-share_basic-data-shareholder-structure).
- > Regulatory framework: Fraport AG is a public company limited by shares (Aktiengesellschaft) in accordance with German law. The shareholder structure can be seen at https://www.fraport.com/en/our-company/investors/the-fraport-share.html#id_tab_our-company_investors_the-fraport-share_basic-data-shareholder-structure.

G4-8 Markets

Our Visual Fact Book 2017 contains detailed information on our markets and business segments (see <https://www.fraport.com/en/our-company/investors/events-und-publications/publications.html>). The markets served by us do not differ in terms of the types of customers served.

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

Our business activities without a direct link to aviation are:

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

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

G4-9 Scale of the organization

The following data apply to the Fraport Group for 2017:

Number of employees* of the Fraport Group (December 31, 2017)	22,024
Number of all employees who work at the airport	around 81.000 (including Gateway Gardens & The Squire, as at: 2017)
Revenue	€2,934.8 million
Total assets	€10,832.4 million
Shareholders' equity	€4,028.7 million
Non-current liabilities	€5,543.6 million
Current liabilities	€1,260.1 million
EBITDA	€1,003.2 million
Group result	€359.7 million
Quantity of products and services	Fraport is a service provider and not a manufacturing company, therefore details relating to quantity of products are not applicable. See business model in Annual Report 2017, page 46 et seqq.
Size of the airport site	22.96 km ²

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

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

Center Runway	4.000 m long
Takeoff and landing Runway South	4.000 m long
Takeoff Runway West	4.000 m long
Landing Runway North-West	2.800 m long
Operating direction	The operating direction depends on the wind direction and wind speed.
Minimum connecting time	45 min.
Number of aircraft movements	475,537
Number of airlines that have flown to the airport during the reporting period	173
Number of destinations that were flown to during the reporting period	404

More data and indicators can be found in the [Annual Report 2017](#).

G4-10 Total workforce

See Key figures/Personnel, [G4-10 Total workforce](#), page 20.

Employment figures in the regions were broken down by gender for the first time in 2016.

G4-11 Employees covered by collective bargaining agreements

In the Fraport Group, 95.8 percent of all employees are employed and paid under collective bargaining agreements. The difference to 100 percent is made up of employees of smaller Group companies who are not subject to a collective bargaining agreement. These are mainly employees not covered by collective bargaining agreements or senior managers.

See Key figures/Personnel, [G4-11 Employees covered by collective bargaining agreements](#), page 22.

G4-12 Organization's supply chain

The Fraport Group is a supplier of high-quality airport services. In accordance with Fraport's fundamental values of probity, integrity, trustworthiness, responsibility, transparency, and fairness, we aspire to act with social, economic, and environmental responsibility in our business dealings and see sustainability as designing the future. Unlike manufacturing companies, Fraport's management does not focus on the supply chain, but on the quality of the services offered and the functionality of the infrastructure required for this. Irrespective of this, it is crucial that business partners and suppliers are selected carefully. The Group companies each have their own procurement management.

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

Fraport AG undertakes to focus on sustainability criteria when purchasing products and services. In addition, the company was one of the first in Hesse to sign a target agreement initiated by the Hessian Ministry of the Environment, Climate Protection, Agriculture and Consumer Protection in 2016. Consequently, social and ecological criteria are considered in purchasing decisions in addition to economic criteria.

Fraport AG has a heterogeneous requirement structure. Its requirements range from architectural services to the construction of entire buildings and maintenance of such buildings, from office materials to IT services and aircraft tow tractors. More than 68% (approximately €663 million) of Fraport AG's order volume of approximately €972 million was awarded to companies in the Rhine-Main area in 2017. More than 91 percent of all orders awarded were below €10,000 and were therefore to the particular advantage of small and medium-sized companies.

Around 31 percent of the order volume was procured for services. The orders primarily concerned security, temporary employment, cleaning and IT services.

43 percent of the order volume was procured for construction. This includes the orders by the Group company FAS GmbH responsible for the Expansion South project. The other 26 percent was placed in the market for consumables.

Fraport AG had around 2,950 active suppliers and service providers in 2017. Around 98 percent of the order volume was awarded to suppliers and service providers based in Germany, approximately 1 percent to those based in the EU and about 1 percent to those based in the US and Switzerland. As there are comparable legal standards in these countries, in particular in relation to respect for human rights and anti-corruption and bribery matters, the first level of Fraport AG's supply chain is not deemed critical. Although orders with business partners and suppliers based outside the aforementioned countries seem insignificant in relation to the total order volume, of which they make up less than one percent, business relationships with suppliers from risk countries, known as the "Primary Impact Countries" (in accordance with the FTSE4Good Index), in particular require particular care. For this reason, an examination of the first level of the supply chain by contractors' country of origin is an essential part of regular monthly reporting for the "Central Purchasing, Construction Contracts" central unit.

If contracts for product groups that include suppliers or service providers from risk countries are to be put out to tender and awarded, the potential contractors will be reviewed depending on the order value. This also applies to orders for work clothes, for example. The location of production sites is periodically checked. If a business relationship is started with a supplier from one of these countries, sanction lists are extensively checked in advance. Sanction lists are official lists of people, groups or organizations subject to economic or legal restrictions. If there are irregularities, further checks are planned which may result in the withdrawal of an order.

A separate procurement process via the Group company Fraport Ausbau Süd was defined for the Expansion South project, in particular Terminal 3 at Frankfurt, due to the size and complexity of the project. By submitting an offer in this procurement process, building companies are obliged to comply with all requirements in the Posted Workers Act (Arbeitnehmer-Entsendegesetz, AEntG) and the Minimum Wage Act (Mindestlohnengesetz, MiLoG), to make contributions to the collective bargaining parties' joint facilities, and also to only engage subcontractors or other third parties that meet these requirements. The Fraport Supplier Code of Conduct also forms part of any agreement.

A due diligence review process was defined for purchases made for the construction of Terminal 3, which has since been carried out depending on the order value. In addition to mandatory checking of sanction lists and company information, this includes extensive research online on potential business partners before business relationships are started.

Fraport AG's four largest suppliers by order volume are service companies held by Fraport AG. These are the Group companies FraSec, FraGround, FraCareServices, and GCS. This primarily concerns Ground Services, Security, Cleaning Services, and IT Services. As fully consolidated Group companies, they must adopt the Code of Conduct for employees and are also obliged to comply with the Group Compliance Management System (CMS) policy. These guidelines include instructions to make the Supplier Code of Conduct part of the General Terms and Conditions and to use it insofar as this is possible for the Group companies pursuant to national law. If such inclusion in the General Terms and Conditions is not possible, or is only possible if the Supplier Code of Conduct is modified, the local management shall inform the department dealing with compliance at Fraport AG. Fraport

AG's fifth-largest supplier, Arbeitsgemeinschaft Baugrube T3, is not part of the Fraport Group and is engaged by the Group Company Fraport Ausbau Süd. It is subject to the award conditions described above.

The international Group companies must also comply with all components of the Group CMS policy. This applies in particular to large construction projects such as the new terminal at Lima Airport. In that project, compliance with the Fraport Supplier Code of Conduct is a mandatory part of the tender for the general contractor.

G4-13 Changes regarding size, structure, or ownership

In a public bidding process by the Brazilian Government, Fraport was awarded the tender on March 16, 2017 to privatize the airports of Fortaleza and Porto Alegre.

On April 11, 2017, Fraport took over operations of 14 Greek regional airports. Below, the two companies Fraport Regional Airports of Greece A and Fraport Regional Airports of Greece B are referred to collectively as "Fraport Greece".

See [Annual Report 2017](#), pages 44, 77 et seqq. and page 102 et seqq.

In 2017, there were no significant changes in terms of suppliers' sites or relationships with suppliers, including selection and termination. Fraport does not have a traditional supply chain.

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

The Fraport Group has a comprehensive, Group-wide risk and opportunity management system, which makes it possible for Fraport to identify and analyze risks at an early stage, and to control and limit those risks using appropriate measures, as well as to take advantage of opportunities. This results in the early identification of potential risks that could jeopardize the Fraport Group (see Risk and Opportunities Report in the [Annual Report 2017](#), page 105 et seqq.).

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

A range of comprehensive measures directed toward preventive health and safety are designed to avoid the physical, psychological, and social forms of stress that employees experience at work as far as possible. If stress cannot be avoided, the preventive measures are intended to reduce or compensate for it (see "Occupational health and safety" in "[2017 Compact](#)", page 60 et seq.). The Executive Board and the employee representative bodies have formulated a statement of principles on occupational health and safety and incorporated it into the Group guidelines.

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

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

Voluntary initiatives (selection):

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

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

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

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

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

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

Mandatory initiatives:

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

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

G4-16 Memberships

Fraport pursues its interests through membership of the industry organizations Task Force for German Commercial Airports (ADV, <http://www.adv.aero/>) and Airports Council International (ACI, <http://www.aci.aero/>) Europe and World. Fraport is also a member of the Federation of the German Air Traffic Industry (BDL, <http://www.bdl.aero/>). 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 protection, and environmental protection. We are working together with bodies in these organizations to prepare positions on air traffic issues. They also include positions on projected legislation and political initiatives (see <https://www.fraport.com/en/our-company/fraport/about-us/european-topics-associations.html>).

Material Aspects and Boundaries

G4-17 List of consolidated companies

See [page 19](#) and “Disclosures of shareholding pursuant to Section 313 (2) of the HGB” and “Notes to the Consolidation and Accounting Policies” ([Annual Report 2017](#), page 144 et seqq. and page 222 et seqq.).

G4-18 Process for defining the report content

The basis for defining the report content is a materiality matrix analysis. We focus on the principles of sustainability context, completeness, materiality, and stakeholder engagement formulated by the Global Reporting Initiative (GRI). From the regular and systematic exchange with our internal and external stakeholders, we gain the impetus for the strategic alignment of the company (see “Stakeholder dialogs” in [“2017 Compact”](#), page 30 et seq.). Since 2010, we have used this to create the materiality matrix that depicts the company’s future challenges. The matrix is checked annually to ensure it is up to date and, if necessary, modified (see “Updating the materiality matrix” in [“2017 Compact”](#), page 32 et seq.).

In the course of aligning sustainability reporting with the Global Reporting Initiative’s (GRI) G4 guidelines, the materiality matrix needed to be developed in 2015 to focus it even more on the central areas of activity for the company’s sustainability. In 2017, a check to ensure that the matrix is up to date was made and the matrix’s validity was confirmed. An update of the materiality matrix is planned for 2018. In defining the key issues for updating the matrix in 2015, we proceeded as follows:

1. Identification

The content of the existing materiality matrix was first checked according to the GRI G4 requirements, taking account of the benchmark results and discussions with representatives of internal departments. Detailed results from the last management and stakeholder survey from 2013 were also considered, as well as the current extent to which targets from the areas of activity in the program had been achieved. The aim of updating the areas of activity was to concentrate on aspects that can be recorded with targets and measurable performance indicators (see “Updating the materiality matrix” in [“2017 Compact”](#), page 32 et seq.).

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

2. Prioritization

Fraport’s management and representatives of our most important stakeholders (airline companies, passengers, business partners, shareholders, analysts, employees, employee representatives, political bodies and authorities, foundations, associations, scientific bodies, NGOs, local residents living near airports) confirmed the high relevance of the ten newly defined areas of activity for the company’s sustainability in an online survey. Both groups were also requested to prioritize the issues (see “Materiality matrix” in [“2017 Compact”](#), page 32 et seq.).

3. Validation

After carrying out the stakeholder survey, the results were checked internally and the updated materiality matrix was approved by the Executive Board. The areas of activity of the materiality matrix were then assigned to the relevant GRI G4 Aspects.

G4-19 All material aspects

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

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

Refer to “Materiality matrix” in “[2017 Compact](#)”, page 32 et seq.

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

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

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

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

G4-22 Restatements of information in comparison to earlier reports

See „About this Report”, page 3 and page 19 and “Changes compared with the previous year” in the [Annual Report 2017](#), page 51 et seq.

G4-23 Changes to report scope and aspect boundaries

See “About this Report”, page 3, “2017 Compact”, page 91, and [Annual Report 2017](#), page 51 et seq.

Aspect: Stakeholder Engagement

G4-24 Stakeholder groups engaged

See “2017 Compact”, page 30 et seq.

G4-25 Identification and selection of stakeholders

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

G4-26 Approach to stakeholder engagement

Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups. This includes conducting regular surveys and operating systematic feedback management for our passengers, and the continual exchange of views with local authorities and citizens on subjects relating to the airport (see “[Aspect Service Quality](#)”, page 92 and “2017 Compact”, page 30 et seq.).

G4-27 Key topics raised through stakeholder engagement

Approach to integration of the interests of the stakeholders:

The materiality matrix helps us to identify and take account of risks and opportunities for the benefit of Fraport, or to avoid impacts as appropriate. The systematic exchange of information with the most important internal and external stakeholders enables us to develop perspectives for the strategic alignment of the company. We outline below the opportunities we want to take forward into the future. We show significant risks in our annual report (see [Annual Report 2017](#), page 105 et seq.).

In the course of aligning sustainability reporting with the Global Reporting Initiative's (GRI) G4 guidelines, the materiality matrix needed to be developed in 2015 to focus it even more on the central areas of activity for the company's sustainability. To do this, the content of the materiality matrix was first reviewed in terms of the requirements of the GRI's G4 Guidelines and in consideration of benchmark results (see "Updating the materiality matrix" in "[2017 Compact](#)", page 32 et seq.).

Fraport's management and representatives of our most important stakeholders (airline companies, passengers, business partners, shareholders, analysts, employees, employee representatives, political bodies and authorities, foundations, associations, scientific bodies, NGOs, local residents living near airports) confirmed the relevance of the ten newly defined areas of activity for the company's sustainability in an online survey. Both groups were also requested to prioritize the issues (see "[2017 Compact](#)", page 32 et seq.). The surveyed people also had the opportunity to state further key issues for the future of Fraport AG – but these are covered completely in the defined areas of activity.

In 2017, a check to ensure that the matrix is up to date was made and the matrix's validity was confirmed. An update of the materiality matrix is planned for 2018.

Resulting key issues:

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

- > Customer satisfaction and product quality
- > Economic efficiency
- > Growth and development in the Group
- > Ideas and innovation
- > Attractive and responsible employer
- > Occupational health and safety
- > Climate protection
- > Conservation of Nature and Resources
- > Noise abatement
- > Value generation and engagement in the regions

A comprehensive summary of all subjects including the associated objectives and measures can be found in "Our program" (see "[2017 Compact](#)", page 36 et seq.).

Implementation in communication:

The objectives and measures of the program were passed by the Executive Board at the end of January, 2018. The program is a key element of the reporting such that the requirements of the stakeholders are also included in the reporting.

Report Profile

G4-28 Reporting period

Our reports “[2017 Compact](#)” and “[GRI Report 2017](#)” are published annually in German and English and cover the reporting period of January 1 to December 31 of each year.

G4-29 Date of most recent previous report

The previous report was published on Wednesday, May 10, 2017.

G4-30 Reporting cycle

Our reports “[2017 Compact](#)” and “[GRI Report 2017](#)” are published annually in German and English and cover the reporting period of January 1 to December 31 of each year.

G4-31 Contact point for questions regarding the report

Finance & Investor Relations

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G4-32 GRI Content Index

The present GRI Report focuses on the policies of the Global Reporting Initiative (GRI G4, “In accordance” core option) and includes the airport-specific Airport Operators Sector Disclosures.

See [GRI and Global Compact Index](#), page 41.

G4-33 External assurance for the report

See “Auditor’s Report” on the financial statements ([Annual Report 2017](#), page 227).

The environmental key figures are validated by an external environmental assessor in accordance with EMAS. The corresponding figures are highlighted in color in the table (see [Key Figures Environment](#), page 9 et seqq.).

See also “[Monitoring and tracking](#)”, internal audits, page 44 et seq.

Governance

G4-34 Governance structure

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

representation. The shareholder representatives are appointed by the shareholders at the Annual General Meeting. The employee representatives are elected by the employees in accordance with the provisions of the Co-determination Act. The period of office is five years.

More detailed information on the individual members of the Supervisory Board, as well as the composition and work of the Board is provided in the [2017 Annual Report](#) (see [Annual Report 2017](#), page 19 et seqq.). A list compiled by the Supervisory Board relating to diversity aspects is provided in the section “[Key Figures](#)”, page 4.

See also “Strategy, Objectives and Organization” at <https://www.fraport.com/en/our-company/responsibility/at-a-glance/strategy-and-goals.html>

See “Corporate Governance Code” at <https://www.fraport.com/en/our-company/investors/corporate-governance.html>.

See “Joint Statement on Corporate Governance and Corporate Governance Report” ([Annual Report 2017](#), page 16 et seqq.).

See Corporate Governance on the company’s website <https://www.fraport.com/en/our-company/investors/corporate-governance.html>.

See Report of the Supervisory Board/Work of the committees ([Annual Report 2017](#), page 10 et seqq.).

Ethics and Integrity

[G4-56 Values, principles, and standards of behavior](#)

The Supervisory Board of Fraport AG adopted the Fraport AG Corporate Governance Code (see <https://www.fraport.com/en/our-company/investors/corporate-governance.html>) as early as 2002 and has since continually developed it in compliance with the recommendations and suggestions made by the Government Commission of the German Corporate Governance Code. The Code describes the key principles for the management and monitoring of the company and includes internationally and nationally recognized standards for good and responsible corporate governance (see Fraport AG Corporate Governance Code and Joint Statement on Corporate Governance).

Pursuant to responsible corporate governance, we have made a commitment to comply with internationally recognized standards of conduct, such as those defined in the principles of the UN Global Compact, the OECD principles, and the ILO core labor standards. Fraport included these obligations in the Code of Conduct for Employees in 2013. Fraport as well as suppliers are committed to complying with these basic principles (see Code of Conduct for Employees of Fraport AG/Code of Conduct for Suppliers of Fraport AG on <https://www.fraport.com/en/our-company/responsibility/at-a-glance/corporate-values-and-policies.html>). In accordance with Fraport’s fundamental compliance values of probity, integrity, trustworthiness, responsibility, transparency, loyalty, and fairness, we aspire to act with social, economic, and environmental responsibility in our business dealings and see sustainability as designing the future. The reputation of our company is a key element in our success. We all contribute through our daily work to the positive perception of Fraport.

The Code of Conduct for Employees was most recently edited and updated in 2016. It covers the subjects of compliance, working conditions, and human rights. Similar to the Code of Conduct for Employees, the Code for suppliers also contains the aspects of environmental conservation and climate protection. The Fraport AG Supplier Code of Conduct was also substantially revised in 2016. Fraport commits business partners and suppliers to the Supplier Code of Conduct and to comply with the law in general and the anti-corruption principles in particular. They must also ensure that their suppliers adhere to these principles. Part of the supplier code of conduct is an anti-corruption clause, which defines serious misconduct (offenses). A violation of this code may

result in the termination of the business relationship. Further, in the case of antitrust violations and serious misconduct, a contractual penalty and flat-rate claim for damages may be imposed.

The Code of Conduct for Employees of Fraport AG applies to all employees of Fraport. As the Code of Conduct is incorporated into the compliance management system policy, all controlled subsidiaries in Germany and abroad are required to implement it. For foreign investments, the code is published in the respective local language.

Training on value-based compliance takes place by e-learning at Fraport AG and within the subsidiaries under the responsibility of the local senior management. Repeat training on compliance is planned at 3-year intervals. Business partners are not offered compulsory training. All new Group employees receive the Code of Conduct along with the employment contract. The Legal Affairs and Compliance department regularly collects information from the subsidiaries on the status of implementation of the Group CMS policy. The company management and the local compliance officers are responsible for the binding introduction and implementation of the Group compliance policy.

Fraport is engaged at all Group sites in maintaining natural habitats and is striving for preventative environmental management. The environmental policy of Fraport AG was passed and signed in 2008 by the Company's Executive Board (for further information see Environmental Statement 2017, page 8 in the Publications/Environment area on www.fraport.com/en/responsibility). It is therefore binding for the whole Group. The Environmental Statement based on a preventative approach for handling natural resources and obliges us to undertake all business activities in an environmentally friendly way. At each of our majority-owned airports there is an environmental management system that is used to detect and minimize risks. The long track record of experience enjoyed by Frankfurt Airport in environmental protection provides a tangible benefit for all Group sites, for example in the form of training courses and technical support, including on-site assistance.

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

At the end of 2015, the Fraport Group defined its guidelines for future activity in its mission statement. A change has been made towards a stronger focus on the needs of the customer. As service-oriented service providers, the processes and infrastructure ensure a "Gute Reise" for our customers. The values of competence, commitment, openness, reliability, courage and trust are the foundation of the Fraport culture. The vision of the new motto "Gute Reise! We make it happen" and the five objectives provide a clear forward-looking approach (see also "Our motto" in "2017 Compact", page 26).

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

Organizational responsibility:

The highest decision-making level in the organization for

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

Targets and performance:

Refer to "Our program" in "2017 Compact", page 36 et seqq.

Monitoring and tracking:

Fraport has implemented a **Whistleblower System** at many of its sites. This is an important tool for preventing or uncovering breaches in codes. In 2009, Fraport implemented the electronic Whistleblower System BKMS® (see <https://www.bkms-system.net/bkwebanon/report/clientInfo?cin=6fra1&language=eng>) at 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. This means that information on corruption, economic crime, and infringements of standards of conduct can be reported anonymously throughout the world at any time. Since 2009, the whistleblower system has been successively introduced in our subsidiaries in the respective national language or the English version of the system.

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

We have numerous **management systems** to establish responsible corporate governance in the business processes. These include, for example, environmental, health and safety, and quality management. Under the umbrella term "process-oriented quality management", Fraport AG operates a system that is used to maintain and further develop a process-oriented organization with a focus on our new mission statement of a "Gute Reise". In this system, the essential processes of Fraport AG are systematically and continuously checked and further developed so as to be able to offer customers continuously high quality and thus ensure the competitiveness of our company. Certification of the quality management system in accordance with **ISO 9001** was successfully completed as early as 1996. Beginning in 2000, certification was expanded to Group companies and a certification association was formed. Currently, this association comprises 16 companies.

The awareness of the processes implemented in the company and their effectiveness, efficiency, and interaction are essential for sustainable corporate success. In order to maintain the high level of process quality and, if necessary, improve it with the relevant responsible persons, we conduct **internal audits** regularly within the scope of the management systems. Internal audits are used as a self-monitoring instrument. The underlying international standards for the management system as well as the relevant legislation (such as laws and administrative regulations and relevant regulatory decisions), the specific instructions, for example, contracts with customers, service level agreements, operational, process, or work instructions all serve as the basis for the internal audit. Random checks are made to see whether the relevant legal and any other requirements for the respective process as well as the internal rules are known and how they are implemented. The procedure for internal audits is set out in the company's own process instructions. The internal auditors are independent in accordance with DIN EN ISO 19011.

The audits are planned and conducted pursuant to DIN EN ISO 19011 and evaluated and documented in a management audit program (MAP). The processes are thus continuously scrutinized with regard to their effectiveness and efficiency.

Since 1999, Fraport AG has conducted a regular audit at Frankfurt Airport using state authorized and supervised environmental assessors. The basis for this is the European regulation on the "**Eco-Management and Audit Scheme**" (**EMAS**). Since 2002, the

audit has also applied the international ISO 14001 standard. These audits under EMAS and ISO 14001 included Fraport Cargo Services GmbH (FCS) in 2008, N*ICE Aircraft Services & Support GmbH (N*ICE) in 2009, Energy Air GmbH in 2014, and GCS Gesellschaft für Cleaning Services mbH & Co. as well as FraGround Fraport Ground Services GmbH in 2017.

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

In addition, the airports in Frankfurt, Antalya, and Ljubljana are involved with the **Airport Carbon Accreditation of the Airports Council International (ACI) Europe**.

Procedures to monitor sustainable performance:

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

Central opportunities and risks:

The Fraport Group has a comprehensive, Group-wide risk and opportunity management system. This that risks and opportunities are identified at an early stage, are evaluated, controlled, and monitored in a standardized manner and are transparently communicated using a systematic reporting (see [Annual Report 2017](#), page 27 and page 105 et seqq.).

Specific Standard Disclosures

ECONOMIC PERFORMANCE INDICATORS

Management Approach EC

Alongside our function of providing transport, our owners are interested in safeguarding value and income over the long term, i.e., sustainable corporate development. We want to continuously increase the assets of Fraport, generate a reasonable return on 'shareholders' equity, and generate the financial means that are necessary for financing future development. Target attainment is measured by various indicators such as value added, ROFRA (Return on Fraport Assets), revenue, and the result. Fraport plans and controls the development of the Group in accordance with the principles of value-based management since 2001 with the objective of bringing about a sustainable increase in corporate value. The key measurement and steering figure of this strategy is the "Fraport value added", which is calculated as the difference between adjusted EBIT (earnings before interest and taxes) – added to the result of the Group companies valued at-equity before taxes) and the company's capital costs (Fraport assets x cost of capital) (for further information see [Annual Report 2017](#), page 60 et seqq.).

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

The Fraport Group has a comprehensive Risk Management System. This ensures that material risks are identified, continuously monitored, and delimited within the framework of the existing options to an acceptable level (see [Annual Report 2017](#), page 105 et seqq.).

Objectives and measures can be found in "Our program" in "[2017 Compact](#)", page 36 et seqq. Also refer to "Growth and development in the Group" in "[2017 Compact](#)", p. 50 et seq.

Material Aspect: Economic Performance – Management Approach

The section "Economic Report" in the management report of the Annual Report 2017 includes information on business development in 2017 (see [Annual Report 2017](#), page 75 et seqq.). Information on the risks and opportunities of the company are explained in the risk and opportunities report of the [Annual Report 2017](#), page 105 et seqq.

For information on the economic performance of the Group, see also "Economic Efficiency" in the "[2017 Compact](#)" report, page 48 et seq.

G4-EC1 Direct economic value generated and distributed

See [Key Figures Finance](#), page 5.

G4-EC2 Financial implications, risks, and opportunities due to climate change

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

The increase in unpredictable extreme weather events over the past decades that can be attributed to climate change can increasingly be felt in Europe with regard to the operation of airports (for example: increase in heavy rain, severe thunderstorms, hailstorms, wind gusts, fog, as well as the trend towards warmer summers [number of summer days >25°C (77°F) and heat waves] coupled with severe drought). As a result, this will likely lead to more and more to business interruptions, delays, capacity cutbacks, damage to the airport infrastructure as well as rebound effects caused by extreme weather events in both target and home

destinations. In summer an increased need to cool the buildings and aircraft on the ground (APU operations) can be expected, which requires more energy and incurs higher energy costs. Hotter and more humid summers may also have negative effects on the health of employees (for example rapid dehydration, increased cardiovascular stress, sunstroke, heatstroke, lightning strikes). An electricity “blackout” due to network instability is also possible, which would affect operational readiness (among other things due to drought-related constraints/failures at thermal power plants) as well as the softening of asphalt on exposed surfaces and thus corresponding potential capacity cutbacks. Failure of data centers due to overheating cannot be ruled out either.

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

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

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

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

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

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

Refer to [G4-EC3 Coverage of the organization’s defined benefit plan obligations](#), page x and [Annual Report 2017](#), page 165.

For more information, see <https://www.fraport.com/en/our-company/careers/working-at-fraport.html>.

G4-EC4 Significant financial assistance received from government

Fraport has not received any government grants and subsidies. Fraport AG is a joint-stock company under German law. The shares are listed on the Frankfurt Stock Exchange and are included in the MDAX, the index for mid-sized German joint-stock companies. On account of the share held by the State of Hesse and Stadtwerke Frankfurt am Main Holding GmbH and the consortium agreement between these two companies, Fraport AG is a company controlled by these shareholders (see “[Annual Report 2017](#)”, page 65 et seq. and Key Figures Finance, page 6).

Material Aspect: Market Presence – Management Approach

The Fraport Group is among the leading global airport groups with its international portfolio. Fraport provides all airport and terminal operation services and associated services. Fraport also provides planning and consultancy services and has operational and administrative activities. Passenger traffic, which impacts on a majority of the services the Group provides, is key to the Group’s revenue and earnings performance. See “Situation of the Group”, [Annual Report 2017](#), page 46 et seq., [Visual Factbook](#)

in the Investor Relations/Publications section at www.fraport.com. See also <https://www.fraport.com/en/our-company/fraport/fraport-group.html>.

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

Frankfurt Airport is defined as a significant business site, as approx. 89 percent of the Group's employees work at this site. 95.8 percent of all Group companies (see [G4-11 Employees covered by collective bargaining agreements](#), page 22) have collective bargaining agreements in place. These significantly exceed the local minimum wage standards. In accordance with the collective bargaining agreement for public service workers, which apply to the parent company and individual Group companies, no gender-specific criteria may be taken into account when assessing activities. Criteria such as knowledge and skills, responsibility, level of difficulty of the activity, or management responsibility must form the basis for assessment. Only the actual job is assessed and not the person who is carrying out the activity.

G4-EC6 Hirings from the local community

Frankfurt Airport is defined as a significant location of operation, as approx. 89 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 because of the specifics of the business. Only a small number of managers are seconded from the parent company.

AO1 Passengers

See [AO1 Passengers](#), page 6.

AO2 Aircraft movements

See [AO2 Aircraft movements](#), page 7.

AO3 Cargo tonnage

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

Material Aspect: Indirect Economic Impacts – Management Approach

Airports are important business locations and contribute directly and indirectly to economic and social value creation. Frankfurt Airport, for example, with almost 81,000 direct employees, is the largest regional place of work in Germany. Additional employment effects are also created in enterprises that are appointed by Fraport for the construction and modernization of airport infrastructures. With a catchment area of around 38 million people in a radius of approximately 200 kilometers and in its role as the largest cargo airport in Europe, the Frankfurt site is one of the country's most important business locations.

In this context, Fraport makes a major contribution to social value creation. The company's direct value creation includes expenses for personnel, capital expenditure, taxes, interest, and dividends to its shareholders. Over the past fiscal year, corporate performance (gross value generation) amounted to approximately €3.1 billion. The net value added amounted to around €2.2 billion. The Fraport Group's indirect value creation includes consumption by airport employees and companies located at each airport, which also have their own value chain and employment effects and thus directly and indirectly make a contribution to the positive economic development of their respective regions.

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

G4-EC7 Infrastructure investments and services for public benefit

As an operator of the German airport with the biggest volume of traffic, we have a particular commitment to the Frankfurt/Rhine-Main region. We have a strong track record over many years of contributing to a wide variety of sporting, social, cultural, and environmental activities. These include donations and sponsorship for numerous clubs, cultural activities, charitable organizations, and educational institutions. For further information (including the effects of the support) see “Community” in “2017 Compact”, page 65 et seqq.

You will find an overview of the expenditure for donations, sponsorship, and the Environmental Fund under “G4-EC8 Community engagement”, page 49.

No investigation into the needs of the community in order to establish the specific packages required was conducted in the reporting period.

Our employees at international Group sites are also involved. See also “2017 Compact”, page 66 et seqq.

G4-EC8 Indirect economic impacts

Airports are important business locations and contribute directly and indirectly to economic and social value creation. For example, Frankfurt Airport is the largest local workplace in Germany with almost 81,000 direct employees (as at December 31, 2015). The survey provides an insight into the sectors in which employees at the site work. Accordingly, two thirds of employees surveyed work for an airline, in an operational capacity at the airport or in freight forwarding and transport operations. Other sectors include the authorities and institutions, catering, security services, personnel services, consulting, hotels and restaurants, freight handling, cleaning and retail. There is predominantly potential for growth in companies that offer security services and at authorities. The people who live in the metropolitan region around the airport also benefit from this. They not only benefit from the short journey to the airport; many of them also work at a company that benefits from being close to the airport.

Over 68 percent (€663 million) of the order volume from the parent company totaling €972 million was placed with companies in the Frankfurt/Rhine-Main Region. More than 91 percent of all orders awarded were below €10,000 and were therefore to the particular advantage of small and medium-sized companies. In 2018, orders to companies in the region are expected to remain at a similarly high level. This is complemented by the economic power of some 500 companies based at the airport. The tax volume generated by the “Airport corporate complex” contributed to financing public services such as schools, sports facilities, hospitals, universities, and social services. See also <https://www.fraport.de/de/nachbarschaft-region/entwicklung-standort-frankfurt-umwelt/wirtschaftsfaktor-flughafen.html>.

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

Relevant Aspect: Procurement

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

Frankfurt Airport is defined as a significant location of operation and the Frankfurt/Rhine-Main Region is defined as local. Over 68 percent (€663 million) of the order volume from the parent company totaling €972 million was placed with companies in the Frankfurt/Rhine-Main Region. On account of the legal requirements for the airport operator as a sector contracting entity, it is not possible for Fraport AG to show preference to companies located in the immediate vicinity or within the wider area when awarding contracts.

ENVIRONMENTAL PERFORMANCE INDICATORS

General Management Approach EN

The operation of an airport and air traffic have various effects on the environment. Fraport considers itself responsible for taking due consideration of the resulting environmental requirements and expects the same of its suppliers and service providers.

The environmental policy from 2008 obliges all Group companies to make use of natural resources and the environment in a sustainable, conserving and preventive manner, and to continually improve their environmental performance. To this end, there are environmental management systems at Fraport AG and all fully consolidated Group companies that are classified as “fundamentally environmentally relevant” due to their portfolio. These systems are, almost without exception, certified in accordance with the relevant standard ISO 14001 or the European EMAS Regulation. Companies that join the Group and do not yet have such a system are obliged in the course of the acquisition to introduce an environmental management system in future. At the end of the past fiscal year, 89.3 percent of the fully consolidated environmentally relevant Group companies were equipped with such a system.

Environmental management systems serve to systematically organize, manage and monitor corporate environmental protection within the relevant company. In addition, they support those responsible for operational activities and the management with regard to the performance of their respective duties and improvements in environmental performance. The functionality and effectiveness of the environmental management systems is reviewed and certified by external certifiers (ISO 14001) or environmental verifiers (EMAS) on an ongoing basis.

The environmental policy includes a commitment to report each year on environmental activities and performance (<http://www.fraport.com/en/our-company/responsibility/publications.html>). To this end, the Group companies report to Fraport AG once a year on a comprehensive catalog of standardized environmental indicators and projects as well as associated improvements, and Fraport AG compiles this information for reporting purposes.

The environmental management systems cover all environmental factors such as energy consumption, CO₂ emissions, air pollutants, effects on biodiversity, water consumption, 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 ISO 14001 international environmental standard. Environmental management systems exist at all other majority-owned airports. The sites in Antalya, Lima, and Ljubljana are also certified to ISO 14001 (see <https://www.fraport.com/en/our-company/responsibility/at-a-glance/corporate-values-and-policies/certificates.html>).

The key areas of activity are noise abatement, climate protection and the conservation of nature and resources. The latter includes minimization of waste, air pollutants and emissions, as well as the preservation of biodiversity (see “Materiality matrix” in “2017 Compact”, page 32 and [G4-27 Key topics raised through stakeholder engagement](#), page 40 et seq.).

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

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

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

Targets and measures are listed in “Our program”, in “2017 Compact”, page 36 et seqq. and in Climate protection (“2017 Compact”, page 78 et seqq.) as well as in Conservation of nature and resources.

Information on the organizational responsibility, monitoring and tracking, and the central opportunities and risks are listed under [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

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

The environmental key figures for the Fraport parent company are audited and verified in accordance with EMAS via an external environmental assessor. The assessment of the standards, methods, assumptions, and factors is part of this verification process. The environmental key figures of the Fraport Group companies are determined using comparable standards and methods. Country-typical factors are used when calculating CO₂. The “Group” scope of consolidation in 2017 comprises the Fraport parent company and the fully consolidated investments with significant environmental effects (see page 19).

You can find further information in the Environment area on the Fraport website <http://www.fraport.com/en/responsibility.html>.

Material Aspect: Energy – Management Approach

Our environmental management covers energy efficiency, among others (see [General Management approach EN](#), page 45). For further information, see [Environmental Statement 2017](#), page 20 et seqq. in the Publications/Environmental Statements section on <http://www.fraport.com/en/responsibility.html>.

The management approaches regarding the Energy aspect are described in page 55 of the section “[Material Aspects: Emissions, Effluents, and Waste – Management Approach](#)”. See also [Environmental Statement 2017](#), page 16 et seqq. in the Publications/Environmental Statements section on <http://www.fraport.com/en/responsibility.html>.

[G4-EN3 Energy consumption within the organization](#)

See [G4-EN3 Energy consumption within the organization](#) in the Key Figures/Environment section, page 9 et seqq.

For information regarding standards, methods, assumptions, and factors see “General Management Approach EN”, page 50.

[G4-EN4 Energy consumption outside of the organization](#)

See [G4-EN4 Energy consumption outside of the organization](#) in the Key Figures/Environment section, page 10.

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

[G4-EN5 Energy intensity](#)

See [G4-EN5 Energy intensity](#) in the Key Figures/Environment section, page 11.

For information regarding standards, methods, assumptions, and factors see “[General Management Approach EN](#)”, page 50.

G4-EN6 Reduction of energy consumption

See [G4-EN6 Reduction of energy consumption](#), page 52.

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

Since 2013, Fraport has gradually been introducing CO₂/energy consumption controlling at the Frankfurt site. This is a controlling tool for measuring and managing energy consumption. It creates transparency, helps to reduce energy costs and hence to improve energy efficiency. This tool enables us to monitor whether the strategic CO₂ targets are being attained and to identify irregularities at an early stage. At the same time, CO₂/energy consumption controlling facilitates the reduction of equipment usage and allows successes in implementation to be communicated within the company and in the public domain. The database is provided by the energy consumption data recorded in a highly nuanced approach for the parent company on buildings, systems, or equipment. All energy sources, such as electricity, district cooling, district heating, gas, and fuel for vehicles and combustion are taken into account. Planning and construction based on life-cycle cost is implemented when portfolio buildings are refurbished and energy efficiency is enhanced. This is also the case for new buildings.

For information regarding standards, methods, assumptions, and factors see “General Management Approach EN”, page 50. See also [G4-EN5 Energy intensity in the Key Figures/Environment](#) section, page 11.

See also [Environmental Statement 2017](#), Environmental Aspect climate gases, page 18 et seqq. (Publications/Environment Statements area on <http://www.fraport.com/en/responsibility.html>).

Material Aspect: Water – Management Approach

See [General Management Approach EN](#), page 50.

See “2017 Compact”, page 81 and “Conservation of nature and resources” on <http://www.fraport.com/en/responsibility.html>.

G4-EN8 Total water withdrawal

See [G4-EN8 Total water withdrawal](#) in the Key Figures/Environment section, page 11. There is no detailed information available on the sources.

For information regarding standards, methods, assumptions, and factors see “General Management Approach EN”, page 50.

AO4 Quality of rain water

See [AO4 Quality of rain water](#) in the Key Figures/Environment section, page 12.

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

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

Material Aspect: Biodiversity – Management Approach

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

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

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

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

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

The Group airports outside of Germany are generally financed through international banks. An Environmental Management Plan has to be submitted which is generally based on an Environmental Impact Assessment and defines how the consequences of intervention can be minimized. No species on the relevant Red Lists of endangered species are registered by the Group airports.

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

the German Committee for the Prevention of Bird Strikes in Aviation (DAVVL). A new method for calculating the bird strike rate has been used since 2017, and the figures are therefore not comparable with those of previous years.

See Indicator [G4-AO9 Number of wildlife strikes per 10,000 aircraft movements](#) in the Key Figures/Environment section, page 18.

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

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

[G4-EN11 Sites in, or adjacent to, protected areas](#)

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

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

The exact data on protected areas can be found under [G4 EN11 Site in or adjacent to protected areas or areas of high biodiversity value](#) in the section Key Figures/Environment, page 12.

Also refer to “Conservation of nature and resources” in “[2017 Compact](#)”, page 80 et seq.

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

[G4-EN12 Impacts on biodiversity](#)

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

[G4-EN13 Habitats protected or restored](#)

When construction work is carried out at the airport, the objective is to minimize its impact on the natural environment and the landscape. However, if areas of land have to be developed, mitigation measures are necessary. The unusually extensive, comprehensive environmental measures achieve more than simple compensation (see “[List of areas with measures](#)” in the

Publications section on www.fraport.com/responsibility). Regular monitoring of fauna and flora is a constituent element of the plan approval notice and is outsourced to an external agency.

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

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

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

Management activities at Fraport AG mainly deal with the emissions the company is directly responsible for, but it also looks at emissions that it is only indirectly connected to and which it can therefore only indirectly influence. Based on the Federal Government’s climate protection plan 2050, Fraport AG wishes to reduce the CO₂ emissions at Frankfurt Airport to 80,000 tons by 2030. This corresponds to a reduction by 65 percent compared to the emissions in the base year of the international climate change agreement (1990). In the past fiscal year, Fraport AG’s CO₂ emissions amounted to approximately 190,065 tons of CO₂, 9.2 percent less than in the previous year. For the Group as a whole (including Frankfurt), the Executive Board has set a climate protection goal of a reduction of to 125,000 tons of CO₂ by 2030. If necessary, the goal will be adjusted for changes within the Fraport airport portfolio. The target is based on the national reduction rates agreed to at the United Nations Climate Change Conference in Paris. In 2017, emissions in the fully consolidated Group companies amounted to 209,668 tons of CO₂.

A way of successfully managing CO₂ is to participate in the Airport Carbon Accreditation program of the ACI (Airports Council International), which Fraport played a major role in developing. Since 2010, it has evolved into the world standard for CO₂ reporting and management at airports. Participation at level 2 (“reduction”) or higher requires proof of both a CO₂ reduction target, a CO₂ management program in accordance with international requirements, and of annual emission reductions verified by external experts. Frankfurt Airport reached level 3 (“Optimization”) back in 2012. Ljubljana Airport achieved level 2 in 2015 and is aiming for level 3+ (“neutrality”) in the medium term. Lima, Varna and Burgas airports do not currently participate, nor do the airports of Fraport Greece and Fraport Brasil. Airports that choose a different management approach must also have their CO₂ footprint assessed and testing by external experts.

Since 2008, Fraport has combined all climate protection activities and focused on three fields: Energy-efficiency measures in existing buildings and infrastructure, the efficient use of energy in new buildings, and the reduction of energy consumption in the Company’s fleet.

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

Since 2014, all decisions relating to Fraport AG’s energy management at Frankfurt Airport have been prepared in a separate body, known as the “Energiezirkel”, which is chaired by the Executive Director Controlling and Finance and reports to the Executive Board. Such decisions mainly concern improvements in building, system, and process energy efficiency. For the vehicle fleet and aircraft handling equipment, the specialist departments assess the opportunities to use alternative forms of propulsion, in particular electricity, as an alternative to petrol and diesel.

Fraport AG has been involved in the Carbon Disclosure Project (CDP) since 2006, which analyzes companies and their strategies with regard to climate change and CO₂ reporting. The CDP manages the world's largest database on this topic, which is used by investors and also by political decision-makers. A score assesses a company's transparency and activities. Fraport AG achieved level C ("Awareness") in 2017. This is evidence of transparent reporting and the company's awareness of its influence on climate change.

Environmental management at Frankfurt Airport has been validated in conformity with the European Eco-Management and Audit Scheme (EMAS) since 1999. Our Group majority-owned airports have established environmental management systems that systematically record emissions, effluents, and waste. In Antalya, Lima, and Ljubljana the management systems are also certified to ISO 14001 (see [General Management Approach EN](#), page 50 et seqq.).

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

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

For further information on reductions of emissions, effluents, and waste, see "[2017 Compact](#)", page 78 et seq.

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

Fraport charges takeoff and landing charges based on emissions. The emissions-based fee is charged per kilogram of nitrogen oxide equivalent (= emission value) emitted by an aircraft in standardized takeoffs and landings ("landing and take-off cycle", LTO). Charges are levied per landing and per takeoff. The necessary information on aircraft and engine types is determined based on a recognized fleet database, see airport charges according to Section 19b of the German Air Traffic Licensing Act, page 12 at https://www.fraport.de/content/fraport/de/misc/binaer/business-und-partner/airlines-cargo/flughafenentgelte/flughafenentgeltordnung-nach-s-19b-luftvg-und-entgelte-fuer-zent/jcr:content.file/entgelte_2018--final-ansicht.pdf.

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

The air pollutant emissions are recorded by the organizational unit "Environmental Impact, Noise and Air Quality" of the strategic business unit Airside and Terminal Management, Corporate Safety and Security. The CO₂ emissions are surveyed and monitored in the Environmental Management department. Environmental Management is located in the Corporate Development, Environment and Sustainability central unit, whereas the operational management of effluents is in the Integrated Facility Management service unit. At the Fraport parent company, a dedicated Waste Disposal department carries out this management function.

For further information, see Environmental Statement 2017, Organizational chart page 4, Air pollutants page 30 et seqq., Effluents page 41 et seqq., Waste page 50 et seqq. (see the Publications/Environment Statements section on <http://www.fraport.com/en/responsibility.html>).

G4-EN15 Direct greenhouse gas emissions (Scope 1)

See [G4-EN15 Direct greenhouse gas emissions \(Scope 1\)](#) in the Key Figures/Environment section, page 13.

For information regarding standards, methods, assumptions, and factors see “General Management Approach EN”, page 50.

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

See [G4-EN16 Indirect greenhouse gas emissions \(Scope 2\)](#) in the Key Figures/Environment section, page 13.

For information regarding standards, methods, assumptions, and factors see “General Management Approach EN”, page 50.

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

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

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

See [G4-EN17 Other indirect greenhouse gas emissions \(Scope 3\)](#) in the Key Figures/Environment section, page 13.

As part of the participation in the ACI Airport Carbon Accreditation, CO₂ emissions for Scope 3 were also determined at Antalya and Ljubljana airports. Further information can be found in the Environmental Statement 2017, Environmental Aspect climate gases, page 18 et seqq. (See Publications/Environment area on <http://www.fraport.com/en/responsibility.html>).

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

For information regarding standards, methods, assumptions, and factors see “General Management Approach EN”, page 50.

G4-EN18 Greenhouse gas emissions intensity

See [G4-EN15 Direct greenhouse gas emissions \(Scope 1\)](#) and [G4-EN16 Energy indirect greenhouse gas emissions \(Scope 2\)](#) in the Key Figures/Environment section, page 13.

G4-EN19 Reduction of greenhouse gas emissions

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

Furthermore, Fraport supports a number of industry-wide initiatives which are directed at reducing CO₂ emissions. Fraport is involved in SESAR (Single European Sky Air Traffic Management Research), an initiative by the European Commission and

EUROCONTROL that is intended to secure the future viability of European air traffic management with the involvement of all the players involved in air traffic. The various action plans within the scope of this initiative include integrated planning of flights, i.e., all the players involved are working to optimize the process from undocking the aircraft to reaching the target destination. This means that airports also become important players in air traffic management. The benefits for passengers and the environment: shorter flight times and reduced emissions. The targets of SESAR to 2020 comprising increase capacities threefold since 2005, 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 by 2050. This means a reduction in CO₂ emissions in 2050 by 50 percent compared with 2005 throughout the entire industry (<http://www.atag.org/>). At the end of 2016, the International Civil Aviation Organization (ICAO) resolved to introduce and design a market-based global climate-protection instrument (GMBM) to set the course for further progress in climate protection in air traffic.

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

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

For a detailed description of the climate protection measures at Fraport, see [2017 Compact](#), page 78 et seq. and the [Environmental Statement 2017](#), page 18 et seq.

See also [G4-EN6 Reduction of energy consumption](#), page 11.

For information regarding standards, methods, assumptions, and factors see ["General Management Approach EN"](#), page 50.

[G4-EN21 NO_x, SO_x and other significant air emissions](#)

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

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

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

For information regarding standards, methods, assumptions, and factors see “[General Management Approach EN](#)”, page 50.

AO5 Air quality

See [AO5 Air quality](#) in the Key Figures/Environment section, page 15.

G4-EN22 Total water discharge

See [G4-EN22 Total water discharge](#) in the Key Figures/Environment section, page 14. Process water is not produced at Fraport AG.

For information regarding standards, methods, assumptions, and factors see “[General Management Approach EN](#)”, page 50.

G4-EN23 Waste by type and disposal method

See [G4-EN23 Waste by type and disposal method](#) in the Key Figures/Environment section, page 14.

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

G4-EN24 Significant spills

See [G4-EN24 Significant spills](#) in the Key Figures/Environment section, page 15.

Spills were reported by the parent company and Ljubljana Airport.

AO6 Aircraft and pavement de-icing agents

See [AO6 Aircraft and pavement de-icing agents](#) in the Key Figures/Environment section, page 16.

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

Material Aspect: Products and Services – Management Approach

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

The focus of our actions is provided by measures to avoid, reduce, and mitigate environmental impacts that arise or could arise as a result of airport operations. Our environmental management focuses on the areas of noise abatement, climate protection, and biodiversity. As part of our program we have set strategic targets (see “[2017 Compact](#)”, page 38 et seq.) and track these with various measures and projects, e.g., for climate protection (see report “[2017 Compact](#)”, page 78 et seq.) and “Climate Protection” in the Dimensions/Environment section of our website <http://www.fraport.com/en/responsibility.html>), on maintaining and supporting biodiversity (“[Protect environment – Maintain biodiversity](#)”) and as part of our environmental management (see [Environmental Statement 2017](#), page 35 et seqq. in the Publications/Environment section on <http://www.fraport.com/en/responsibility.html>). We are also continuing our efforts on noise abatement.

See also “[General Management Approach EN](#)”, page 50.

G4-EN27 Initiatives to mitigate environmental impacts

Since the end of 2013, there has been a returns system for bottles and cans with refundable deposit in both terminals at Frankfurt Airport. Following a successful test run, a total of 24 returnables machines came on stream. The amount for the deposit is donated to four charitable institutions. The guest decides for themselves which organization benefits from the donation.

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

As part of our program, we have set strategic goals (see “2017 Compact”, page 38 et seq.) and track these with various measures and projects, e.g., for climate protection (see “2017 Compact” report, page 78 et seqq. and in the Dimensions/Environment “Climate Protection” section on our website <http://www.fraport.com/en/responsibility.html>), on maintaining and supporting biodiversity (see “Protect environment – Maintain biodiversity”) and as part of our global environmental management (see Environmental Statement 2017, page 35 et seqq. in the Publications/Environment section on <http://www.fraport.com/en/responsibility.html>).

Relevant Aspect: Compliance

G4-EN29 Fines and sanctions for non-compliance with environmental laws and regulations

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

Material Aspect: Transport – Management Approach

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

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

See [G4 EN30 Significant environmental impacts of transport and traffic](#) in the Key Figures/Environment section, page 16.

G4-EN30 Significant environmental impacts of transport and traffic

Key environmental impacts of traffic are the emissions of the greenhouse gas CO₂ and the emissions of air pollutants NO₂, SO₂, fine particulates and benzene. Data are collected and published annually.

See [G4-EN15 Direct greenhouse gas emissions](#) in the Key Figures/Environment section, page 13.

See [G4-EN17 Other indirect greenhouse gas emissions](#) in the Key Figures/Environment section, page 13.

See [AO5 Air quality](#) in the Key Figures/Environment section, page 15.

Aspect: Intermodality (Airport Operators Sector Disclosures)

Information on intermodality was reported under the previous aspect “Transport”.

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

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

See [G4 EN30 Significant environmental impacts of transport and traffic](#) in the Key Figures/Environment section, page 16.

Material Aspect: Noise (Airport Operators Sector Disclosures)

Airports located in the vicinity of metropolitan areas are a burden for many local residents. At the Group airports, noise abatement measures are implemented according to the national requirements on noise protection and, where appropriate, based on more specific local regulations. The airports comply with the relevant national laws and have correspondingly implemented their own monitoring systems where required.

At the Frankfurt site, Fraport AG is responsible for tens of thousands of jobs and is therefore a key driver of economic prosperity for the entire Rhine-Main region. This also creates the noise pollution felt by residents near the airport.

Fraport wants to grow further at its main site and ensure this growth generates as little noise as possible. For Fraport AG, this means that, in addition to the legal requirements, it is constantly working towards measures that reduce aircraft noise pollution.

Fraport has already taken responsibility for introducing noise-related landing and takeoff charges at Frankfurt Airport in 1993. Up to the year 2000, noise differentiation was based on the noise values in the noise authorization documents provided with aircraft. In 2001, the noise differentiation was converted to type-specific noise values determined by the aircraft noise measurement system operating at Frankfurt Airport. Since then, the differentiation and the range of charges has been gradually increased. Since January 2017, the aircraft types have been divided into 15 noise categories and these categories have been managed separately for landing and takeoff. The spread of noise classes is particularly noticeable at night because night movements must pay a night surcharge. This is even higher during the core night period (11 p.m. – 4.59 a.m.) than during marginal nighttime periods (10 p.m. – 10.59 p.m. and 5 a.m. – 5.59 a.m.). Night surcharges are intended to create an economic incentive for the deployment of quieter aircraft and to transfer aircraft movements from the night-time period to the day. According to the currently applicable charging rules for Frankfurt Airport, on average 1.9 percent higher takeoff and landing charges must be paid than under the previous rules. This increase was exclusively due to noise charges, whose share of total charges rose from 14 to 16 percent. In addition incentives were introduced for equipping or retrofitting aircraft with the GBAS satellite navigation system, which is necessary for the approach with 3.2° glide angle on the south and center runways. The first 100 movements with aircraft newly registered in 2017 and equipped or retrofitted with GBAS are sponsored.

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

The action plan comprised seven measures for reducing noise. These were enhanced by 19 measures by the statement signed on February 29, 2012 entitled “Together for the Region – Alliance for more Noise Abatement 2012” (see “Noise abatement” on <https://www.fraport.com/en/our-company/responsibility/aircraft-noise-infoservice/noise-abatement.html>).

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

Fraport AG has equipped Runway Northwest with two instrument landing systems (ILS) per operating direction for the approach angles of 3.0 and 3.2 degrees. On approaches with a tailwind or poor weather conditions, the previous angle of 3.0 degrees should initially be retained for safety reasons. The test operations conducted since October 2012 showed that when using the 3.2 degree approach there was neither an increased number of go-arounds nor delays to arriving aircraft. Analyses from the German Center for Aviation and Space Travel (DLR) at a total of eight noise measurements stations of Fraport AG and by the Environment and Neighborhood House (Umwelt- und Nachbarschaftshaus (UNH)) showed a reduction in the maximum noise level for overflights of 0.3 – 1.2 dB (A) depending on the location of the measuring station and the aircraft type. The Federal Ministry for Transport and Digital Infrastructure (BMVI) has now approved permanent normal operation on Runway Northwest.

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

Since March 30, 2017 steeper approaches have been possible on the airport’s “old” runways. However, this cannot be achieved in the same way as for Runway Northwest because there is not enough space to set up the ILS systems here. Instead, we are using a completely new technology in the form of GBAS. The abbreviation stands for ‘ground-based augmentation system’, a type of technology that facilitates satellite-based precision approaches. Our airport, the first international hub in Europe, has implemented the new approach system. A significant advantage of the system is that only one ground station is required for a wide variety of approaches on all runways and in both operating directions. However, for the system to be used to its full extent, technical equipment is required on airplanes as well as on the ground. In particular, the Airbus A380, Boeing 747-8, 787, and 737 NG currently have the relevant equipment. We have invested some €2.5 million to construct and put the GBAS ground station into operation.

We are also focusing on abolishing aircraft noise at ground level. For example, reverse thrust with higher load levels produces noticeable noise in nearby residential areas. Reverse thrust may thus only be used at Frankfurt Airport for safety reasons. Since June 2015 we have monitored arrivals in the westerly operating direction on the Runway Northwest to conduct a systematic evaluation of the use of reverse thrust with higher load levels. Fraport is the first airport worldwide to develop a detection system for this which is based on the coupled use of microphone systems. Airlines that stand out with an above-average high usage rates are specifically addressed and referred to the current regulations. Since the start of the monitoring activities, a reduction in the usage rates from 8.3 percent to 5.1 percent was recorded in the winter 2016/17. Active noise abatement is supplemented by passive noise abatement measures. On the basis of the German Aircraft Noise Act, the Hesse State Government enacted a Noise Abatement Zone Directive for Frankfurt Airport. This defines noise protection areas. Furthermore, a comprehensive regional fund totaling some €265 million was set up to finance additional benefits providing private households and eligible public institutions with passive noise abatement measures. Funds are also being provided from the Regional Fund so that claims for passive noise abatement can be brought forward. This measure enables those entitled to reimbursement to submit their claims before 2016 (statutory date for claims). The budget is provided by the State of Hesse and by Fraport. Following the entry into force of the third implementing regulation for the German Aircraft Noise Act (3rd FlugLSV) in August 2013, the entitlement to compensation for aircraft noise-related impacts on the outdoor area of apartments and vulnerable installations is now also regulated. An entitlement arises for properties that are within day protection zone 1 of the Airport.

We have been measuring aircraft noise around the airport for more than 50 years. Fraport currently maintains 29 measuring stations and three mobile measuring stations. The German Standard (DIN 45643) stipulates the type of equipment to be used for the measurements, how the measurements are to be carried out, and how the results must be reported. The standard, which is based on international standards and was fully revised in 2011, stipulates a new procedure for measuring and reporting flight noise. This new method results in the fact that the individually measured flight sounds generally show lower levels than those calculated using the old methods. The difference in the levels between the old and new procedures varies depending on the measurement station. The measured flight noises, in turn, form the basis for calculating the so-called continuous noise level, which takes into account all flight noises in a certain time interval, such as one month. Lower levels of individual sounds lead to a lower continuous noise level. The new DIN measuring method has been used at Frankfurt Airport since May 2017. We shall evaluate the measurements according to both the old and new procedures for a transitional period of roughly one year. Continuous noise levels calculated by the new method were 0.3 to 5.8 dB lower for the same air traffic situations between May and October 2017 in comparison with the old method. The switch to the new measuring procedure was accompanied by a new reporting format. The overall test reports now contain combined information on the task of each individual measurement station, the daily measured continuous noise level, the maximum level distribution, detection rates, and the times when the measurement data cannot be used for reporting, as well as the reasons for outages. Detailed material on tracking the aircraft noise situation in the region is provided for those interested.

The development of aircraft noise pollution in the area around the airport is subject to continuous monitoring. Measurement analyses and the results of comprehensive simulations are regularly reported to the supervisory authority and the noise abatement commission. Municipalities where there are Fraport aircraft noise measurement stations receive additional detailed analyses on request.

We publish the results of aircraft noise measurements based on the old and new DIN, extensive reports, and other information relating to flight operations, such as route allocations or the use of directions in the takeoff and landing runway system online at www.fraport.de/fluglaermmessung.

The FRA Map application allows internet users to create an individual image of their own aircraft noise situation on the basis of calculated aircraft noise values. The interactive map at www.framap.fraport.de offers information on various issues, such as monthly routes and figures on runway use and aircraft noise contours; it also points out possible claims regarding structural sound insulation or roof protection, and shows the areas in the airport region where active noise control measures help to reduce noise. Detailed information can be accessed by entering addresses, and then compiled in a report via the function "Noise pollution profile".

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

Interested parties can access an overview of the topics noise abatement, aircraft noise, and flight operations as well as further dialog opportunities at www.fraport.de/schallschutzinfo.

AO7 Change of people residing in areas affected by noise

See AO7 Change of people residing in areas affected by noise in the Key Figures/Environment section, 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.

Relevant Aspect: Complaints Procedure for Environmental Aspects

G4-EN34 Formal grievances about environmental effects

There are no grievances about environmental effects.

Material Aspect: Customer Health and Safety

AO9 Number of wildlife strikes per 10,000 aircraft movements

With the introduction of the new reporting system that entered into effect with EU Regulation No. 376/2014, the unit for statistics of the German Committee on the Prevention of Bird Strikes in Aviation (DAVVL) was restructured and adapted in 2017. The bird strike rate for Frankfurt Airport in 2016 and in the previous years are no longer comparable with the wildlife strike rate beginning in 2017. With the publication of its Air Transport Bulletin (NfL) 2-332-17 in 2017, the German Federal Ministry of Transport specified for the first time how the reporting regulation in EU 376/2014 is to be implemented. The objective was to clarify existing reporting obligations as well as minimize double reporting in the future. In accordance with NfL 1-703-16 and NfL 2-332-17, DAVVL therefore remains the national reporting authority for wildlife strikes including bird strikes. Since reports to officials such as the German Federal Aviation Authority (LBA), the German Federal Supervisory Office for Air Traffic Control (BAF) and the German Federal Bureau of Aircraft Accident Investigation (BFU) are an exemption, DAVVL has had direct access to the database of the Federal Aviation Office in Braunschweig since 2016 to be able to maintain an overview of the reports. It also is connected to the Online Aviation Safety Reporting Portal of EASA. The wildlife strikes reported here since 2017 are also transferred to DAVVL in monthly reports from the LBA using the database "ECCAIRS" (European Co-ordination Centre for Accident and Incident Reporting Systems). As a consequence, the number of incidents reported nationwide increased by 17 percent compared to the previous year. In future, the evaluation will no longer distinguish between aircraft registered in Germany or in other countries. Furthermore, DAVVL now includes collisions with mammals in its statistics. The bird strike rate has thus become the wildlife strike rate.

If the collisions with birds and other animals are added together, FRA is expected to have a wildlife strike rate of 5.59 incidents per 10,000 aircraft movements in 2017.

The LBA registered 1,764 wildlife strikes including all suspected cases reported from air navigation services in 2017 (source: DAVVL). After adjustments, approximately 1,400 were transferred to DAVVL via the database. Wildlife strikes therefore correspond to about 25 percent of all incident reports to the LBA. The number of aircraft movements in the commercial area within Germany once again increased slightly from the previous year (+ 1.5 percent, source: ADV), which was the largest growth rate recorded at small and medium-sized airports in intra-European air traffic.

In Germany, the wildlife strike rate in 2017 was 5.8 events per 10,000 aircraft movements. At 5.59, FRA is just below the national average.

SOCIAL PERFORMANCE INDICATORS

Labor Practices and Decent Work

General Management Approach LA

Pursuant to responsible corporate governance, we have made a commitment to comply with internationally recognized standards of conduct, such as those defined in the principles of the UN Global Compact, the OECD principles, and the ILO core labor standards. In 2013, Fraport published two in-house codes of conduct to establish more firmly these principles within the Company. The Fraport Policy forms the overarching structure for all commitments and the codes of the Group based on specific topic areas (see <https://www.fraport.com/en/our-company/fraport/management/compliance.html>).

The following GRI aspects were defined as material: Employment, Labor/management relations, Occupational health and safety, Training and education, Diversity and equal opportunity, Equal remuneration for women and men (see “Materiality matrix” in “2017 Compact”, page 32 and [G4-27 Key topics raised through stakeholder engagement](#), page 40).

We continuously develop our safety concepts on the basis of a systematic assessment of potential hazards. Alongside the technical safety of workstations, the behavior of employees and their independent sense of responsibility play an important role here. This is why Fraport carries out regular training on occupational safety. Employees working on the apron continued to receive training sessions, which began in 2013, with practical tips on safe driving to avoid specific accident risks. Lightning protection seminars were further events offered to this group of employees. These allowed employees to learn about electrostatic discharges, dangers posed by thunderstorms, and corresponding protective measures. The Annual Meeting for Safety Officers in 2017 focused on the issue of “traffic safety/point system”.

Objectives and measures can be found in the program in “2017 Compact”, page 36 et seqq.

Information on the organizational responsibility, monitoring and tracking, and key risks and opportunities is provided under [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

See also “Employees” in “2017 Compact”, page 57 et seqq.

Material Aspect: Employment – Management Approach

As a company operating on the global stage, we are committed to the values and standards of behavior enshrined in the principles of the UN Global Compact, the ILO core labor standards, and the OECD principles for multinational companies. We developed a Code of Conduct in 2012 with the aim of making the associated obligations even more transparent. This code is binding for all employees of Fraport AG. As the Code of Conduct is also incorporated into the compliance management system policy, all controlled subsidiaries in Germany and abroad are required to implement it. For foreign investments the code is published in the respective local language.

As an attractive and responsible employer, Fraport aims to provide good working conditions and high levels of employee satisfaction. This key figure is calculated annually by surveying employees of Fraport AG and the Group companies. All labor-intensive Group companies in Frankfurt as well as the Group companies Fraport Slovenija and Twin Star took part in the survey in 2017. In future, the survey will be expanded to all other key Group companies. The strategic relevance of Group employee satisfaction is also clear from the fact that it is taken into account in the Executive Board’s remuneration (see also the “Remuneration report” section of the Annual Report 2017/Group management report).

The key figure is calculated from nine aspects of satisfaction, and the detailed analyses highlight potential areas of improvement. Fraport aims to maintain employee satisfaction at a stable level Group-wide and continually improve the rating in the long term to exceed 3.0 (index value in line with German school grading system). The average grade for satisfaction by the employees of the Fraport Group was at 2.87 in fiscal year 2017, and therefore slightly below the previous year's figure of 2.91. At Fraport AG, the figure should be better than in the previous year. The figure in 2017 was 2.88 (previous year: 2.90). Fraport has stepped up its recruitment activities in operations to meet challenges such as the tangible impact of demographic change at the many airport sites and the increased burden on operational employees due to the growth in traffic.

As a responsible employer, Fraport respects and promotes personal diversity and attaches great importance to ensuring that this is reflected in the way employees interact with each other. Diversity is a key goal for Fraport, which the Group systematically tackles as part of its diversity management. As far back as 2007 Fraport published its "Diversity charter" – a company initiative to promote diversity in companies and institutions. The Group agreement "Conduct of Partnership, Diversity and Equality in the Workplace" formed the platform for principles such as freedom from discrimination and equal opportunities. The shop agreement includes explicit definitions of values as well as specific internal regulations and structures. From an organizational perspective, responsibility for diversity is assigned to the Executive Director Labor Relations with corresponding resources.

Fraport places particular focus on promoting **women in management positions** at the two levels directly below the Executive Board as well as at the respective management levels at the German Group companies. For reporting purposes, executives who report directly to the Executive Board are categorized as level 1. Executives who report to this first level of leadership are listed as level 2. Regarding the Group companies in Germany, the levels of management are categorized based on comparable positions at Fraport AG. This corresponds to the objectives in the "Act on Equal Participation of Women and Men in Management Positions in the Private and Public Sector" (FüPoG). The objective is to increase the proportion of women in management positions in Germany across both levels to 30 percent by 2021. Fraport respects national laws and does not want to impose any quotas based on German law at the foreign Group companies.

In 2017, the proportion of women in management positions in Germany was 28.0 percent (previous year: 30.5 percent). In fiscal year 2017, the proportion of women in management positions in Fraport AG was 27.1 percent (previous year: 29.2 percent). The slight decline of the ratio is due to organizational changes and vacant executive positions as at December 31, 2017 that were previously held by women.

Measures to this end include programs where experienced managers within the company act as mentors for women with particular potential. For example, they help them to develop their network and position in the Group. Dialog events with Board members are also planned in this context. For job vacancies, suitable female candidates are also actively approached at the same time that advertisements are published. In principle, it should be possible to offer management roles with reduced working hours at least temporarily. Succession planning should increasingly make use of the findings of the company's Potential Assessment Center and development meetings for positions within departments and across departments. This also includes pointing out systematic development and career paths to suitable female candidates.

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

See also "Employees" in ["2017 Compact"](#), page 57 et seqq.

See [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

G4-LA1 New employee hires and employee turnover

See [G4-LA1 New employee hires and employee turnover](#), page 21.

The Group turnover rate in 2017 amounted to 9.1 percent (previous year: 10.4 percent). This decline is due to the first-time consolidation of the Greek and Brazilian airports.

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

At the Fraport parent company, the turnover rate in 2017 amounted to 3.7 percent (previous year: 2.3 percent).

A breakdown of employee turnover per region as well as the classifications by age groups was conducted for the first time in the GRI Report 2016.

G4-LA2 Benefits provided to full-time employees

Frankfurt Airport is defined as a significant business site, as approx. 89 percent of the Group’s employees work at this site.

Fraport offers employees a series of non-payscale benefits (see <http://www.fraport.com/en/careers/working-at-fraport/rewards---benefits.html>). Supplementary company social benefits are granted equally to all employees (as appropriate, pro rata in accordance with the scope of employment). This also applies – unless a specified period of service with the Company is a prerequisite for entitlement – regardless of whether the employment is.

Our material, controlled airport investments also provide non-payscale benefits. For example, Fraport Twin Star offers its employees additional social benefits – regardless of their period of employment, but prorated according to their scope of employment as appropriate: additional salary components for pension schemes, food, etc., health promotion (participation in health measures,ayscale supplementary health insurance, etc.), together with measures such as company sports, training opportunities, and bus transfer to the workplace. Various measures were implemented in 2017. For example, a new salary scheme for part-time employees has been implemented in order to meet the growing competition for seasonal workers. The past year also saw the launch of the “Fit4Life” sports program and the opening of fitness centers at both sites. Significant progress has also been made in the area of human resources development. In addition to a new career development program for permanent and part-time employees, one highlight here is the opportunity for all employees to participate in specialist and soft-skill trainings at no cost. In the future, there will be a variety of possibilities to extend the in-house training offers through the licensing of the training center issued in 2017.

Our Peruvian investment Lima Airport Partners is equally impressive, which was most recently demonstrated by its inclusion in the list of the best companies in the “Great Place to Work” competition in 2016. Regardless of their type of employment, employees receive a very competitive salary; there is also an extensive program of optional supplementary benefits (“Club LAP”). This program includes six categories, covering the areas of employees’ work-life balance, family, health, leisure, and financial wellbeing. In 2017 the focus was on health promotion as well as improving the work-life balance. The program for this, “Flextime LAP”, allows administrative employees to set their working hours with more flexibility. Operational staff also have the opportunity to exchange shifts with each other. In addition, programs on nutritional advice and weekly sports activities were offered. All of this serves the overall objective of recruiting, retaining, and developing talented employees.

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

Material Aspect: Labor/Management Relations – Management Approach

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

Fraport Group has over 20,600 employees. Given the growing challenges, such as increasing international competition in the aviation industry and passengers' and airlines' increasing demands, and the continuous focus of the Group on revenue, the aim is to organize the personnel structure in such a way that this competitive pressure can be withstood. Employees' personal and professional skills are boosted Group-wide by training measures. This allows Fraport to ensure a high service quality.

Fraport AG offered its employees an attractive, voluntary personnel restructuring program in fiscal year 2016 in order to keep labor-intensive business fields in the Group and to improve marketability and competitiveness. The program was initiated to support the foreseeable staff restructuring required and to improve the overall cost structure of personnel expenses. The program focused in particular on the operational areas at Frankfurt Airport, especially the labor-intensive Ground Services. Employees can voluntarily choose available options such as partial retirement, early retirement, part-time arrangements, or resignation with severance pay. By using the Group structures, new jobs that offer fair remuneration and individual development opportunities were also created in the Group companies in particular. In this way, Fraport takes account of the fundamental change and increased competitive pressure in the aviation industry.

Provisions in the amount of €37.7 million were formed for the entire package of measures as at December 31, 2016. €19.8 million of these provision were allocated in fiscal year 2017, and due to individual shifts within the packages of measures new provisions in the amount of €9.4 million were formed. At Fraport AG, the amount of €44.0 million was set up as reserve for the package of measures in 2016, of which €19.8 million were allocated in fiscal year 2017. Due to the delays of individual measures, provisions amounting to €2.6 million were formed in 2017. The Fraport Group therefore held total provisions of €27.3 million, and Fraport AG held total provisions of €26.8 million as at December 31, 2017 (see in the "Economic Report" section in the Group management report and Group Notes, note 39 and Fraport AG's Notes, note 9).

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

The operation of Fraport AG and its subsidiary companies is primarily conducted by the companies' own employees. 95.8 percent of these are employed and paid under collective bargaining agreements. The risk of strikes that could lead to disruption of the operation of the airport is therefore relatively low. This also includes all areas relevant to security, such as security check points, airport security, and operational safety. We are unable to exert any influence on other contractual partners or on the customers of our airports in relation to work satisfaction.

See [G4-11 Employees covered by collective bargaining agreements](#), page 22.

See [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

G4-LA4 Minimum notice periods regarding significant operational changes

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

A total of 43 meetings were held by the parent company's Works Council in 2017, while the Group Works Council held 13 ordinary and three extraordinary meetings.

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

Material Aspect: Occupational Health and Safety – Management Approach

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

In terms of prevention activities on the part of Fraport, all health and safety risks are addressed within the framework of the overall spectrum of behavior and situational prevention. The main topics are briefly described below.

At the Group level, the adoption of the Group health and safety management manual was a milestone in developing a common understanding of occupational safety at Fraport. The material aspects of occupational health and safety for the Group are regulated on the basis of the principles defined in ISO 45001.

Training concepts in occupational health and safety for managers, employees, safety officers, and first responders are a cornerstone of the health and safety organization. These training concepts are continuously developed on the basis of risk assessments.

As has already been the case in previous years, the minimization of noise pollution by all airport employees was once again extremely important to Fraport in the current reporting period. In order to assess workers' exposure to noise, various noise events are recorded, weighted in terms of time intervals, and stored in a computer system (noise register). Apart from background noise, which is especially present during continuous handling at the airport, noise is mainly analyzed where it directly impacts on members of staff when they are carrying out their work. These "components" enable individual exposure profiles for workplaces – and also for individual workers – to be calculated individually, and these are used as the basis for any measures to reduce noise pollution according to the so-called T-O-P principle (under which technical and organizational measures are applied before personal measures).

Apart from minimizing noise pollution, levels of air pollution in the apron area were also measured and evaluated. The measurements did not identify any transgressions of the existing workplace limits. There was therefore no need for any further action. Special attention is paid to the future development of UFPs (ultrafine particles), for which there are still no limits – and nor is there any scientific proof that they affect health.

Studies on UV exposure for employees in the apron area did not show any critical exposure values. Nevertheless, Fraport adheres to the minimization requirement by providing appropriate personal protective equipment (PPE) and also skin protection. Employees are encouraged to act accordingly and are supported by instructions and on-site inspections.

Additional thorough investigations were performed in the aircraft and baggage handling areas in Frankfurt during the reporting period in order to reduce employee stress levels. The aim is to systematically assess ergonomic conditions in the aircraft and the loading units in use, and to develop initiatives for improvement. In particular, the workplaces in an aircraft's hold and the existing legal conditions must be viewed in a critical light. Fraport therefore established working groups in cooperation with the accident insurers, the legislator, and the airlines in order to develop specific, sustainable improvements for employees in the aircraft handling area.

The specific prevention activities to reduce load-intensive work for the musculoskeletal system, which were started in previous years, were continued. The use of innovative technologies, combined with the "Baggage factory" project, should improve jobs in this respect. The vacuum lifting aid system was successfully rolled out and other technologies have been reviewed in terms of their usability.

All hazardous substances still pass through the product assessment process at Fraport. This continuous review is intended to promote the use of substances with a low hazard potential and minimize risks for employees.

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

Employees in the Occupational Health and Safety unit provided a range of advisory services in 2017. In addition to supporting numerous smaller and medium-sized building projects, the focus was on supporting the construction of Terminal 3. The number of accidents at construction sites was also very low in 2017.

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. In the past the company established effective processes for this.

On the apron we operate a growing number of vehicles for transporting freight and people each year. 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 safe driving training courses, as well as "refresher" courses for drivers who have infringed traffic rules. As an additional regulation, Fraport in its role as an airport operator has initiated a points system based on the German model for calculating traffic offences (Flensburg model).

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

In the past the responsibility assumed by Fraport for occupational health and safety has also been clearly defined with regard to temporary staff. They have an equal priority alongside permanent employees when it comes to occupational health and safety, and they go through a professional induction phase at Fraport. Within the framework of the joint venture between Fraport,

FraGround and Fraport Vorfeldkontrolle, the Occupational Health and Safety unit of the Fraport parent company (VA4) has been allocated the task of advising FraGround and Fraport Vorfeldkontrolle employees, thereby providing a uniform advisory service for occupational health and safety.

We continuously develop our safety concepts on the basis of a systematic assessment of potential hazards. Alongside the technical safety of workstations, the behavior of employees and their independent sense of responsibility play an important role here. This is why Fraport carries out regular training on occupational safety. Employees working on the apron continued to receive training sessions, which began in 2013, with practical tips on safe driving to avoid specific accident risks. Lightning protection seminars were further events offered to this group of employees. These allowed employees to learn about electrostatic discharges, dangers posed by thunderstorms, and corresponding protective measures. The Annual Meeting for Safety Officers in 2017 focused on the issue of “traffic safety/point system”.

In accordance with the Occupational Safety Act, Fraport has implemented an occupational safety unit under the Executive Director Labor Relations, which advises and supports departments in the further development of occupational safety. The key principles for the Group companies can be found in the Occupational Safety Management Handbook. They are to be implemented independently by the Managing Directors. These specifications are described in a separate handbook for Fraport AG.

Fraport measures the effectiveness of occupational safety measures by the number of accidents at work, among other things. The objective is to continually reduce the total number of accidents at work per year and to achieve a “rate per 1,000 employees” (number of reportable accidents at work per 1,000 employees) of less than 25 within the Group by 2020. While the total number of accidents dropped significantly (136 accidents), there were 554 reportable accidents at work in the year under review, which translates to an increase of 34 reportable accidents at work (previous year: 520). For all Group employees, the rate per 1,000 employees is 25.5 (previous year 24.3). Fraport AG’s target for the rate per 1,000 employees is a figure under 20. In 2017, it was 22.8 (previous year: 21.9; as a result of late submissions, there may be changes to the figures in both years). In the Ground Services strategic business unit in particular, more accidents occurred owing to weather conditions at the beginning of fiscal year 2017 in comparison with the previous year.

Creating positive conditions for the health of employees at Frankfurt Airport is the clear mandate of all company staff working in health and safety. This is coordinated and planned by Fraport Health Management. Innovative concepts and tools (see “Health Management Measures” at <http://www.fraport.com/en/responsibility.html> in the Publications/Sustainability Reports area) aim to limit or reduce the sickness rate, which is increasing overall for various reasons. The offerings are available to employees of Fraport AG, and some are available to their families.

Fraport AG’s multi-award-winning occupational health management initiates a wide range of health-promoting activities and measures with various focal points. In 2017, for example, cooperation with gyms made it possible for employees to exercise close to their place of residence. Those who exercise regularly are rewarded with a contribution to membership fees. For 2018, a “Fitbox” with suggestions for improving your own health, a thank-you campaign for employees that have not been absent from work and the expansion of supplementary occupational health insurance are planned for all employees in Germany. From an organizational perspective, responsibility for health management is assigned to the Executive Director Labor Relations with corresponding resources.

The effects of demographic change in the Group and the increase in the average age of employees contribute, among other things, to a continuous linear increase in the number of illnesses. However, high levels of absenteeism, especially in the operational units and Group companies in Germany, cannot be attributed only to health issues, workload and age-related effects. It can be seen that absenteeism in the operational areas decreases significantly on public holidays, which leads to the conclusion that there are motivation-related absences, as these working days are compensated by special bonuses. A Group-wide

communication campaign was launched in 2017 as a countermeasure. For managers, new ways to evaluate sick leave and training – also with regard to labor law – were developed and executed. Discussions in individual teams will follow in order to derive and implement group or individual measures.

Fraport evaluates the effectiveness of the measures by continuously analyzing the sickness rate, among other things. The calculation excluding absences beyond sick pay (extended sick leave) primarily reflects the development of short- and medium-term illnesses.

Fraport focuses on limiting or reversing the sickness rate, which is increasing due to seasonal and age-related absences, among other things. The target is to have a maximum rate of 7.2 percent in both the Group and at Fraport AG by 2025.

In 2017, the sickness rate in the Group was 7.5 percent (previous year: 7.9 percent), and it improved particularly at Fraport AG and the Group companies FraSec and FraGround, which both have a large number of employees. The sickness rate deteriorated slightly, however, at the Group companies Fraport Slovenia and FraCareServices. At Fraport AG, the sickness rate improved from 7.7 percent to 7.6 percent. In the security division, which has a large number of staff, the sickness rate decreased significantly, while it worsened slightly in the Strategic Business Unit Ground Services.

G4-LA5 Percentage of employees in job safety committees

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

The Fraport Job Safety Committee deals with operational issues relating to occupational safety at the parent company. The permanent members of the Committee include representatives from the Disabled Employees Committee and members of the Works Council, the Senior Company Medical Officer, the Senior Safety Expert, the Executive Director of Labor Relations in the Ground Services units, and five selected safety officers from the business units. The opinions of experts from technical departments and experts from the affected areas are sought on defined issues in specific instances relating to job safety and environmental protection. In 2017, the Committee met four times under the chairmanship of the Executive Director of Labor Relations. Fraport also actively participates in the further development of occupational health and safety issues in the Group.

The Group Job Safety Committee for example, was introduced in 2012. The function of this Committee is to make fundamental decisions across the Group on standardizing processes in occupational health and safety. One of the Committee's tasks was to approve overall occupational safety targets for the Group. Permanent members include the Senior Safety Expert, the Senior Company Medical Officer, the Group Disabled Employees Committee and the Group Works Council, as well as all Executive Managers from the majority shareholdings at the Frankfurt site. In 2017, the Job Safety Committee met twice. The Executive Director of Labor Relations also chaired these meetings.

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

An overview of the percentage of employees represented in job safety committees is provided in G4-LA5 Percentage of employees in job safety committees, page 22.

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

A list of accidents, occupational diseases, days lost and days of absence can be found under [G4-LA6](#), page 23.

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

Key figures per region were analyzed for the first time in the 2016 GRI Report.

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

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

Material Aspect: Training and Education – Management Approach

Human resources development

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

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

Lifelong learning is gaining in importance. This approach can be applied to constantly adapt and expand skills, thus securing and enhancing employability. Fraport AG uses various qualification programs to continuously develop its employees.

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

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

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

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

See also <https://www.fraport.com/en/our-company/careers/working-at-fraport.html>.

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

Training

Our company has conducted vocational training for nearly fifty years. Every year, as one of the largest training companies in the region, Fraport offers at least 110 young people an opportunity to start a career, with dual-degree programs and apprenticeships in more than thirty skilled occupations. In addition, two special qualification programs for young job entrants (“Startklar” (Ready to roll) and “BIFF”).

In general, the training offer is oriented towards the needs of the business units and the Group companies. The training on offer is under continual development. Vocational training helps to meet the need for qualified junior staff in the medium term, and helps to secure the sustainability of Fraport.

Challenges in the area of vocational training will continue to expand. The decline in school leavers between 2010 and 2025, together with the ongoing trend of studying at university, requires further efforts, in particular to attract suitable pupils for our technical occupations and innovative career paths. Greater efforts are now being made to retain educated young people in the company. This is one reason why the Executive Board decided in autumn 2017 to offer permanent contracts to trainees in technical occupations who demonstrate professional and personal aptitude.

Helping refugees to integrate into society and start a career will remain a key challenge in the years to come. With the BIFF training project initiated by Fraport and conducted in collaboration with companies based in Frankfurt and other institutions dedicated to the professional integration of young refugees, we play a role in offering qualifications and take social responsibility. The program offers an opportunity to choose a vocation, prepare for an apprenticeship, and improve language skills, while imparting the fundamental values of our social system as the essential building block for integrating into the workplace and society. We know that we are only at the start of a time- and resource-intensive path.

The digitization of the working environment presents another major challenge and will inevitably affect all training activities. We have established a project to deal with the impact of digitization on vocational training, and with the associated risks and opportunities as well as the corresponding pressure for change on companies and employees.

We see vocational training as a mission to offer a general education beyond the specific professional qualification. Within the scope of vocational training we shall therefore continue to instill the basic values of our democracy in younger generations, and thus promote their interdisciplinary skills. We have concluded an evaluation of our current activities in political education, and we expect to begin implementing the modified concept in 2018.

See also <https://www.fraport.com/en/our-company/careers/students/apprenticeships.html>.

G4-LA9 Average hours of training per employee

See [G4-LA9 Average hours of training per employee](#), page 23.

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

See [G4-LA11 Percentage of employees receiving regular performance and career development reviews](#), page 24.

Material Aspect: Diversity and Equal Opportunity – Management Approach

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

The conceptual goals of Fraport Diversity Management such as valuing diversity are experienced in our daily interaction. Diversity is perceived as a positive gain. The company recognizes and actively utilizes the diverse competences and potentials of the workforce. Everyone at Fraport is well versed in diversity and carries out their activities with diversity in mind. As proof of this, executives actively support the theme of diversity management. They act as role models in managing diversity. They take the needs of a diverse workforce into account when designing the workplace and working conditions. This includes the relevant HR processes to promote diversity-related objectives and ensure equal opportunities.

Increasing the proportion of **women in management positions** is a key goal for Fraport, which the Group systematically addresses as part of its diversity management. The goal is to increase the proportion of women in management at the two levels directly below the Executive Board in Germany by 30 percent by 2021. This corresponds to the objectives in the “Act on Equal Participation of Women and Men in Management Positions in the Private and Public Sector” (FüPoG). Fraport respects local customs and does not impose any similar quotas at the foreign Group companies.

Fraport stands for diversity. This becomes evident in particular when observing the variety of passengers, guests, and employees at the airport. Not only is there a remarkable number of nations that cross paths at the airport, but there is hardly any location in the world that combines to such an extent the religious and cultural backgrounds of people who use the airport terminals and who are employed at the airport. A variety of meditation and prayer rooms are used by both passengers and employees. No other airport in the world offers passengers a comparable wide offer. Employees are grateful to have the opportunity for prayer, reflection, and contemplation directly at their workplace.

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

Activities of Diversity Management in 2017 (selection):

A particular focus on Diversity Management in the year under review was **coordinating the conceptual objectives** that Fraport set for successful diversity management. The defined objectives will be announced early next year. Taking into account the specific requirements for each business unit, these objectives will have a positive influence on our diverse working environments.

In 2017 there were numerous workshops with executives, personnel managers, and human resources advisors to **develop of a culture of collaboration**. Ideas were exchanged on the benefits of and current obstacles to dealing with “teleworking”.

A conference entitled “**Perfectly matched – executives between career and family**” was held in November 2017.

The **Fraport fathers’ network** also conducted workshops and events in 2017 to show fathers how they can play a role in a changing society.

There are also facilities for people who do not feel part of the three major monotheistic religions. In 2017 Fraport opened a “room of silence” in Terminal 1, which gives guests a quiet space with no religious symbols.

Religious festivals and traditions are recognized as well. In 2017 for example, Fraport once again offered both passengers and employees a three-day “Iftar” at the airport, during which meals and drinks were served free of charge for people to break their religious fast. The number of people taking part in such events has grown steadily in recent years.

In November 2017 the feast of the “Abrahamic religions” was held for the seventeenth time. This interfaith celebration is an important event for the airport community, with contributions from local politicians and municipalities neighboring the airport.

Since 2017 a social worker from Diakonie Frankfurt has been working at the airport to attend specifically to the homeless at Frankfurt Airport. Our **outreach work** is there to help these people and allow them to return to normal life. Due to the great success and the overall appreciation for this measure, the Executive Board has decided in 2018 to finance the creation of an additional position at Diakonie, initially limited to two years.

More information on the topic of diversity is available online at <http://www.fraport.com/en/careers/working-at-fraport/diversity.html> and in the “2017 Compact report, page 58 et seq.

G4-LA12 Composition of employees

See [G4-LA12 Composition of employees](#), page 24 et seq.

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

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

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

See [G4-LA13 Ratio of basic salary and remuneration of women to men](#), page 76.

See [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

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

Frankfurt Airport is defined as a significant business site, as approx. 89 percent of the Group’s employees work at this site.

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

In addition, the so-called “Pay Transparency Act” entered into effect in Germany in 2017. This law promotes transparency of remuneration and remuneration schemes. An important role is given to strengthening collective bargaining coverage and social

partnership. Beginning in 2018, the law provides a right to information enabling employees to find out the statistical median pay for workers of the opposite sex in their pay grade.

Relevant Aspect: Labor Practices Grievance Mechanisms

G4-LA16 Formal grievances about labor practices

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

Human Rights

General Management Approach HR

Pursuant to responsible corporate governance, we have made a commitment to comply with internationally recognized standards of conduct, such as those defined in the principles of the UN Global Compact, the OECD principles, and the ILO core labor standards. In 2013, Fraport published two in-house codes of conduct to establish more firmly these principles within the Company. The Fraport Policy forms the overarching structure for all commitments and the codes of the Group based on specific topic areas (see <https://www.fraport.com/en/our-company/fraport/management/compliance.html>).

Fraport rejects any form of forced or child labor. Among other things, the minimum age permitting full-time employment in compliance with the relevant national regulations is observed within the Fraport Group. The Code of Conduct and the Group Compliance Management System (CMS) policy are available to all employees on the internal information portals. In the course of semi-annual compliance reporting, the Executive Board is notified about the activities of the Fraport AG department dealing with compliance and the status of measures.

The certified electronic whistleblower system (BKMS® System) is an important tool for preventing and uncovering violations. Fraport has also engaged an external lawyer to act as ombudswoman for all of the Group's employees as well as customers, suppliers, and other business partners. Her job is to receive, legally review and forward information about unlawful conduct that damages the company. An internal representative is also available to employees in Germany.

Regulations on working hours and complaints mechanisms, for example, are implemented in large financing projects, some of which are also demanded by external lenders. The Environmental and Social Action Plan (ESAP), which requires the implementation of a human resource policy as well as a management and a monitoring system, is, for example, a prerequisite for the financing of Fraport Greece (see the section "Notes on reporting" in the Group management report). The plan applies not only to Fraport's employees, but also to suppliers and subcontractors. The ESAP also regulates the conditions for employees along the supply chain in order to prevent, for example, suppliers from employing refugees under inappropriate working conditions.

Fraport supports the police where possible in pursuing and combating international human trafficking – for example at Frankfurt Airport by providing video material in certain justified cases (see relevant aspect: Security practices, page 81 et seq.).

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

Objectives and measures can be found in “Our program” in “[2017 Compact](#)”, page 36 et seqq. Information on organizational responsibility, monitoring and tracking, and key risks and opportunities is provided under [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

The aforementioned organizational concepts for identifying and reporting irregularities ensures that the Executive Board gains direct knowledge of any cases of human rights violations.

See also “Employees” in “[2017 Compact](#)”, page 57 et seqq., Our Group, page 20 et seqq.

Material Aspect: Investment – Management Approach

Fraport's objective is to achieve Group-wide participation in the growth of the aviation market. By implementing capital expenditure, Fraport has significantly increased its capacities at the Frankfurt site and beyond in recent years. Frankfurt Airport is defined as a significant location of operation. Germany – almost exclusively Frankfurt Airport – was once again the most important site of the Fraport Group in the past fiscal year with a share of 66.0 percent in the Group result.

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

Significant factors for the selection of suppliers include the following principles for awarding orders based on Section 97 GWB:

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

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

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

The Fraport AG Supplier Code of Conduct was substantially revised in 2016. In order to ensure successful and sustainable business activities, it is necessary to carefully select business partners and suppliers. We require our business partners and suppliers to comply with the Supplier Code of Conduct, the law in general and our anti-corruption principles in particular. They must also undertake to ensure that their own suppliers adhere to these principles. The Supplier Code of Conduct also includes aspects of environmental and climate protection. Part of the supplier code of conduct is an anti-corruption clause, which defines serious misconduct (offenses). A violation of this code may result in the termination of the business relationship. Further, in the case of antitrust violations and serious misconduct, a contractual penalty and flat-rate claim for damages may be imposed.

A specific compliance business partner review was established for the Airport Expansion South project. The aim is to minimize compliance risks (e.g., corruption, price agreements, fraud, etc.) by conducting due diligence on specific future business partners and to detect potential conflicts of interest. The process, which was established in 2016, provides for a multi-stage, risk-based approach, including integrity checks by external service providers. The process was continued at Flughafen Ausbau Süd (FAS) GmbH, which took over operations on January 1, 2017.

Moreover, compliance due diligence was introduced as a standard process in Global Investments and Management (BET) in 2015. As a result, significant compliance aspects, such as the compliance business partner review, are taken into consideration in all investment projects and consulting services (see [G4-HR1](#), page 79).

See also [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

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

A significant investment agreement was concluded in 2017. With a bid in the amount of 1,500 million reais for Fortaleza Airport and 400 million reais for Porto Alegre Airport (without adjustment for inflation), Fraport won the tender to operate both airports in 2017. This offer, which corresponds to a total amount of approximately EUR 500 million, consists of various elements such as a fixed initial payment and both fixed and revenue-based concession levies to be paid in the future. With the signing of the concession agreement, the concessionary companies are now obliged to carry out various construction projects at both locations.

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

Fraport complies with its responsibility in the supply chain and also expects the same compliance from its suppliers and service providers. We require our business partners and suppliers to comply with the Supplier Code of Conduct, the law in general and our anti-corruption principles in particular. They must also undertake to ensure that their own suppliers adhere to these principles. The Supplier Code of Conduct also contains aspects of the UN Global Compact, environmental and climate protection (see <https://www.fraport.com/en/our-company/fraport/management/compliance.html>).

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

Material Aspect: Non-discrimination – Management Approach

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

G4-HR3 Incidents of discrimination and corrective actions taken

No legal proceedings were during the reporting period in relation to the German General Act on Equal Treatment (AGG).

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

Fraport respects the basic right of freedom of association and collective bargaining under national agreements. We also recognize the right to open cooperation in a spirit of mutual trust with democratically elected employee representative bodies directed toward a fair settlement of interests. 95.8 percent of employees in the Fraport Group are covered by collective bargaining agreements.

See [G4-56 Values, principles and standards of behavior](#), page 42 et seqq.

G4-HR4 Freedom of association and collective bargaining

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

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

Suppliers from countries with an increased risk (countries of concern) are reviewed separately. In 2017, we did not place any orders with companies in countries of concern.

98 percent of the order volume in 2017 was placed with suppliers and service providers with their registered offices in the Federal Republic of Germany, 1.0 percent of orders were placed within the EU, and the other 1.0 percent was placed in countries such as the USA and Switzerland. These countries have comparable legal principles and standards.

See also [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

Relevant Aspect: Child Labor

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

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

The Fraport Group is committed to the abolition of child labor. The minimum age permitting full-time employment in compliance with the relevant national regulations is observed within the Fraport Group. At all Group sites Fraport has made a commitment to compliance with the most important internationally recognized codes of conduct to promote responsible corporate governance – the principles of the UN Global Compact, the OECD principles, and the ILO core labor standards. We are continuously working on integrating recognized international standards in the areas of human rights, labor, environmental protection and anti-corruption in our processes (see [G4-56 Values, principles and standards of behavior](#), page 42 et seqq.).

98 percent of the order volume of the parent company in 2017 was placed with suppliers and service providers with their registered offices in the Federal Republic of Germany, 1.0 percent was placed within the EU, and 1.0 percent in countries such as the USA and Switzerland. These countries have comparable legal principles and standards in this regard.

Relevant Aspect: Forced or Compulsory Labor

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

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

98 percent of the order volume in 2017 was placed with suppliers and service providers with their registered offices in the Federal Republic of Germany, 1.0 percent was placed within the EU, and 1.0 percent in countries such as the USA and Switzerland. These countries have comparable legal principles and standards.

The Fraport Group does not permit 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 responsible corporate governance – the principles of the UN Global Compact, the OECD principles, and the ILO core labor standards. We are continuously working on integrating recognized international standards in the areas of human rights, labor, environmental protection and anti-corruption in our processes (see [G4-56 Values, principles and standards of behavior](#), page 42 et seqq.).

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

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

In addition, there are clear guidelines for all ID card holders in the Airport Use Regulation and Identification Regulation, as well as penalties for breaching them up to the withdrawal of ID cards/access permissions.

Relevant Aspect: Security Practices

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

The revised version of LuftSiG came into force on March 4, 2017. This does involve any changes with regard to the following statements.

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

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

Fraport AG has established a working group, consisting of employees responsible for data protection, video product management, requirements management, the users of the relevant business units and corporate safety, with the involvement of the Works Council, which is responsible for all issues relating to the use of video technology. This working group has prepared a continuously updated concept, which provides clear requirements for users of all video data with regard to intended use and data protection requirements.

The concept contains a roles and authorization concept for the application and use of video technology across the entire airport complex. This also regulates the use of Fraport video technology by the authorities.

Furthermore, a standardized approval process has been established which is primarily based on the appointment of video officers by the areas deploying this technology. The video officer for the Airside and Terminal Management, Corporate Safety and Security (FTU) business unit is also the head of the Fraport video officers working group ("Fraport VO"), nominated by the Executive Board. Besides the integrated development of the video topic, The FTU VO also manages all official matters.

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

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

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

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

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

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

Relevant Aspect: Indigenous Rights

G4-HR8 Incidents of violations involving rights of indigenous peoples

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

Material Aspect: Assessment – Management Approach

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

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

No grievances were made during the reporting period against Fraport AG or the investments in relation to human rights (see [G4-HR12 Number of grievances about human rights impacts](#), page 83). For this reason, no improvements had to be made.

See also [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

[G4-HR9 Operations that have been subject to human rights reviews](#)

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

Relevant Aspect: Supplier Human Rights Assessment

[G4-HR10 Percentage of new suppliers that were screened using human rights criteria](#)

During the reporting period, no contracts with major suppliers or contractors were rejected on account of human rights criteria or came into being only due to the inclusion of additional framework conditions. Further screening is therefore not required.

Relevant Aspect: Human Rights Grievance Mechanisms

[G4-HR12 Number of grievances about human rights impacts](#)

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

Community

[General Management Approach SO](#)

Airports are important business locations and contribute directly and indirectly to economic and social value creation. For example, Frankfurt Airport is the largest local workplace in Germany with almost 81,000 direct employees (as at December 31, 2015). The survey provides an insight into the sectors in which employees at the site work. Accordingly, two thirds of employees surveyed work for an airline, in an operational capacity at the airport or in freight forwarding and transport operations. Other sectors include the authorities and institutions, catering, security services, personnel services, consulting, hotels and restaurants, freight handling, cleaning and retail. There is predominantly potential for growth in companies that offer security services and at authorities. The people who live in the metropolitan region around the airport also benefit from this. They not only benefit from the short journey to the airport; many of them also work at a company that benefits from being close to the airport.

Objectives and measures can be found in “Our program” in [“2017 Compact”](#), page 36 et seqq. Information on organizational responsibility, monitoring and tracking, and key risks and opportunities is provided under [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

See also “Community” in [“2017 Compact”](#), page 65 et seqq.

Material Aspect: Local Communities – Management Approach

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

We are committed to taking responsibility and we incorporate all the aspects of this conflict into our business actions to maximum possible effect. This is particularly important against the background of a foreseeable increase in the volume of traffic. We therefore defined specific goals for noise abatement (see “[2017 Compact](#)”, page 38 et seq.).

Frankfurt Airport is the site in the Group with the largest traffic volume by far and is also the location of the company headquarters. For Fraport, social responsibility has been a corporate principle for many years, and Fraport AG has therefore long supported numerous clubs and institutions in the Rhine-Main region in particular.

Fraport AG's funding concept for its community, cultural and social engagement is “Active for the region”. It primarily serves to boost clubs and support volunteer work in the region around Frankfurt Airport. All activities are combined into an independent department. In organizational terms, the competent central unit is assigned to the Chair of the Executive Board.

The so-called “neighborhood framework” describes the geographical boundary for support activities. The area is based on district and state borders taking into account the most important approach and takeoff routes. If these change, the neighborhood framework will also be modified – as it was most recently when Runway Northwest was inaugurated. The expansion allowed other cities and municipalities to participate in the company's economic success.

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

Sports sponsorship in the Rhine-Main region includes both recreational and professional sports. Well-known names that have concluded long-term contracts with Fraport AG include the FRAPORT SKYLINERS and Eintracht Frankfurt. In the area of basketball, Fraport sponsors not only the Bundesliga team but also gives donations to support the project “Basketball goes to school”. At the soccer club Eintracht, the club is promoted and Eintracht AG is sponsored with the affiliated soccer school.

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

Overall, in 2017 Fraport supported more than 1,540 projects run by various clubs and institutions by making donations and providing sponsorships totaling €5.3 million.

Fraport has financially supported youths' and young adults' integration into working life since 1999 with the ProRegion Foundation. The foundation subsidizes the creation of additional training places or the securing of available training capacities in the region, as well as improvements in the training infrastructure. This includes support for projects and institutions that help to improve the trainability and employability of youths and young adults. As one of the largest employers in Hesse, Fraport also focuses on helping young refugees to gain professional qualifications and integrate as part of its social responsibility.

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

Fraport is also involved in the Wirtschaftsinitiative FrankfurtRheinMain (FrankfurtRhineMain Business Initiative), which 150 companies participate in. One outcome of this cooperation is the House of Logistics and Mobility (HOLM) competence center at Frankfurt Airport.

Even at the individual sites of the international Group companies, regions close to the airport benefit from donations made and sponsorship activities undertaken by each company independently, as well as from their economic performance. Local companies and their value chains as well as employee consumption contribute directly and indirectly to the positive economic development of the respective regions (see also the Group management report in the section entitled “Society”).

See also “[2017 Compact](#)”, “Value generation and engagement in the regions”, page 66 et seqq., “Growth and development in the Group”, page 50 et seqq. and “Stakeholder dialogs”, page 30 et seq.

G4-SO1 Operations with implemented local community engagement

Frankfurt Airport is defined as a significant location of operation. Airports are important business locations and contribute directly and indirectly to economic and social value creation. Frankfurt Airport, for example, with around 81,000 direct employees (as at December 31, 2015) and approximately 500 companies, is the largest regional workplace in Germany. Additional employment effects are also created in enterprises that are appointed by Fraport for the maintenance and expansion of airport infrastructure. The people who live in the metropolitan region around the airport also benefit from this. They not only benefit from the short journey to the airport to board their flights on holiday or on business trips, many of them also work in a company that enjoys a position in close proximity to the airport.

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

We are committed to taking responsibility and we incorporate all the aspects of this conflict into our business actions to maximum possible effect. This is particularly important against the background of a foreseeable increase in the volume of traffic. We have therefore defined specific goals for noise abatement (see “[2017 Compact](#)”, page 38 et seq.).

Fraport AG makes an important contribution to the generation of regional value and to social stability at its sites (see “[2017 Compact](#)”, page 66 et seqq.).

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

Fraport regularly holds open dialogs with stakeholders (see “[2017 Compact](#)”, page 30 et seq.).

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

Airports make a significant contribution to economic prosperity through jobs, tax revenue, and excellent transport connections (see “[2017 Compact](#)”, page 66 et seq.). However, their business activities also have disadvantages which exert negative impacts on local communities. A material aspect here is noise abatement (see also “[2017 Compact](#)”, page 70 et seqq.).

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

There were no cases during the reporting period in which people were displaced by the airport operator.

Material Aspect: Anti-corruption – Management Approach

The basis of ensuring legal and compliant behavior in the Fraport Group as well as at Fraport AG is the corporate culture as it has been laid out, in particular, in the code of conduct for employees. The Code of Conduct applicable to all employees worldwide takes into account the United Nations’ anti-corruption conventions and is based on the ten Global Compact principles, the OECD

guidelines, and the ILO Core Labor Standards. It covers corruption prevention and antitrust law, among other things. The Executive Board is expressly committed to these principles as well as the zero tolerance principle, in particular in respect to corruption and violations of antitrust and competition law. This Code of Conduct is a key part of the Compliance Management System (CMS) policy for the Group companies and of Fraport AG's CMS. The comprehensive analysis of compliance risks forms an important part of the CMS. There is a focus on anti-corruption and antitrust and competition law.

The value-based corporate culture is the basis of the stable development of the CMS. The CMS is designed to be preventive and should enable Fraport employees to become aware of compliance risks and violations at an early stage and respond to them appropriately. For Fraport AG, the Executive Board has expressly committed to this value-based compliance. With the Group-wide code of conduct as well as various communication measures, the Executive Board supports the directors and executives within the Group to meet their responsibility to continuously implement the compliance objectives.

Conduct standards flesh out Fraport AG's value-based compliance and help employees to adhere to existing laws and internal company rules. To prevent accusations of bribery, it clearly describes – using examples – in what form it is acceptable to give or receive gifts, benefits and invitations.

Compliance due diligence is a standard process in Fraport AG's strategic business unit Global Investments and Management, meaning that significant compliance aspects, such as reviews of business partners on the topics of corruption, price fixing, and fraud, are taken into account for each capital expenditure project and for consulting services. The obligation for all fully consolidated Group companies to adopt the Group CMS policy also ensures that the Fraport standards for the CMS are implemented in the relevant Group companies.

Semi-annual compliance reports inform the Executive Board about the activities of the Fraport AG department dealing with compliance and the status of measures to combat corruption. The Code of Conduct and the Compliance Guidelines are available to all employees on the internal information portals. The certified electronic whistleblower system (BKMS® System), which is used to report conduct damaging the company, is an important tool for preventing or uncovering violations. Fraport has also appointed an external lawyer as an ombudswoman. She is a trusting contact for all of the Fraport Group's employees as well as customers, suppliers, and other business partners and also receives information on corruption issues. An internal ombudsperson is also available to employees in Germany.

Fraport has taken preventative corruption measures for the foreign Group companies in accordance with the CPI (Corruption Perceptions Index) issued by Transparency International. Here, the focus is on compliance risk analysis, which mainly looks at corruption risks. The analysis also considers risks resulting from fraud and competition law. Measures to prevent corruption are derived by the Group companies on this basis. These include, for example, training measures, reviews of business partners, and documentation of compliance-related processes.

Within the scope of large financing projects, measures against corruption and bribery are implemented in the Group companies, in part as stipulated by external investors. This is, for example, also the case in the "Environmental and Social Action Plan", as a precondition for the financing of Fraport Greece. The plan applies not only to Fraport's employees, but also to suppliers and subcontractors.

The aforementioned organizational concepts for identifying and reporting irregularities ensure that the Executive Board gains direct knowledge of any cases of corruption and bribery. In fiscal year 2017, there were no agreement with any business partner terminated due to allegations of corruption.

In terms of content, the Compliance Management System is based on the auditing standard for compliance management systems of the German Institute of Public Auditors (IDW PS 980). Compliance and value management were assigned to the Legal

Department. In 2017 the focus was on “passive corruption”. The systematic compliance risk analysis was once again conducted in 2017 at Fraport AG, and conducted for the first time at FAS GmbH.

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

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

In 2017 a compliance risk analysis of FAS GmbH (Flughafen Ausbau Süd) was conducted. The systematic approach of Fraport AG came to fruition. Data on the corruption risks for FAS GmbH were collected in seven questionnaires. The findings were used to draw up the compliance program at FAS GmbH.

G4-SO4 Information and training on anti-corruption

Fraport parent company

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

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

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

Central compliance training sessions on “Giving and Accepting Gifts and Invitations” (anti-corruption training) have been given on an e-learning platform since 2014. The training concept involved different management levels and functions having the same obligation to undergo training. Of the 11,164 permanent staff (as at the balance sheet date December 31, 2016), 4,225 people were obliged to undergo anti-corruption training in 2017 (38 percent of permanent staff). 79 percent of level 1 – 5 managers and 79 percent of non-management employees required to participate in training repeated the “Accepting Gifts” anti-corruption module. 78 percent of level 1 – 5 managers and 78 percent of employees required to participate in training completed the “Giving Gifts” anti-corruption module. These rates are down 10 percent compared to the previous year, since some certificates expired on December 31, 2017.

In addition, classroom training on integrity and corruption risks regarding public officials was conducted in the year under review.

Group

In connection with the compliance risk analysis performed in 2015 and mainly due to the execution of the seven questionnaires on corruption, the relevant managers and the relevant compliance officers of 23 companies underwent training on corruption risks. The training of employees is the responsibility of their managers. Employee training on the Code of Conduct and standards of conduct, including corruption prevention, is given when employees start working. Moreover, administrative employees also receive training on corruption risks over internal training intervals.

G4-SO5 Incidents of corruption and actions taken

No cases of alleged corruption were reported and investigated in 2017 at the Fraport parent company and the Fraport investments.

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

At the beginning of December 2017, an investigation was launched that led to house searches at Fraport, which was reported in the media. Fraport takes the allegations seriously and is investigating the matter internally.

It is of course too early to make any binding statements on the allegations; on the basis of the facts currently known, however, we are unable to substantiate them.

Material Aspect: Public Policy – Management Approach

Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups (see “2017 Compact”, page 31).

Fraport pursues its interests through membership of the industry organizations Task Force for German Commercial Airports (ADV) (see <http://www.adv.aero/>) and Airports Council International (see <http://www.aci.aero>). Europe, and World. From July 2018, the Chairman of the Fraport AG Executive Board, Dr. Stefan Schulte, will serve as the honorary president of the German Commercial Airports (ADV) for a period of two and a half years. Fraport is also a member of the Federation of the German Air Traffic Industry (BDL) (see <http://www.bdl.aero/en/>). BDL focuses on the importance of air traffic as an economic factor for Germany and aims to highlight its contribution to safe mobility, climate and environmental protection. Dr. Schulte has been the honorary president of BDL since May 2016. He will officially step down from this position at the end of June 2018. We are also working together with bodies in these organizations to prepare positions on air traffic issues. This includes positions on projected legislation and political initiatives. Working with trade organizations is a top priority for Fraport. Involvement in trade organizations promotes the exchange of information and cooperation with other airports and airlines on current issues relating to traffic policy and sector-specific matters. ADV and the BDL focus on Germany's importance as a traffic hub. ACI EUROPE and ACI WORLD address issues relating to European and international air traffic. In Europe, exchange of ideas between hub airports is particularly important because this enables common positions, strategies, and solutions to be agreed. Working with trade organizations involves a range of different specific issues (e.g., environmental policy, safety measures, passenger rights, infrastructure development, Single European Sky, etc.). The Fraport Executive Board also plays an active role in the management bodies of the industry associations.

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

G4-SO6 Political contributions

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

Relevant Aspect: Anti-competitive Behavior

G4-SO7 Legal actions for anti-competitive behavior

In 2017 no substantial legal actions were pending nor were any substantial legal actions completed relating to anti-competitive practices or violations of antitrust law.

Relevant Aspect: Compliance

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

No significant fines were levied on Fraport in 2017 on account of breaches of statutory regulations.

Relevant Aspect: Grievance Mechanisms for Impacts on Society

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

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

Since then Fraport has offered a central contact point for enquiries and complaints by citizens on the following topics:

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

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

The Nachbarschaftsdialog colleagues can also be contacted by interested citizens directly by email or letter, as well as via a contact form specifically for inquiries about aircraft noise on the Fraport homepage.

Fraport has been in dialog with approx. 46,000 residents of the Rhine-Main region in relation to aircraft noise and noise abatement. In 2017 the neighborhood dialog investigated and processed approximately 150,000 complaints and enquiries about aircraft noise.

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

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

The interactive FRA Map also provides extensive information in the form of a report with detailed information on the specific aircraft noise situation within five kilometers of the user's residence. The report can be accessed by entering an address at the direct link www.fraport.de/fluglaerminfo.

In recent years Frankfurt Airport has recorded a disproportionate rise in noise complaints concerning individual flights compared to the steadily declining number of complainants. In other words, more and more complaints are being submitted per complainant.

The increase in the total number of complaints is due to a small number of complainants (only 60 in 2017). Fraport's evaluations of mass complaints in 2017 show that they make up over 98 percent of the total aircraft noise complaints submitted. Since these complaints are automatically generated, they are usually not related to a specific flight and it is not possible to process them individually.

This development impairs the work of the Fraport neighborhood dialog. Neighbors' aircraft noise complaints about individual flights are processed with the aim of detecting and pursuing possible legal violations.

Fraport therefore only processes individually written complaints on aircraft noise. The aircraft noise complaints generated automatically are only evaluated statistically.

The majority of citizens submitting complaints, approximately 2,150 in 2017, submitted individual complaints relating to flight events. A continuous decline in both the number of complainants addressing aircraft noise and complaints about aircraft noise has been recorded in this complaint category.

With regard to key figures, we publish the total number of messages received, the number of individually prepared complaints, and the number of complainants (see Key Figures Environment, [G4-SO11](#), page 18).

See also “Noise Abatement” in “[2017 Compact](#)”, page 70 et seqq.

Product Responsibility

General Management Approach PR

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

- > Planned exercises
- > Firefighting and rescue exercises
- > Exercises for informing relatives, affected airlines, media, and the general public
- > Exercises providing initial counseling for uninjured survivors of an accident, their relatives, and people giving assistance.

Alongside smaller exercises, e.g., evacuation of persons from the Skyline, a full exercise is carried out at the airport every two years in accordance with statutory regulations and the international ICAO guidelines. This major exercise involves practicing complex emergencies. The primary focus is on effective cooperation between internal and external emergency services. The Fraport Emergency Directive (BA-NOT) forms the basis for planning and coordinating these exercises. The exercise scenarios are planned and carried out as near to reality as possible, in order to ensure that all the parameters contained in the emergency plan are reviewed – the functionality and effectiveness of organizational, personnel, and material precautions, as well as the qualifications of the emergency and support personnel. Special training and career development courses are held for employees at the Emergency Information Center and in Special Assistance Teams (SAT) (see <https://www.fraport.com/en/business-partner/airlines-cargo/security-services.html>).

Objectives and measures can be found in the program in “[2017 Compact](#)”, page 36 et seqq. Information on the organizational responsibility, monitoring and tracking, and central opportunities and risks is provided under [G4-56 Values, principles, and standards of behavior](#), page 42 et seqq.

See also “Customer satisfaction and product quality” in “[2017 Compact](#)”, page 44 et seqq.

Material Aspect: Customer Health and Safety – Management Approach

The top priority for air traffic is safety. We want to retain the high standard of safety at Frankfurt Airport. A continuous review of all processes governing safety, training of personnel deployed, and a safety management system enable us to make a significant contribution to safety. Increasingly advanced technologies and more and more personnel are being deployed at Frankfurt Airport to guarantee the security of passengers, baggage, and cargo.

Another central area of action is noise abatement (see “2017 Compact”, page 70 et seqq.). We are committed to taking responsibility and we incorporate all the aspects of this conflict into our business actions to maximum possible effect. This is particularly important against the background of a foreseeable increase in the volume of traffic.

In order to reduce the noise pollution created by the operation of the airport, together with our partners from the “Alliance for Noise Abatement” we have implemented a variety of active and passive noise abatement measures, and we continue to work on the development and introduction of additional improvements (for more information, see “Noise Abatement” at <https://www.fraport.com/en/our-company/responsibility/aircraft-noise-infoservice/noise-abatement.html>).

Fraport AG developed a Wildlife Management Program to protect against biological risks for air traffic and the impact of the airport operations on wildlife. Collisions with individual large birds or flocks of birds are a hazard for aircraft. Because, statistically, around two thirds of all bird strikes take place at airports or neighboring areas, as an airport operator Fraport is also obliged to minimize this risk. In contrast to many international airports, in Frankfurt we focus on special biotope management. This concerns making the Airport area unattractive to relevant animals, i.e., minimizing or avoiding nesting, resting, and feeding opportunities. The bird strike rate is based on reports to the German Federal Aviation Office pursuant to EU Regulation 376/2014, and the German Committee for the Prevention of Bird Strikes in Aviation (DAVVL) has used a different method for calculating the rate since 2017, which does not allow for a comparison with previous years.

G4-PR1 Product life cycle stages for which health and safety impacts are assessed for improvement

The top priority for air traffic is safety. By continuously reviewing all safety-related processes, the training of our staff, and a safety management system, we can maintain the high level of safety at Frankfurt Airport. Increasingly advanced technologies and more and more personnel are being deployed at Frankfurt Airport to guarantee the security of passengers, baggage, and cargo.

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

No incidents were recorded for 2017.

AO9 Wildlife strikes

See AO9 Number of wildlife strikes per 10,000 aircraft movements, page 18.

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

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

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

Emergency and crisis management comprises the following elements

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

The Fraport Group has a comprehensive Risk Management System. This ensures that material risks are identified, continuously monitored, and delimited within the framework of the existing options to an acceptable level.

Among the events that may affect the quality of service at the airport, for example, are a failure of the central airport information system (INFOplus) or the electronic gate management system.

Corresponding countermeasures for the failure of a system are laid down in individual section processes.

Aspect: Service Quality (Airport Operators Sector Disclosures)

The customer comes first for Fraport. This is also reflected by our mission statement, “Gute Reise! We make it happen.” The Group aims to establish itself as Europe’s best airport operator and also to set global standards. This ensures the development of the company’s value and competitiveness in the long term. The objective is to win over our main customers, i.e. passengers, airlines, the freight community, and retail concessionaires, with attractive offers and the best service. Fraport works closely with the Federal Police in particular to ensure that security and passport control processes are efficient and that a high volume of passengers is handled in sufficient time (also refer to “Customer satisfaction and product quality” in the [Annual Report 2017](#), page 31 et seqq.).

Service quality is increased by means of the following tools:

1. Fraport passenger survey

- > Each year, around 29,000 passengers are surveyed in respect of their satisfaction with Frankfurt Airport. The questionnaire includes satisfaction with the time spent at the airport overall, as well as approximately 75 criteria along the entire passenger process chain at Germany’s largest air-traffic hub. This ranges from arrival, check-in and signage to experiences with the friendliness of the staff as well as the ambiance and cleanliness of the terminal through to the gastronomic, shopping and entertainment offers. The survey takes place at the departure gates as part of the ongoing “Fraport MONITOR” passenger survey, where all departing passengers are personally interviewed prior to boarding.
- > Analysis: The proportion of passengers (on a scale where one is best and six is worst) who selected one of the best assessment options (“top box”) is analyzed in terms of global satisfaction and individual aspects along the passenger process chain. For example: Overall satisfaction calculated on the basis of this method amounted to 85 percent in 2017, i.e., 85 out of 100 surveyed passengers gave a score of 1 or 2 to the question “How satisfied were you overall with Frankfurt Airport today?”.

2. ASQ (airport service quality) program/B2B dialogs

Fraport AG’s participation in the ASQ program ended on December 31, 2016.

3. Direct feedback system

In addition to the interviews conducted as part of the Fraport passenger survey, a direct feedback system in the sanitary facilities, security and information counters was implemented at Frankfurt Airport in 2016 in order to measure the quality of service at these locations. Passengers can rate the service directly at or after leaving the processing areas by pressing a green, yellow or red smiley-button (scale of 3). The individual evaluations are transmitted within seconds in “real time” to the server for assessment.

On the one hand this permits the systematic measurement and evaluation of service quality in the various processing areas (ex post), as well as the operational use of the data to manage the processes. In 2017 a total of nearly eight million passengers gave feedback using this system.

We are also in continuous dialog with our business customers and partners. The regular meetings held by our customer advisory councils, working groups with the airlines as well as the meetings of the service quality committee (SQC) are part of established dialogs.

There are also regular exchanges with authorities such as the federal police and the main customs office in Frankfurt.

Frankfurt Airport, the site with the most passengers, is in particular the focus in the Group portfolio. The following will therefore discuss the service quality management implemented at that site.

“Great to have you here!” is the name of the service program launched in 2010, which has been able to increase passenger satisfaction at Frankfurt Airport significantly. The service program was further developed at the start of 2014 with the aim of offering passengers a better and more tailored service. As part of five sub-initiatives, directions and signposting, ambience and comfort, and the range of relaxation, work and entertainment options on offer in the terminals were all significantly improved. At the same time, employees undergo systematic training in direct passenger contact in a separate program, in order to further improve hospitality and service orientation at Frankfurt Airport.

Deutsche Lufthansa, the security companies working at Frankfurt, retail concessionaires, Deutsche Bahn, and others have also been directly exchanging ideas on service, hospitality, and customer satisfaction in the Service Quality Committee since 2016. The first important milestone was the definition and approval of the Service Guidelines for FRA. In these guidelines, the partners reiterate their desire and their joint responsibility to strengthen the Frankfurt site and to further develop service quality and trusting cooperation. The objective is to ensure that common passengers, customers, and guests keep a good impression of Frankfurt Airport in addition to improving overall satisfaction, the willingness to recommend us, satisfaction with the hospitality, and improving the sense of security.

Fraport AG's Executive Board is informed in quarterly reports about the most important passenger satisfaction indicators and involved in decision-making processes. The Executive Board also adopts annual target levels for the most important passenger satisfaction criteria. These levels are authoritative for all relevant business units and in some cases for service providers. Improvement measures are primarily set out in the service program “Great to have you here!”, employee training, and other infrastructure projects.

The reliable loading of luggage for departing flights and the fast delivery of luggage to the baggage claim for arriving flights have a major impact on customer satisfaction. The baggage connectivity figure provides information about the percentage of departure baggage at Frankfurt Airport that is loaded on time in relation to the total departing baggage. A high level of connectivity proves the good quality of baggage processes, which is one of the main responsibilities of Ground Services. This is particularly important because Frankfurt has a high proportion of transfer baggage with a transfer share of more than 55 percent. The objective is to achieve a long term baggage connectivity of more than 98.5 percent. This key figure has been stable at a high level since 2012. In the past fiscal year, baggage connectivity at the Frankfurt site amounted to 98.5 percent and was therefore worse than the previous year's figure, 0.2 percentage points below the target. In particular, flights that were not always on time, weather conditions, and an IT malfunction in December had an impact on the on-time loading of baggage. In order to stabilize connectivity at its current high level in the future coupled with increasing number of baggage items, Fraport is constantly working on optimization measures that are closely coordinated with airlines within the scope of regular performance discussions.

The Executive Board is informed about the development of baggage connectivity on a monthly basis. The area manager receives daily reports so that in the event of a decline in performance short-term countermeasures can be taken to restore the quality. Twice a year, Fraport AG holds a Committee meeting with all airlines on the use of the infrastructure and presents any quality assurance measures if necessary. As the main customer at Frankfurt Airport, Deutsche Lufthansa receives a monthly report as per agreement.

Other parameters for measuring and increasing customer satisfaction and service quality at Frankfurt Airport include quality audits by the consultancy Skytrax. Frankfurt Airport was ranked 10th in 2017 in the annual ranking of the top 100 airports worldwide, based on online passenger surveys. As recently as 2007, Frankfurt Airport placed 94th.

Aspect: Provision of Services and Facilities for People with Special Needs (Airport Operators Sector Disclosures)

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

This service is Fraport AG's response to the EU Directive. Responsibility for providing assistance at the airport has been transferred by the airline companies to the airport operators in order to ensure a uniform quality standard for assistance provided for passengers with special needs and restricted mobility. FraCareServices GmbH has specially trained employees and looks after passengers requiring help in making their way to and from the aircraft (for more information, see <https://www.fracare-services.com/english/>).

Material Aspect: Product and Service Labeling – Management Approach

The ongoing economic success of our company depends on the satisfaction of our customers and employees. Prices in line with the market, the quality of services, and the safety and security of processes (see also the Aspects “[Security practices](#)”, 81 et seq., “[Business continuity and disaster management](#)”, page 91 et seq. are crucial factors here. Fraport has created an integrated management system covering environmental, occupational safety, and quality management to guarantee a process of continuous improvement in customer and employee satisfaction. The objective of the management systems at Fraport AG is to secure and improve the quality of all internal business processes (for more information, see [G4-56 Value, principles and standards of behavior](#), page 42).

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 maintain and further enhance customer satisfaction (see Product quality and customer satisfaction in “[2017 Compact](#)”, page 44 et seq.

Please also see [G4-PR3 Product and service information required by law](#).

[G4-PR3 Product and service information required by law](#)

Numerous international and national guidelines and laws regulate air traffic. The Airport User Regulation (see <https://www.fraport.com/en/business-partner/services.html>) is also applicable. The EU “Rights of Passengers” are also applicable (See http://www.eu-info.de/static/common/files/view/1294/Amtsblatt_Fluggastrechte_04.pdf). Fundamental principles are also defined in extensive ICAO and EU regulations governing air traffic and ground handling services (for more information see <http://www.icao.int/>). The Aviation Security Act (LuftSiG), which came into force in 2005, includes provisions covering the checks

carried out on air passengers and their baggage (Section 5). It also defines the security measures that have to be taken by airport operators and the airline companies (Sections 8 – 9).

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

No incidents were recorded for 2017.

G4-PR5 Customer satisfaction

Passenger satisfaction is considered the main indicator for all customers, and this is therefore the most important criterion for service quality. Global satisfaction describes passengers' satisfaction with the services offered and the overall service at Frankfurt Airport. Fraport is committed to the objective of maintaining and increasing customer satisfaction continuously. Despite the expected temporary overload of terminal infrastructure due to traffic growth in the next few years, Fraport AG aims for a target of at least 80 percent global satisfaction at Frankfurt Airport. With the inauguration of the Pier G, passenger satisfaction should be at least 82.5 percent from 2021. From 2025, Fraport AG's goal is 85 percent based on the capacity increase from Terminal 3.

Also the strategic relevance of overall satisfaction is clear from the fact that it is taken into account in the Executive Board's remuneration (see also the chapter entitled "Remuneration Report" in [Annual Report 2017](#) starting on page 67 et seqq).

Every year around 29,000 passengers at Frankfurt Airport are surveyed with regard to approximately 75 different satisfaction criteria along the entire passenger process chain as part of the ongoing "Fraport MONITOR" passenger survey. Overall passenger satisfaction with Frankfurt Airport continued to improve in 2017: The proportion of passengers who gave Germany's largest airport a grade of 1 or 2 (top box value) rose in 2017 to an all-time high of 85 percent (previous year: 82 percent). Numerous service and infrastructure measures as part of the "Great to have you here" service program are having an extremely positive effect on individual satisfaction criteria: More than three out of four respondents for example, evaluated opportunities to pass the time until departure as good or very good. With 85 percent, passenger satisfaction with the overall cleanliness of the terminal, Frankfurt Airport can still improve significantly in this area – which is of great importance to customers. The passengers expressed a higher satisfaction with the retail sector than ever before: Five out of seven satisfaction criteria achieved record results, including satisfaction with catering facilities with a top-box share of 82 percent in 2017. The hospitality of the airport staff was awarded a top-box value of 89 percent in 2017.

The satisfaction results, which are evaluated on a monthly basis, are supplemented by half-yearly results from the international ASQ (Airport Service Quality) survey, which delivers comparative values in the area of customer satisfaction for the most important international and national airports in direct competition with Frankfurt.

Passenger satisfaction is important for international Group companies, too. The fully consolidated Group airports that are operated through concession agreements (see also the "Situation of the Group" section of the Group management report) are contractually obliged to carry out surveys on passenger satisfaction. In order to guarantee service quality while passenger numbers increase, and to meet passengers' and airlines' increasing requirements, Fraport is planning, for example, to construct a new terminal and a second runway for Lima Airport. Passenger satisfaction is measured at the different sites using various key figures (see also the "Non-financial Performance Indicators" section of the Group management report). Where appropriate, this system of collecting data is to be harmonized in the medium term.

Fraport also has a comprehensive feedback and complaints system so that our customers can tell us about their experiences. We are available to customers on Facebook, Twitter, by e-mail, telephone, letter, in person, and on the FRA Airport app and we aim to conclusively respond to each complaint within five days. Approximately 9,161 complaints were received in 2017 (previous year approx. 5,800), with passenger numbers up by 6.1 percent compared to 2016 (>64 million passengers). The majority of complaints continued to reach the feedback team via e-mail (approximately 72 percent), and 21 percent were received on social

media channels. The complaints are dealt with by the relevant departments and are transferred to a continuous improvement process (CIP). We are also in continuous dialog with our business customers and partners. Our customer advisory councils and working groups meet with the airlines on a regular basis in an ongoing process of dialog within a structured schedule and framework. Additionally, numerous ad hoc meetings take place to discuss specific subject areas. In this respect we also work closely with the federal police.

See also [Annual Report 2017](#), page 31 et seq. and [2017 Compact](#), page 44 et seqq.

Relevant Aspect: Marketing Communications

G4-PR6 Advertising standards

Fraport is committed to self-regulation on advertising when making promotional statements and complies with the regulations laid down by the German Advertising Council. Accordingly, Fraport avoids any form of discrimination, anticompetitive behavior, and misrepresentation in the advertising material it publishes. Fraport takes particular account of the rules of conduct promulgated by the German Advertising Council for promotion involving and aimed at children, and operates within the prevailing standards of convention, decency, and morality. Fraport does not sell any products whose sale is prohibited in specific markets.

G4-PR7 Incidents of non-compliance with regulations concerning marketing communications

No sanctions, fines, or warnings on account of the infringement of advertising standards were issued during the reporting period.

Material Aspect: Customer Privacy – Management Approach

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

G4-PR8 Complaints regarding breaches of customer privacy

Fraport did not record any substantiated complaints in 2017.

Relevant Aspect: Compliance

G4-PR9 Fines regarding products and services

No breaches are known at Fraport AG.

Environmental Auditor's Declaration on Verification and Validation Activities

The environmental assessment organization Institut für Umwelttechnik Dr. Kühnemann und Partner GmbH, represented by the undersigned Dr. Burkhard Kühnemann with the registration number DE-V-0103 and Mr. Ulrich Schmidt with the registration number DE-V-0366, accredited or approved for NACE 52.23, was commissioned by Fraport AG to provide an independent limited confirmation of certain environmental indicators published in the Sustainability Report 2017 under the registration number DE-125-00032.

Scope of the verification

The key figures audited pursuant to the requirements of the Global Reporting Initiative are defined in the Environment chapter as well as in section "Environment" in the Key Figures chapter. The scope of this validation includes the key environmental figures for

- > Fraport parent company
at the Frankfurt Airport site for 2017.

Audit approach

We performed the following activities as part of the audit:

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

Conclusion

Based on our assessment, no facts have become known to us that would lead us to believe the audited figures are not adequately represented.

Reporting criteria

Fraport AG applies the Global Reporting Initiative guidelines in Version 4 within the scope of the sustainability reporting. The Fraport AG Executive Board is responsible for preparing the sustainability report in consideration of the aforementioned guidelines.

Frankfurt/Main, March 7, 2018



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