

WE ESTABLISH CONNECTIONS THAT TRANSCEND

SUSTAINABILITY AND ANNUAL
REPORT 2016



A photograph of an airport gate area. In the foreground, a large illuminated sign displays the LAP Lima Airport Partners logo, which consists of a stylized 'L' in blue and red, followed by the text 'LAP LIMA AIRPORT PARTNERS'. To the right of this sign, a smaller sign shows the gate number '24' in yellow on a dark background. The background is a blurred view of the airport terminal with blue lighting.

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MESSAGE FROM THE GENERAL MANAGER G4-1



We are a world-class airport

Dear friends,

We are proud to present our Sustainability and Annual Report 2016, which includes the sustainability management results, as well as the economic performance of the company.

This report summarizes the activities and achievements reached during 2016 and offers the results of our responsible management indicators, to which end we prioritized eleven material topics in the economic, social and environmental areas.

In 2016, we completed 15 years since we were awarded the concession of the Jorge Chávez International Airport (JCIA). Fifteen years during which we have permanently renewed our commitment to turn the airport into a world class terminal. Thus, for example in 2016, we served more than 18 million passengers, which represents 10.1% increase over the previous year.

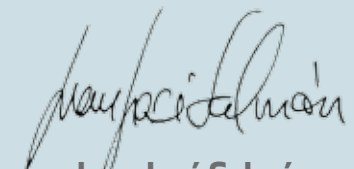
During 2016, safety was one of the most important pillars in our management, seeking that everyone working in the airport may perform their activities in the best health and safety protection conditions. Thanks to this commitment, we managed to reduce the number of accidents registered in 2015 by more than half.

Furthermore, we met our contract obligations with the State diligently; among them we may mention the evaluation of Minimum Technical Requirements, which provides us the information we need for better operating decision-making.

Our main partners and leading players in these efforts are our more than 400 employees and we make sure to offer them a work environment that promotes their development, both personal and professional. This has enabled us to join in 2016, for the first time, the Great Place to Work (GPTW) ranking as one of the best companies to work in in the country.

We also took steps to establish relations with the adjacent communities within the framework of updating the airport's Environmental Impact Assessment (EIA). Through different meetings, we informed about the main functions and responsibilities of LAP and addressed other topics of interest, mainly concerning social and environmental management.

After 15 years of management, we still uphold our vision to take the "Jorge Chávez" to the highest operating and safety level in the region. The sustainability of this vision forms part of our management and we will continue strengthening it in joint efforts with our stakeholders.



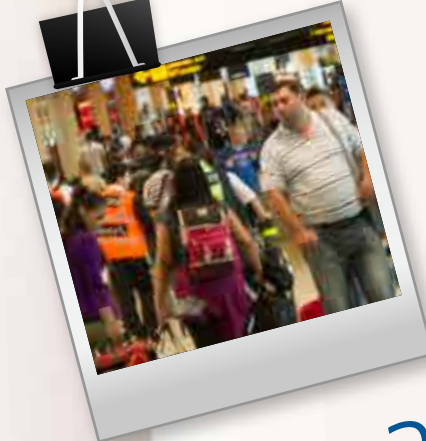
Juan José Salmón
Chief Executive Officer

15 years

taking a feeling to the top

OUR AIRPORT AND MANAGEMENT IN NUMBERS

On February 14, 2016, **we celebrated 15 years since we were awarded the concession of JCIA.** Over these years we have shown our commitment towards the development of the country's main airport. Below are some relevant data about these 15 years of performance.



+156 million passengers visited the JCIA



+US\$ 376 million invested in the JCIA

+1.880 million transferred to the State

+14.000 persons work at the JCIA; more than 400 of them work with LAP



68 destinations
22 internacional airlines **5** domestic airlines

The accumulated data correspond to the administration up to December 31, 2016.



8 times chosen by Skytrax as the best airport in the region



FIRST CLASS BOARDING PASS
 FLY: 95678A
 SEAT: 22 D
 GATE: 02
 HOUR: 06:30
 FROM: USA
 TO: PERÚ
 SEAT: 22 D
 No: 12345678900000000000





CONNECTIONS THAT DEFINE OUR ESSENCE

BASES OF OUR MANAGEMENT

SOCIAL RESPONSIBILITY
MANAGEMENT

EXCELLENCE FOR
THE BEST AIRPORT

SUSTAINABILITY
IN OUR BUSINESS

BASES OF OUR MANAGEMENT

What we are here for ^{G4-4}

We are Lima Airport Partners S.R.L. (LAP) a company that on February 14, 2001 was awarded by the Peruvian State the concession for the construction, improvement, operation, exploitation and maintenance of the Jorge Chávez International Airport (JCIA) for a period of 30 renewable years.

We are also responsible for the design and improvements

to optimize the airport infrastructure and the quality of the services we offer.

Our commitment is to consolidate the JCIA as the Hub par excellence in the region and to make of the JCIA a world class airport that will stand out for its innovation and connectivity, strengthening its strategic position in the region.



Mission

To manage the Jorge Chávez International Airport offering passengers and airlines a memorable experience, seeking to position Peru as the best connecting point of South America.

Values



Unity



Communication



Courage



Empathy



Impact

Vision

To be a world benchmark in innovation and services focused on the people and on our environment, the creator of the best first and ultimate image of Latin America for the world, an inspiring and successful company where all Peruvians dream to work in.

Principles



Service
quality



Comprehensive
safety



Innovation
and efficiency



Social and
environmental
responsibility



Financial
sustainability

Our governance and management team

LAP is a Peruvian company. Its shareholders are Fraport AG Frankfurt Airport Services Worldwide, International Finance Corporation – IFC, member of the World Bank Group and the Fund for Investment in Infrastructure, Public Services and Natural Resources, managed by AC Captales SAFI S.A.

LAP Shareholders

19,99%

International Finance Corporation

10%

Fund for Investment in Infrastructure, Public Services and Natural Resources (managed by AC Captales SAFI S.A.)

70,01%

Fraport AG



G4-34

As part of our governance structure, we have an Executive Committee consisting of four directors appointed by the shareholders. The Executive Committee meets regularly every four months and is responsible for approving the general policies, strategy and goals of the company; overseeing the fulfillment of financial goals; requesting the management team the rendering of accounts among other duties.

Our management team is headed by a General Manager, accompanied by three chief office managers.

Members of the Executive Committee during 2016

Jorge Von Wedemeyer
President (Fraport)

Aletta von Massenbach
Director (Fraport)*

Andrea Pal
Director (Fraport)*

Gianfranco Castagnola
Director (Our management team is headed by a General Manager, accompanied by) three chief office managers.

*Appointed on March 13, 2016 by the Shareholders' Meeting

Management Team during 2016



Juan José Salmón
Chief Executive Officer



Sabine Trenk
Operations and Commercial
Chief Office Manager



Pilar Vizcarra
Administration and Finance
Chief Office Manager



Winfried Glaeser
Infrastructure
Chief Office Manager

It is worth mentioning that the above organizational chart is the result of a material change in the organizational structure of LAP: the Organization and Communication Chief Officer's Management was eliminated, subordinating same and the corresponding duties to provide support to General Management. Thus, the year ended with only three Chief Officer's Management instead of four.

Generating value G4-9, G4-EC1

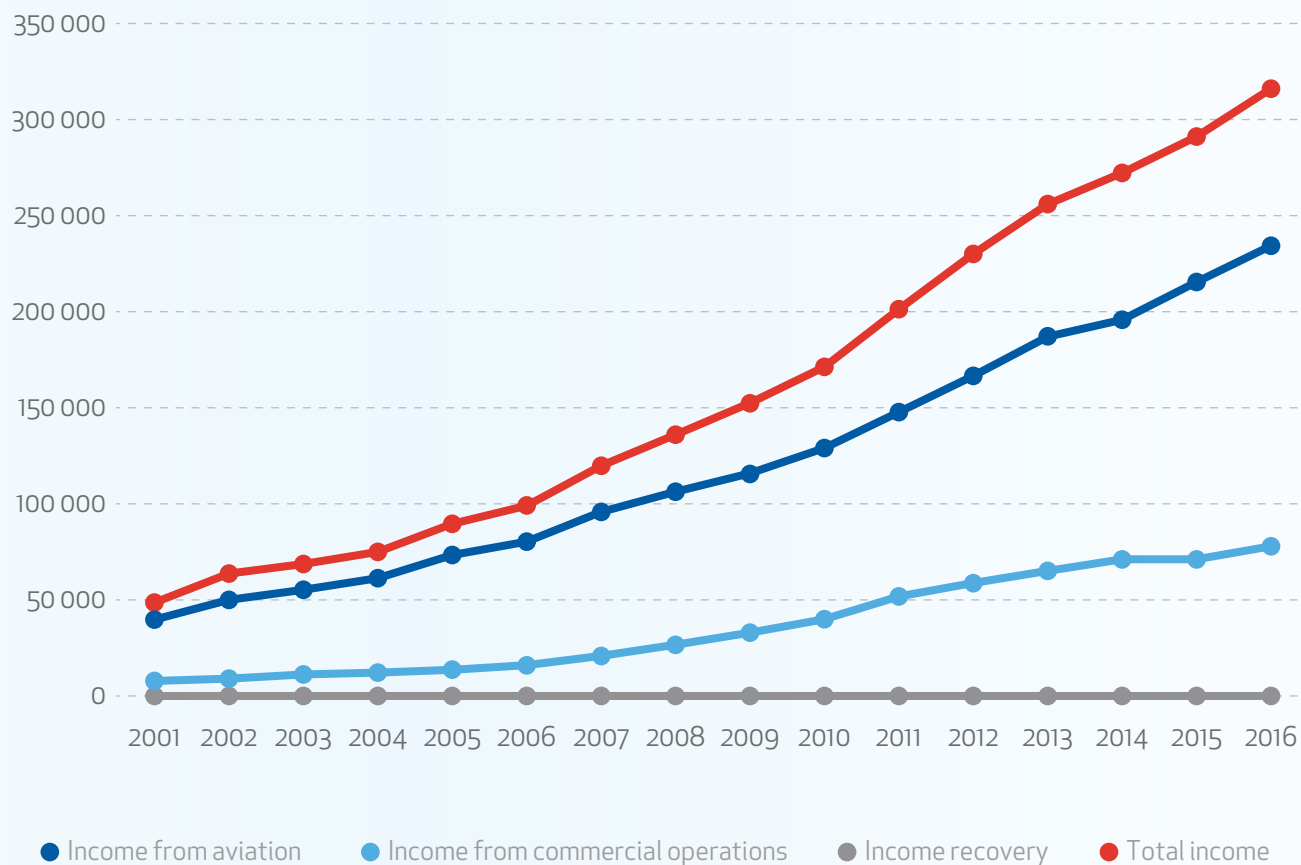
We generate an economic value that is then distributed to our stakeholders, strategic partners and the country. In 2016, 83.11% of the economic value generated by our company was distributed.

Direct economic value generated, distributed and retained (in US\$)		
COMPONENT	COMMENT	2016
Direct economic value created (EVC)		
Income	Net income from aviation and non-aviation services	316.277.168
Economic value distributed (EVD)		
Operating costs	Payments for the concession and services rendered by the Peruvian State and goods and services suppliers.	191.781.079
Employees' salaries and social benefits	Total payments made to employees and social contributions. It does not include future commitments or payments.	14.395.770
Payments to capital suppliers	All financial payments to capital suppliers of the organization.	22.939.920
Payments to governments	Fees and taxes paid.	18.978.545
Investments in the community	Voluntary contribution and investment of funds in the community (including donations).	5.213
Other	Repayments and depreciations on investments made in the airport.	14.751.330
Economic value retained (EVR)		
Economic value generated less Economic Value Distributed		53.425.311

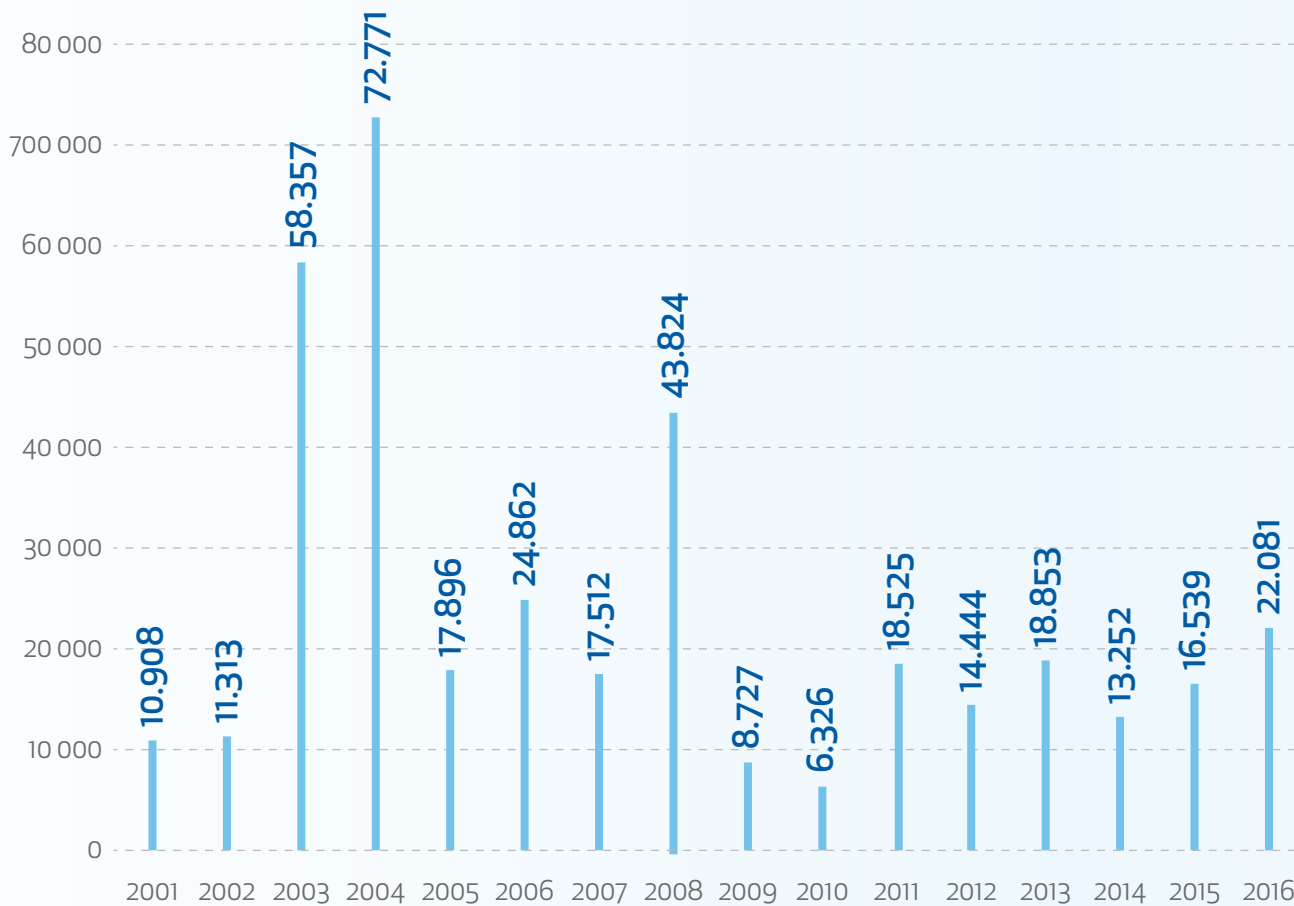
It should be noted that the economic value generated in 2016 amounted to more than US\$ 316 million, that is, 8.4% increase with respect to 2015, which registered an economic value of US\$ 291 million. In 2016, aviation services continued to be the most relevant, with more than US\$235 million, accounting for 74.5% of total income. As for income from non-aviation services, these reached more than US\$ 80 million.

During 2016, we generated **US\$ 316 million**, 8,4% more than the figure recoded for 2015

Composition of income of JCIA: 2001- 2016 (in thousands of US\$)



JCIA investments: 2001 – 2016 (in thousands of US\$)



We invested
US\$ 22 million
in 2016, being
the highest
investment of the
past seven years.

Our financial results in 2016

Financial Results - Comparison (in thousands of US\$)				
	2016	% vs. 2015	2015	% vs. 2014
(+) Income from aviation operations	235,57	8,7%	216,72	10,2%
TUUA	135,44	8,9%	124,32	10,6%
Landing and take-off	39,79	8,8%	36,57	7,8%
Aircraft parking	3,47	11,2%	3,12	6,5%
Runway services	9,89	4,1%	9,50	55,0%
Boarding bridges	15,03	11,7%	13,46	4,5%
Freight	6,58	-3,9%	6,85	0,7%
Fuel fee	25,26	10,8%	22,79	5,2%
Baggage inspection	0,11	0,0%	0,11	100%
(+) Income from commercial operations	78,43	7,7%	72,85	-0,1%
(+) Other income	2,28	4,1%	2,19	-5,2%
Gross income	316,28	8,4%	291,76	7,3%
(-) Corpac and Compensation	-166,75	8,4%	-153,81	7,6%
Net income	149,53	8,4%	137,95	7,0%
(-) Operating expenses	-44,12	0,7%	-43,81	0,0%
EBITDA	105,41	12,0%	94,14	10,6%
Net earnings	64,05	19,5%	53,58	17,6%



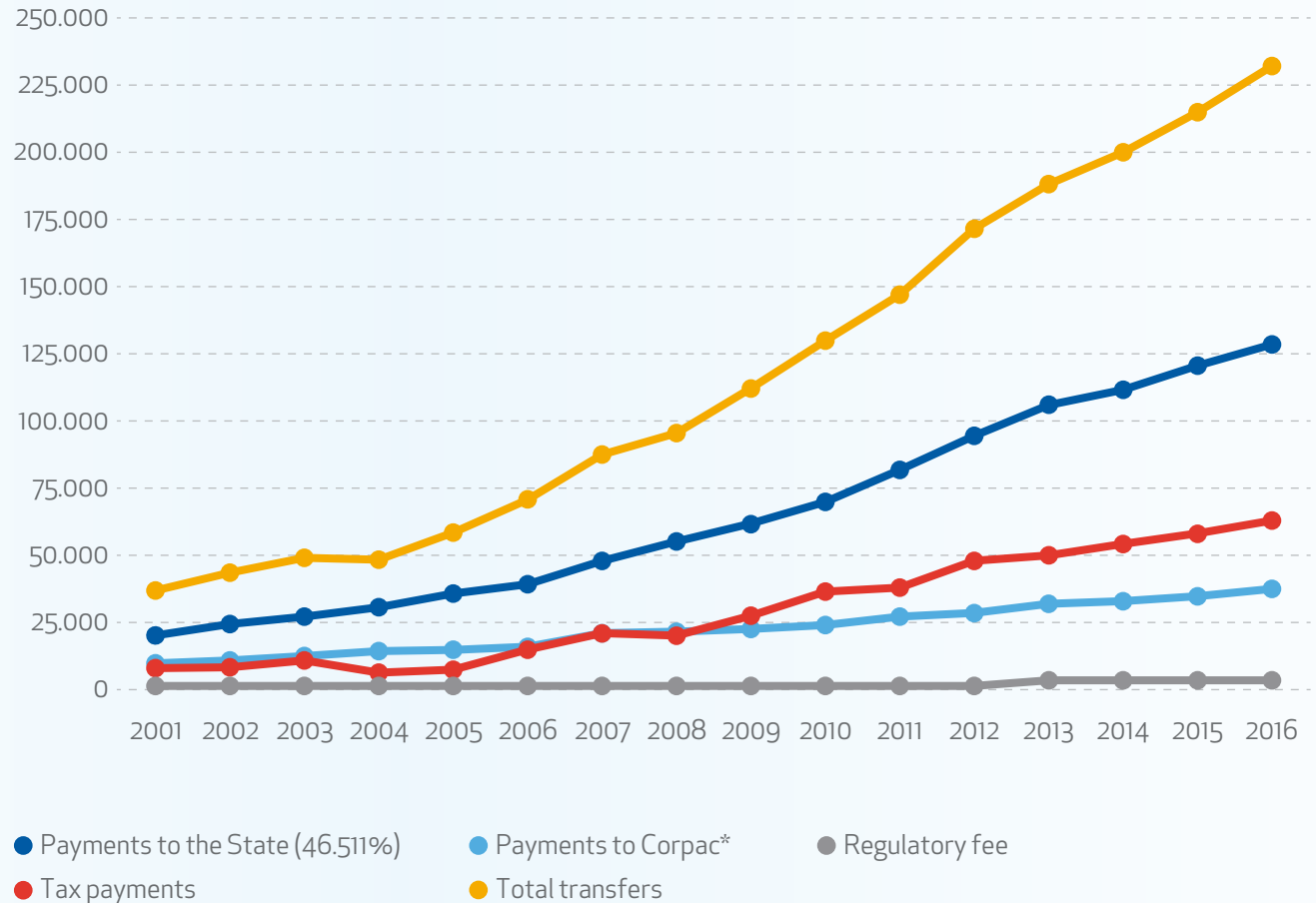
Transfers to the State

Transfers to the State comprise: compensations under the concession agreement and taxes that we must pay as a company.

Transfers include the payment to the State of 46.511% of the gross income (that is, 46.5 cents per dollar billed, collected or outstanding) payment to Corpac (corresponding to 50% of the amount billed for landing and take-off services in the JCIA and 20% of the Single Fee for Airport Use (TUUA) for international passengers) and the regulation rate. For these concepts, we transferred in 2016 more than US\$ 169 million, 8.4% more than in 2015.

The second type of transfer concerns payments corresponding to income tax, value added tax, labor contributions and municipal taxes, totaling more than US\$ 62 million.

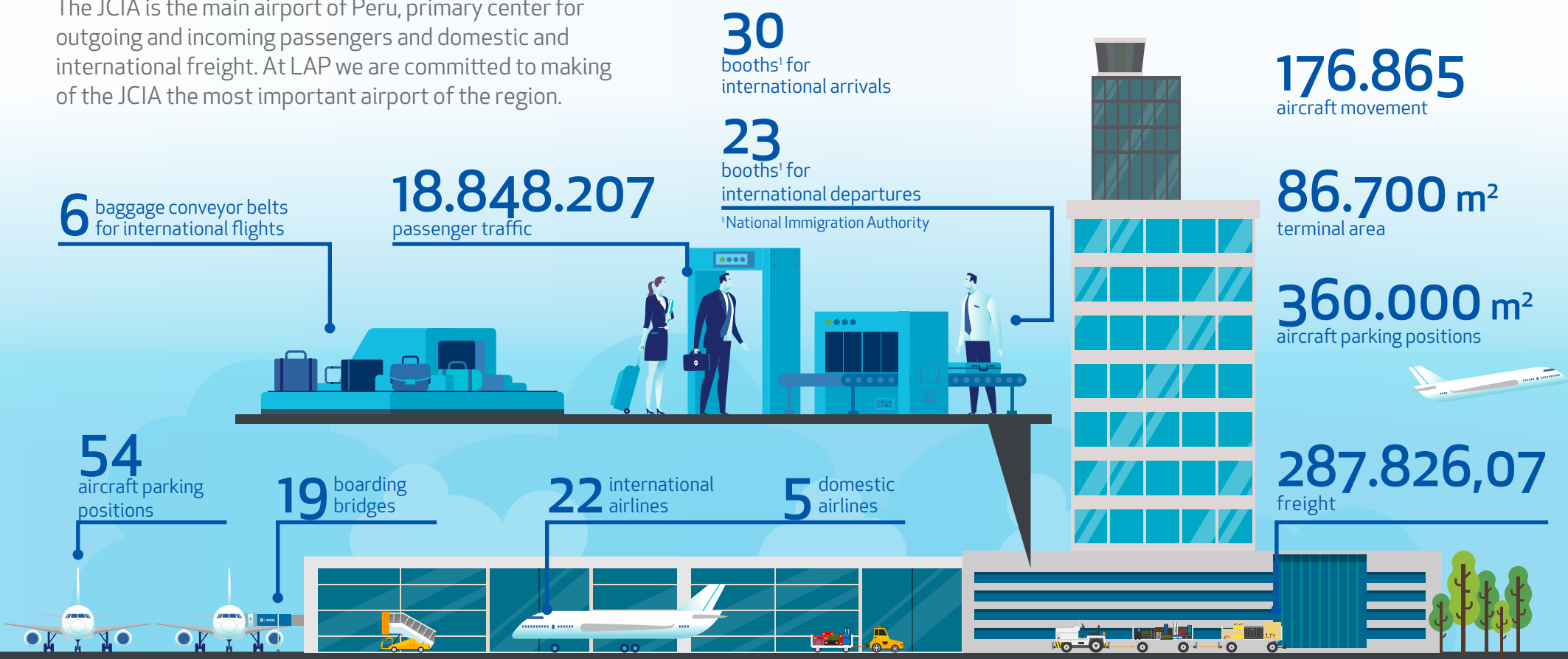
Total transfers to the State (in thousands of US\$)



* Includes 50% for Landing and Take-off and 30% International Airport Tariff.

“Jorge Chávez”, the airport of all Peruvians ^{G4-2}

The JCIA is the main airport of Peru, primary center for outgoing and incoming passengers and domestic and international freight. At LAP we are committed to making of the JCIA the most important airport of the region.



National Immigration Authority

In 2016, the JCIA has registered an increase of 10.1% in passenger traffic with respect to 2015, due to a greater number of airlines serving international flights and an increase of destinations and frequencies.

A relevant milestone for the airport was the placement in 2016 of two biometric controls in each international arrival and departure Immigration booth, enabling us to offer a more agile and secure migratory control, reducing by half the passenger data registration and verification time thanks to the interconnection with the Immigration, National Police Force and International Police databases.

The best connecting point of South America

The JCIA has always had the competitive advantage of its strategic position in the region, which together with its infrastructure and first class services and efficient operation management connects us with 45 cities worldwide. From the onset of our operations our goal has been to maximize the geographic advantage of the JCIA consolidating it as “the international hub” for connecting flights.

The JCIA awaits the commencement of the third phase of the expansion project, one of the largest infrastructure projects of the country, which will boost the airport sector and will generate significant economic impacts on the industry, in particular, in trade

and tourism. This expansion will enable us to respond to the passenger traffic growth adequately, to attract more airlines and to manage a greater number of operations per hour and more international destinations.

In order to materialize this project, in 2016 we requested the Ministry of Transportation and Communications (MTC) the execution of an addendum to the concession agreement that may help avoid delays in the delivery of land by the State and update the quality and service standards of the JCIA set in 2001, in line with those applied by the trade today.



INTERNATIONAL COMMERCIAL ROUTES FROM THE JCIA



SUSTAINABILITY IN OUR BUSINESS

Our approach

The sustainability of our business is based on the responsible execution of our operations; in other words, on how we manage the impacts of our activities and how we make use of the opportunities of our sector.

Our Social Responsibility model builds upon ten strategic sustainable management priorities and expresses our purpose to offer aviation and commercial services with the highest standards in efficiency, safety and respect for our environment, promoting relations of trust and generating value for our stakeholders.

Social Responsibility Model



Ethics and good governance



Dialogue with stakeholders



Safety



Client and user satisfaction



Employee development



Occupational safety and health



Climate change and energy efficiency



Waste management



Responsible management of the supply chain



Sustainable infrastructure

In line with this model and within the framework of our Social Responsibility Plan, in 2016 we launched our Integrated Quality, Social Responsibility and Environmental Policy and the new version of our Occupational Safety and Health Policy, which guide the execution of our

operations in a sustainable and responsible way.

Furthermore, early in the year we prepared and modified the documents that establish the guidelines of our sustainable operations according to the recommendations obtained

from the application of the self-diagnosis of our performance under the international ISO26000 standard. Thus, we addressed the matters concerning labor practices, environment, fair operating practices, consumer affairs and active participation and community development.

Our stakeholders G4-24, G4-25

Our stakeholders were identified based on our value chain. With them, we developed spaces to meet, coordinate and listen on a permanent basis, to be aware of their expectations and to work together towards the development of the airport.

Among these stakeholders, we should mention in particular those that also form part of the JCIA airport community. This community is made up by the entities that provide airport, air travel and aviation services, among other and which join their efforts with ours to make the JCIA work as the best airport in user services, mainly with respect to passengers and companions.

LAP stakeholders



Mechanisms of relationship with our stakeholders ^{G4-26}



Shareholder

- Annual Report
- Monthly accidents report
- Social networks
- Website
- Telephone calls
- Emails
- Press releases



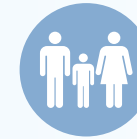
Passengers and accompanying persons

- Website
- Social networks
- Flight information display system
- Service modules
- Suggestion box
- Telephone calls
- Emails
- Press releases



Employees

- Kantay Intranet
- Somos LAP Magazine
- WhatsApp Kantay
- Murals
- Social networks
- Emails
- Suggestion box
- Supervisors and chief officers' meetings
- COSSO (LAP Occupational Safety and Health Committee)
- Press releases



Community

- Website
- Social networks
- Meetings with civil society bodies
- Informative meetings
- Telephone calls
- Emails
- Letters
- Press releases

Mechanisms of relationship with our stakeholders ^{G4-26}



Airlines*

- Personal meetings
- Lima Airport News Bulletin
- COMALIM (Lima Airport Committee)
- Anti-drug Committee
- Social networks
- Website
- Telephone calls
- Emails
- Social networks
- Advisory circulars
- Press release



Commercial clients (Concessionaires)*

- Personal meetings
- Lima Airport News Bulletin
- Website
- Telephone calls
- Emails
- CASSO (Environment and Occupational Safety and Health Committee)
- Two breakfast meetings per year: April and November
- Sporadic meetings
- Press releases



Suppliers and contractors*

- Personal meetings
- Lima Airport News Bulletin
- Website
- Anti-drug Committee
- Social networks
- Telephone calls
- Emails
- CASSO (Environment and Occupational Safety and Health Committee)
- Press releases



Airport operators*

- Personal meetings
- Supervision visits
- COMALIM (Lima Airport Committee)
- Website
- Telephone calls
- Emails
- Press releases



State*

- Website
- Social networks
- Meetings with civil society bodies
- Informative meetings
- Telephone calls
- Emails
- Letters
- Press releases

*Groups that belong to the airport community

The materiality behind this report

G4-19, G4-20

With the feedback received from our stakeholders –mainly from the airport community– and in a process that started by updating the priority issues in our sustainability management with the leaders of our company, we have defined the following material subjects for the period, on which this report is based:

1

Operating efficiency and excellence

Optimization of processes to mitigate the impacts of the limited infrastructure and to contribute to customer experience in an innovative way and using technology.

2

Infrastructure development

Improvements in the short and medium term to meet increasing demand and in the long term, to start the expansion of the airport.

3

Experiencia del cliente

Keep high service levels through improvements aimed at enhancing customer experience at the airport, motivating them to transmit such experience.



G4-20

4

Relations with the State

Relations with State institutions and with the local government of El Callao.

5

Communication with the airport community and other social actors

Strengthen communication channels and open an agenda for the establishment of relations with the community in the area of direct and indirect influence.

6

Occupational safety and health of our employees

Consolidating a culture of prevention related to risks associated to the execution of their activities.

7

Airport security

Development of processes aimed at preventing incidents caused by the operation, as well as illegal activities that may compromise airport security.

8

Results-based development of employees

Flexibility to adapt to the changes required by the development of the airport and promotion of an attitude towards service dedication.

9

Generation of greenhouse gases at the terminal and energy consumption

Reduction of energy consumption and improvement of processes to reduce airport service emissions.

10

Labor and environmental standards in the value chain

Oversee and monitor compliance with high labor and environmental standards in our value chain.

11

Waste management at the terminal

Waste management that assures public health through waste treatment and final disposal.

EXCELLENCE FOR THE BEST AIRPORT

Our management model requires us to **ensure efficient and safe operations that meet and surpass our commitment** to operate the best and most important airport of the country.

Pillars of our operating management



Efficiency

We use the infrastructure properly by ensuring the efficiency of all processes in our operation.

We are in permanent coordination with those third parties that form part of the terminal operation, to ensure efficiency in the use of space and time.



Compliance

We meet the requirements of our contractual obligations of our contractual obligations and of the sector standards, constantly monitoring the results of the time logs in the key passenger flow processes and generating improvements to increase our clients and passengers satisfaction.



Safety

We keep the terminal operation constant through our risk management based on preventive measures to guarantee the well-being of our personnel and of third parties, particularly on the platform.

Efficiency in all processes

Our commitment is to offer the best possible in all processes and activities we perform at the airport. In order to generate significant efficiency in our efforts to serve airlines and passengers, we made improvements in several areas:

Airport automation

Seeking to increase digitization in the airport processes and greater efficiency, we tendered the automation process of the airport so that we could have in 2017 automated processes for the allocation of aircraft parking positions (APPs) and for other key operating processes.

Apron decongestion

The parking procedure was modified for a better control of the flow management and short towing of aircraft on the apron, thanks to which we will obtain shorter aircraft movement times, greater decongestion and smoother flows on the apron. This work took five months of coordination and flight tests from different parking positions, starting with domestic airlines. In 2017 we will extend the program to cover the international airlines.

We are determined
digitalize all our
key processes
during 2017



Smooth flow at boarding gates

Passenger queuing procedures and allocation of positions at boarding gates have been revised, to generate greater efficiency in this busy zone of the airport.

Efficiency in bus management

Our 12 buses, two of them acquired last July, are equipped with a GPS system that helps improve the bus allocation process for each flight. Furthermore, their route has been shortened for greater efficiency.

We seek **permanent improvement accordingly**, we have been implementing actions towards achieving greater efficacy in our service



Joint management with the airport community

Joint management efforts with the airport community are key in the implementation and permanent improvement of our Management Systems. Together we conducted the Eighth Cycle of Comprehensive Management Conferences, an event that addressed topics such as Comprehensive Safety and Social Quality and Responsibility, with the participation of around 200 persons.

Furthermore, we integrated the Management Systems area of LAP to the Lima Airport Committee (Comalim1) in charge of safeguarding the sustainability of LAP.

Among the achievements of Comalim we may mention the coordination for the application of the virtual form of the Andean Immigration Card (AIC) an option for passengers that facilitates migratory transit. The system obtains information from passengers' passport or identification document and fills out the electronic form. This practice also favors the responsible use of paper.

¹The Lima Airport Committee manages safety-related aspects in the JCIA and facilitates coordination activities between players performing activities at the terminal. The participants in the Comalim include: airlines, air operators, Government Attorney General's Office, the Police Force Airport Safety Office - DIRSEAER, the Regional Health Office - DIRESA, Immigration, the Tax Administration Authorities - SUNAT and others.

Issues addressed by COMALIM during 2016



Passenger management and procedure for disembarkation in the event of inappropriate behavior.



Management of aggression incidents against airport staff within the JCIA building.



Compliance level of schedules and allocation of check-in counters.



Allocation and order of trolleys in baggage carriage.



Procedures for lost and found reports.



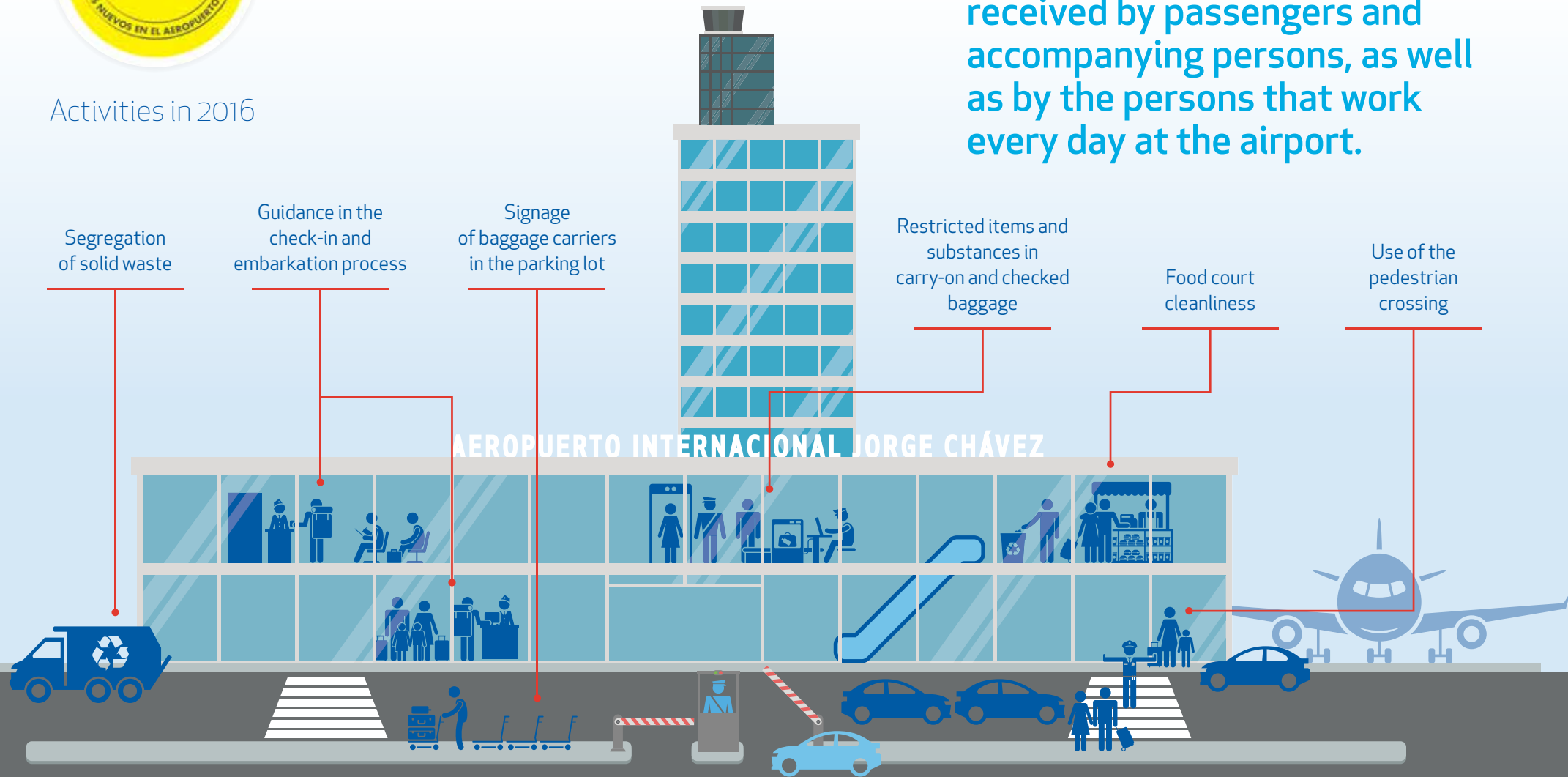
Airport citizenship for the best airport

At LAP we strive to offer our passengers, accompanying persons and customers a memorable experience. That is why we decided to design and implement the citizenship promotion project “Smile. New airs in the airport”. This relevant milestone was achieved with the support of 11 companies within the airport community (Adecco, Latam, LCPerú, Talma, Limtek, Assist Card, Costa del Sol, Lima Duty Free, Clínica del Trabajador, World Xchange and Los Portales).

The Project promotes among all those who form part of, visit and use the airport facilities, the commitment to care for it, based on recognizing the rights and obligations they undertake during their stay.



Activities in 2016



The project has been well received by passengers and accompanying persons, as well as by the persons that work every day at the airport.

Fulfillment of our obligations G4-56

Ethical action is a relevant factor in our daily operation. In order to ensure this, we have two tools to guide the actions of our employees and third parties: the Code of Ethics and the Code of Conduct.

Code of Ethics

Considers the LAP ethical action guidelines aligned with our corporate values. It is the most important tool that we spread and promote among our employees as of the first day they join our company.

Code of Conduct

Considers the observance of national standards: anti-corruption, fair competence, labor provisions, health and occupational safety, and environment protection. This is diffused to all our providers.

In order to ensure observance of our ethical guidelines, we have in place an electronic reporting system or reporting channel consisting of a virtual apron managed by Fraport, where any inappropriate behavior observed in the company may be reported.

Reports are made individually or anonymously. In 2016 no reports were submitted.

Furthermore, since 2015 we have a Compliance System in order to comply with the laws and regulations applicable to LAP. The Compliance Officer is our General Manager, the main responsible person for the regulations compliance system. All departments must report on a quarterly basis any event associated to irregular practices, if any.

In order to promote within the company the importance to ensure ethical behavior, in 2016 we established the “Compliance Month” during which we exhibit graphics showing how to channel a report, and promote a crossword “CruciRIT” about labor regulations and our Code of Ethics, among other activities.

Regulatory compliance

G4-S08, G4-PR9

During 2016, the Supervisory Board for Investment in Public Transport Infrastructure (OSITRAN) responsible for supervising the observance of contractual obligations, derived from the Concession Agreement between the Peruvian State and regulatory entities, performed 14 inspections to evaluate our fulfillment of such obligations.

Our efforts in developing an optimal operation in the management of the infrastructure for which we are responsible, did not exempt us from being subject to two sanctions by OSITRAN in 2016. After evaluating the implications, we made the pertinent corrective actions to overcome, with responsibility, any deficiencies that may have conducted us to the generation of observations that caused the sanctions from OSITRAN.

As at the closing of the reporting year, there is a sanction process still pending settlement by

Penalties imposed by OSITRAN in 2106	
Sanction	Amount
For not updating the website with the registry of claims and corresponding solutions between September 1, 2014 and April 13, 2015.	5,8 TU (S/ 17.182,50 25% discount applied)
For not submitting to OSITRAN copy of the four (4) certificates of write-off of goods due to their return, within five days following the date they were signed.	5,8 TU (S/ 17.182,50 25% discount applied)

OSITRAN, due to an objection submitted by the Company.

The Civil Aviation Bureau (DGAC) imposed us sanctions between 5 and 10 Tax Units (UIT) for operational and administrative issues regarding preventive maintenance of the dry chemical powder tanks of the fire-fighting units, signaling of the aircraft parking aprons (PEA) and a construction work located inside a safety zone. It is worth noting that we are already taking the corrective measures.

In addition to the foregoing sanctions, we have not been applied any other sanction by any other entity.

In order to verify our safety system, the Supervising Entity for Energy and Mining Investment (OSINERGMIN) visited the EXXONMOBIL facilities located inside the airport facilities and audited the fire-fighting systems installed.

Fulfillment of contractual requirements

The contractual conditions of the JCIA includes complying with the execution of an annual evaluation of the Minimum Technical Requirements (RTM) for proper operation of the passengers arrival and departure terminal buildings, and a customer satisfaction survey twice a year. Results and methodology of both processes are reported to OSITRAN in the term established by the Concession Agreement.

Evaluation results for Minimum Technical Requirements (RTM) in 2016

Minimum Technical Requirements (RTM):

- ⚠ Average service time
- 🕒 Maximum waiting time
- 👤 People per hour

Resultados 2016:

- 🟢 Comply
- 🔴 Not comply

Departure process

Internacional Check in

⚠ 3 minutes

The airline with least delay is 3,2 minutes, while the one with more delay is 7,3 minutes.

Domestic Check in

⚠ 2 minutes

The airline with least delay is 2,3 minutes, the airline with more delay is 3,1 minutes.

Immigration (departure)

⚠ 45 seconds

Takes 72,4 seconds for registration.

Security control

👤 300

366 persons served in the international terminal, 300 persons in the domestic terminal and 315 persons in the transit area.

🕒 15 minutes

Four airlines out of the 19 assessed comply with the RTM with times between 6,3 and 10,9 minutes, while the other do not comply.

🕒 10 minutes

All the airlines comply.



Evaluation results for Minimum Technical Requirements (RTM) in 2016

Minimum Technical Requirements (RTM):

- ⓘ Average service time
- 🕒 Maximum waiting time
- 👤 People per hour

Resultados 2016:

- 🟢 Comply
- 🔴 Not comply

In accordance with this evaluation report, already submitted to OSITRAN, our mission is to continue all necessary actions so that all those involved in the fulfillment of these requirements may consider the assessment results.

Arrival process

Immigration (arrival)

ⓘ 45 seconds

58,7 seconds service average recorded.

🕒 12 minutes

Complies with maximum average waiting time of 10,5.

Customs

ⓘ 6 minutes

Complies with 0,7 minutes.

🕒 15 minutes

Complies with 2,2 minutes.

Conveyor belt occupancy

ⓘ Según aeronave:

B747 : 45 minutes
B767 : 35 minutes
Smalls : 20 minutes

In all cases the average service time is complied with, in both international and domestic flights.

In addition to our good practice, we carry out a passenger, companion and other airport users' satisfaction survey twice a year. Results have been timely submitted to OSITRAN and corresponding Government entities (Customs, Immigration and CORPAC.) The results of the two semesters evaluated in 2016 are shown in the customers-related chapter.



Source: Time measurement reports for JCIA RTM indicators. INNOVAPUCP, September 2016. Evaluation performed from August 1 to 31, 2016.

Claims Management

We have in place a claim management system that responds to the standard procedures provided by OSITRAN that defines an appropriate service and solution process for LAP customer service standards. This system provides the passengers and accompanying persons five claim channels:



Customer
Service Module
(Claims Book)



Telephone
hot line



Website
Claims link



Reception
desk



Claims
form

These channels record the JCIA claims complying with the provisions set forth by OSITRAN and LAP. The solutions granted to the claimants are given after coordination between the LAP Regulations area and the areas involved in the claim. After response is given, the claims coordinator monitors compliance of the actions taken to prevent

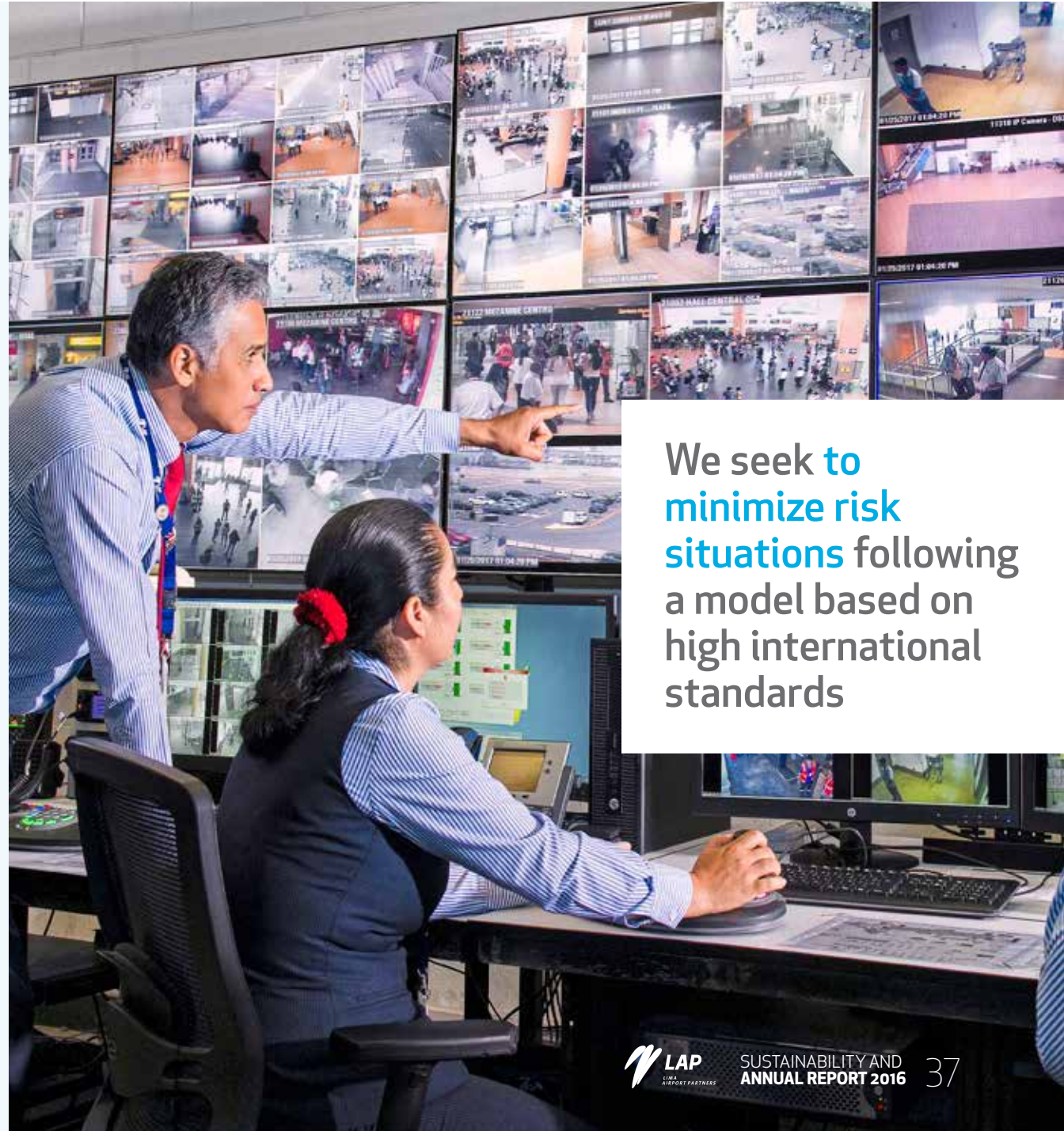
repetition of the facts subject matter of the claim.

Given our commitment with the permanent improvement of our processes, we held lectures on claim management in order to identify improvement opportunities and strengthen certain topics.

During 2016, we received 479 claims that is 6.5% less than in 2015. It is worth pointing out that 389 claims out of the total claims submitted were related to direct competencies of LAP and the others were derived to the corresponding responsible entities for their solution.

Safety management

One of our main commitments is with **the safe operation of the airport**. This is done through preventive and proactive management, so that all customers and visitors may have a safe stay at the JCIA.



We seek to **minimize risk situations** following a model based on high international standards



Our safety model has two action fronts:

Safety

We manage all operation risks aimed at operational safety and infrastructure. For that reason, mitigation measures are considered with respect to birds and wild animals. Last, but not least, emergency response actions are planned

Security

Measures are considered to prevent any illegal interference action, for which we have a due control system in place for access to restricted areas in the airport; as well as a rigorous control and inspection of the airport activities.

Safety

The operational safety management (safety) aims at reducing the risk of occurrence of events that may affect the normal operations, such as incidents or accidents.

During 2016 we have emphasized prevention, mainly seeking to improve the management of internal processes and accident reporting. However, in a scenario of ever increasing passenger flow and aircraft movement, the accident ratio has increased from 2.6 in 2015 to 3.39 in 2016 with 60 accidents recorded this year.

Type of accidents in 2016

5%

Operational Accidents¹
(at the apron)



95%

Aviation Accidents²
(in the maneuvering area)

¹ Aviation accidents are those affecting an aircraft.

² Operational accidents are those related to the rest of activities that have caused damages and which form part of the operations at the apron, loading and unloading of checked baggage.

In addition, actions have been carried out in two working lines:

Birds and wild animals hazard: G4-A09

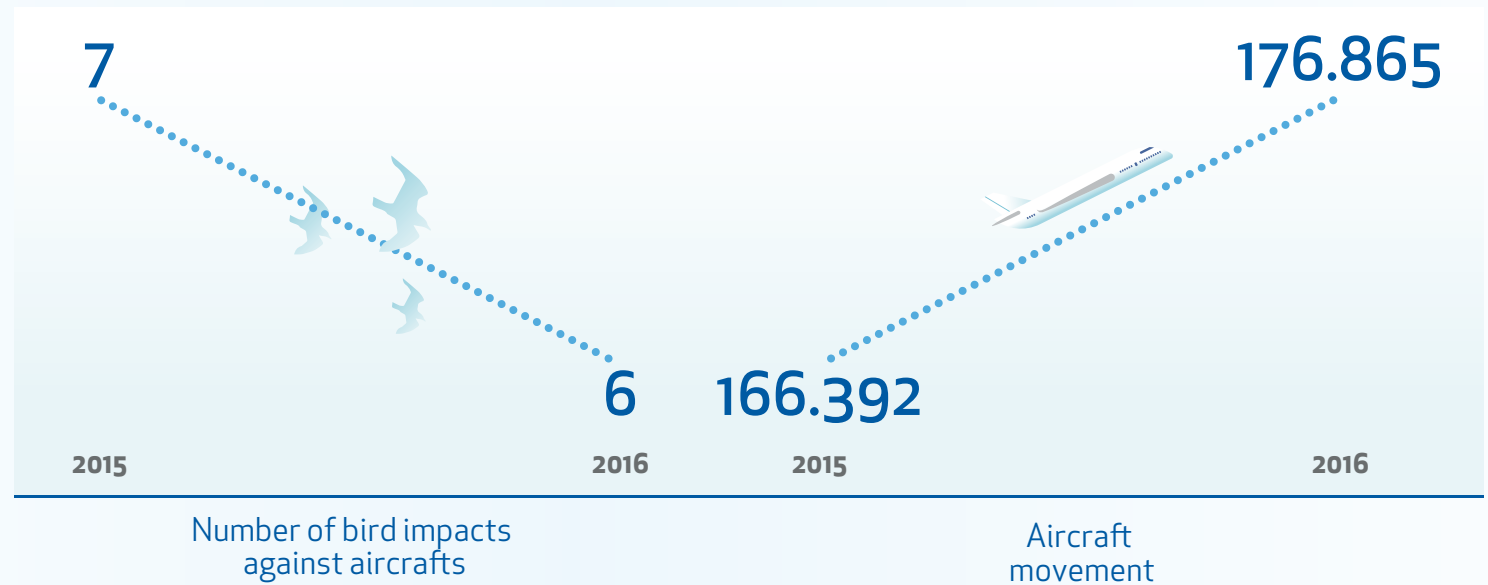
In order to ensure conditions to allow safe departures and landings, flight management needs to prevent the risk of impact of birds and other wild animals.

During 2016 we have continued supporting the "Gallinazo Avisas" program that uses these birds provided with GPS to locate targeted waste points in the JCIA

surrounding areas. Furthermore, we have informed about the actions of the hawking unit which has birds of prey that overfly specific airport zones.

Thanks to the actions carried out this year, we have reduced from seven impacts in 2015 to six impacts in 2016, with even more aircraft traffic.

For that reason, and in addition to bird repellent equipment, we spread a prevention culture among neighbor communities and operators seeking to avoid conditions that may attract birds, such as waste handling for example. We perform this prevention from the Birds and Wild Animals Hazards Committee, in coordination with the authorities of Callao, Ministry of Agriculture and Irrigation, Public Prosecutor's Office, Environment Police, CORPAC and the Civil Aviation Bureau (DGAC).



Emergencies and rescues

In LAP, we are prepared to face any emergency affecting the airport operation and the safety of personnel, passengers and visitors.

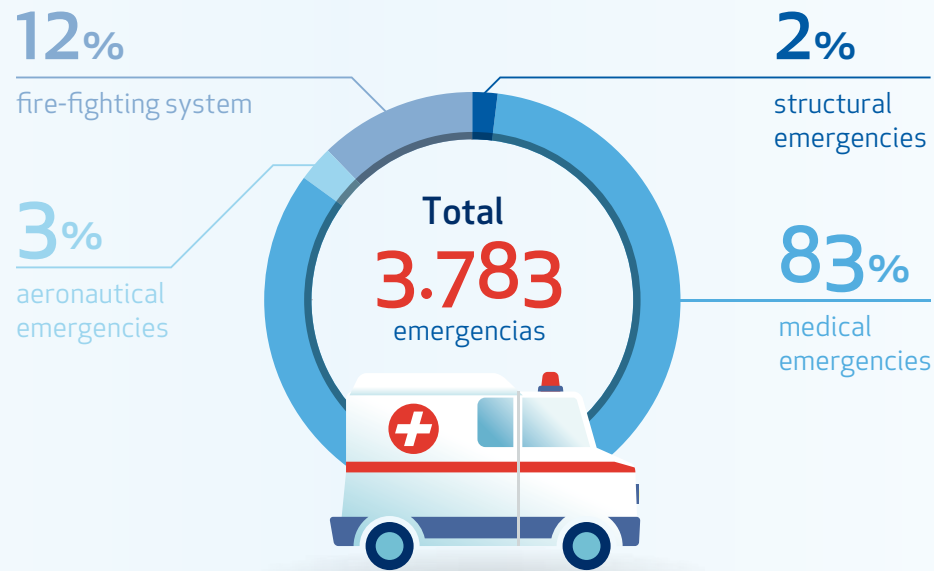
To this effect, we are provided with a rescue station duly equipped to serve any aeronautic urgency, emergency and rescue among others. In 2016, the airport aeronautic firefight station received two new 12,000 liters firefight units, with 400 gallons of concentrate, 500 pounds of dry chemical powder and an articulated extension arm to provide better reach and accuracy for high fuselages. This improvement enabled us to place ourselves in the lead at regional level as to this kind of technology.

In 2016, we additionally performed a partial drill focused only on the implementation of the advanced medical station, vital action for emergency care services. This action was carried out together with the Regional Health

Office (DIRESA) of Callao. Another important drill was fuel spillage, where the Talma Company personnel participated in coordination with the Rescue and Firefighting service (SEI) of LAP.

As for our brigade team, we focus on the correct identification and information of the brigade member roles of the airport community. More than 40 lectures were given during the year.

Type of emergencies served in 2016



Security

We are in charge of the airport security management, which enables us to prevent any illegal interference.

The year 2016 gave us the opportunity to show how our organization faces these risks, as well as our response capacity and coordination with external entities as the Asia-Pacific Economic Cooperation Forum (APEC) 2016 was held in November, in Lima.

Within the framework of these activities, in coordination with the Civil Aviation Bureau (DGAC)

two drills were carried out simulating risk conditions: one with the Air Forces for the operation of aircraft and another one with the Sub-Unit of Tactic Actions (SUAT) with whom we visited the aircraft to make a survey of some components.

The organization of APEC caused two months of intense preparation work to receive the delegations in a safe environment and provide the best facilities in all the JCIA operations. COMALIM also took active part in the security and facilitation with the organizations in charge.





CONNECTIONS BASED ON TRUST

PASSENGER, AIRLINE AND COMMERCIAL
CLIENT FIGURES

CUSTOMER EXPERIENCE
IS OUR SUCCESS

Our purpose is to offer the best facilities so that our airport services, our aviation and our commercial services are provided with excellent standards at the airport. Thus, the satisfaction of our customers is the focus of our work. Our search for permanent improvement, optimization and monitoring of activities are the pillars of our service.

Evolution of our three groups of customers in 2016



18,8 million
passengers
10% more than in 2015



22 airlines
with international flights
5 airlines
with domestic flights
3 new
international airlines



59 commercial
clients
Renovation of the Lima Duty
Free zone with twice as much
commercial area

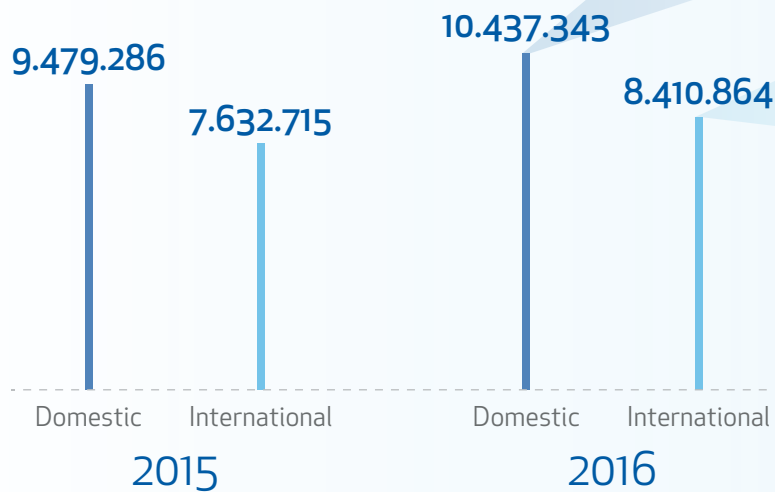
Our customers

G4-A01

Passengers and accompanying persons

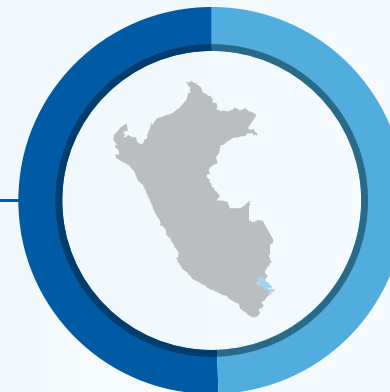
Every year at the airport we are witnesses to the increase in passenger traffic. In 2016, figures reached 18,8 million passengers, 1,7 million more than in 2015. More than 10 million of this total are national passengers and more than 8 million, international.

Passengers in the JCIA during 2016



50,34%

departures

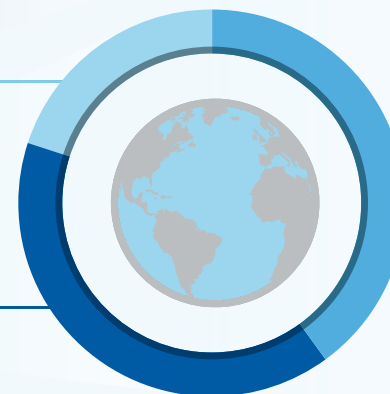


49,66%

arrivals

19,78%

in transit



40,12%

arrivals

40,10%

departures

This increase highlights the importance to ensure quality service. Accordingly, in 2016, we incorporated the presence of guides at the terminal (at peak times or dates) and implemented ten automatic parking payment modules in the national zone and replaced eight parking payment booths in the parking lot.

AIRLINES

G4-AO2, G4-AO3

We seek that domestic and international airlines and cargo airlines have the best conditions to operate efficiently, contributing, in turn, to their customer experience.

In 2016, we experienced a growth in the offer of international flights, with the incorporation of three airlines and seven flight destinations that represent a variation with respect to 2015, of 15,79% and 18,42%, respectively. International frequencies totaled 629, 28 more than the previous year.

Domestic flights evidenced a slight increase. The number of domestic flight airlines remained the same and destinations increased to 23, one more than in 2015, while frequencies increased by 8,15%, totaling 942.

With regard to the movement of aircraft, which includes commercial, cargo and other flights, the total reached 176.864, 6,29% more than in 2015. In turn, the domestic cargo system, which has the JCIA as its main articulation axis, transported 287.826 MT, of which 90,26% was international.

NEW ENTRIES OF INTERNATIONAL AIRLINES



Commercial clients

The commercial clients of the JCIA are companies that belong to different lines of business and which thanks to their services, offer passengers and accompanying persons a comfortable experience with a wide array of duty free shops, fashion, accessories and jewelry shops, restaurants serving different types of food and beverages and other services, such as money exchange, banks, ATMs, land transportation, hotel and parking lot.

Our commercial clients offer agile user operations and a more satisfying experience



The following was implemented during the year

Refurbishment of the three Lima Duty Free Shops

We doubled the size of the arrival and departure shops and modernized it at regional standards, in particular with its *walk-through* design, lighting, and distribution and greater presence of brands and array of products.

Opening of the New Land Transportation Center

The new transportation center offers the services of three taxi companies: Taxi Green, Taxi Directo and Taxi 365. Thus, passengers have more regular taxi choices. In addition, the transportation centers offers other services such as Taxi VIP, Taxi VAN and car rentals.

Renewal of the retail portfolio

Incorporation of the accessories shops Do it! and Puket; tourism shop Livingstone Travel & Adventure; fashion shop Hugo Boss and food and beverage stops such as Bar Bleriot, Pinkberry and others. We also inaugurated the new jewelry shops Ilaria and H.Stern and opened a new module of Coolbox technology articles.

In 2016, we continued conducting hygiene-sanitary inspections on the restaurants to supervise compliance of LAP standards, as we have been doing for more than ten years.

We awarded recognitions for Best Retail, Best Food and Beverages and Best Service to our commercial clients who exhibited outstanding performance in sales growth and positive results in



our incognito customer studies and sanitary inspections. The recognition awards were granted

in 2016 to Livingstone Travel & Adventure, Pronto Café and Hertz, in their respective categories.

Customer experience results

In order to measure customer experience, we carry out satisfaction surveys every six months in all the segments. We give particular priority to results regarding the aspects that evidence satisfaction with our administration and the JCIA.

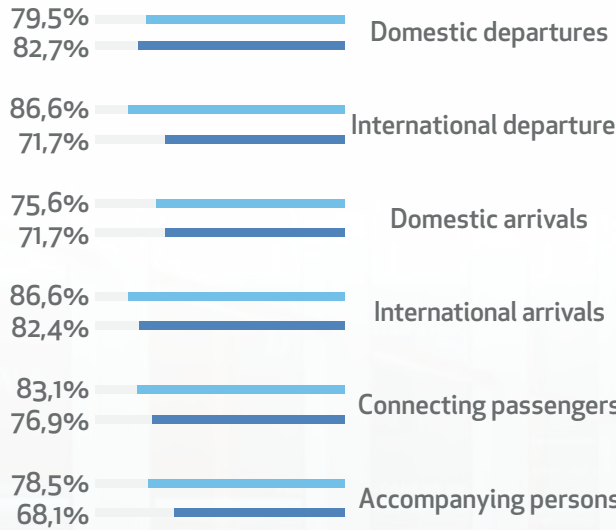
From the results, we observe passengers and accompanying persons suggest improvements in internet service and comfort in the waiting areas.

In turn, among the aspects where airlines and commercial clients show greater satisfaction we find the services provided by State entities (such as CORPAC) JCIA cleanliness, and the administration and facilitation of LAP.

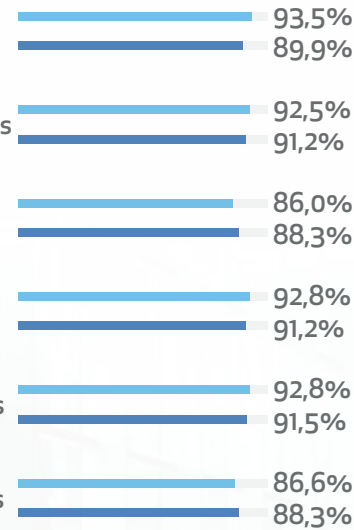
Results of the 2016 satisfaction survey ^{G4-PR5}

PASSENGERS AND ACCOMPANYING PERSONS

Satisfaction with LAP performance



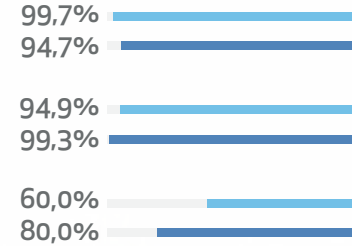
General experience with the JChIA



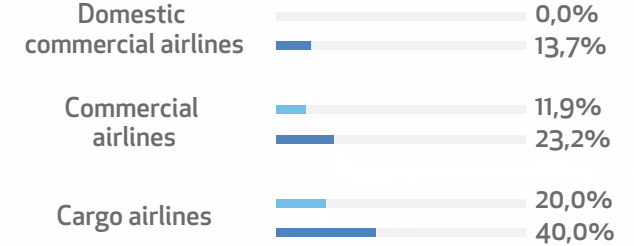
● First half of 2016 ● Second half of 2016

AIRLINES

Satisfaction with LAP performance



General experience with the JChIA



COMMERCIAL CLIENTS

Satisfaction with LAP performance



General experience with the JChIA



* Results corresponding to the Top Two Box (sum of the two higher experience levels in scale 1 to 5) are shown.





PERSONS WHO CONNECT TO FORM GREAT TEAMS

EMPLOYEE FIGURES

TALENT COMMITTED
TO THE COUNTRY

At LAP we are committed to strengthening our employees' satisfaction. The approach to work climate and culture management is based on the Great Place to Work (GPTW) model, which aims at consolidating the relationships the employee have with their supervisor, colleagues and their own work.

This management model has started to bear fruit: for the first time we entered the GPTW ranking of the best companies to work in 2016 and we have obtained recertification as an Entrepreneur Partner in the Good Employers Association until October 2018.

Among the best places to work in

In LAP our human talent is the driving force behind the pursuit of our objectives. Since 2012 and every two years we have participated voluntarily in the Great Place to Work survey. This year, for the first time we entered the ranking of the best companies to work in Peru, occupying the 11th place out of 44 participating companies, in the category of companies with 251 to 1000 employees. This achievement has meant a 38.5% increase in the score obtained in 2016, compared to 2012: this year we achieved a score of 79%, while in 2014 and 2012, we obtained 72% and 57%, respectively.

In addition, we obtained again the certification of the Good Employers Association as an Entrepreneur Partner, which presents good practices criteria in human resources in its evaluation process.



Our employees

G4-9, G4-10, G4-LA1, G4-LA2

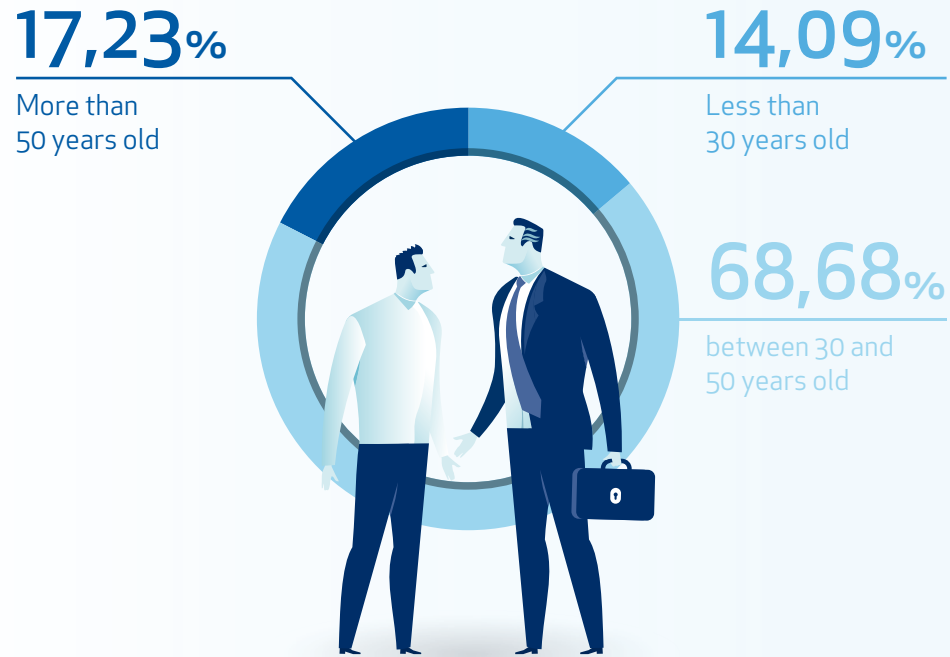
LAP is made up of a team of 447 employees, 66% male and 34% female. Of the total, 69% are between 30 and 50 years old. 100% of the employees work full time and 95% is hired under indefinite term. In addition, they enjoy the legal social benefits such as family allowance, compulsory weekly rest, worked weekly rest, worked holiday, sick days, holiday salary, subsidy, non-working holiday, extraordinary bonus (Law 30334), profit sharing, holidays and truncated gratuities.

The most significant figures show that the longest average time of permanence is held by the heads, with 12 years. While managers have an average of eight years and coordinators, analysts, assistants and others, seven.



G4-LA1

Composition of employees by age in 2016



Composition of employees by sex in 2016



G4-LA1

Composition of employees by hierarchical level, sex and age in 2016							
Officers and employees	Total	Under 30 years	Between 30 and 50 years	Over 50 years	Average time of permanence	Male	Female
Managers	16	0	11	5	8 years	11	5
Heads	25	0	17	8	12 years	18	7
Coordinators	83	7	69	7	7 years	45	38
Analysts	68	10	49	9	7 years	45	23
Assistants and others	255	46	161	48	7 years	176	79
Total	447	63	307	77	-	295	152
%	100	14	69	17	-	66	34

In 2016 the total rotation rate was 8%, that is, three percentage points higher than in 2015; 43 new employees joined in 2016.

Type	Rotation of Employees		Incorporation of new employees	
	%	Nº	%	
Total	8	43	100	
Under 30 years	3	25	58	
Between 30 and 50 years	3	18	42	
Over 50 years	2	0	0	
Male	4	24	56	
Female	4	19	44	

Work relations

G4-11, G4-LA8

At LAP we believe in free collective association and we are always ready to dialogue with our employees. In 2016, we negotiated again the list of claims of our only union. The negotiation process was very short thanks to the willingness of the parties as well as a joint work plan and the channels of communication through which there is a smooth communication between the employees and the company. To date, 30% of our employees are part of the LAP union.

Training and development

We seek to offer our employees the tools that may enable them to enhance their talent in the organization. Therefore, we carry out a Training Plan which, based on the training needs identified by management, proposes training programs for the different levels and types of employees. The effectiveness of the programs is then verified with the satisfaction of the heads with respect to the fulfillment of the objectives that they observe later in the performance of the trained employees.

G4-LA10

Our Training Plan has six programs:

Management Committee

We provide specific training to chief office managers.

Leader School

We develop and enhance the skills of the leaders of the company. In 2016 we taught topics such as Business English and a managerial skills workshop.

Professional Development

We offer our high potential employees the possibility to carry out postgraduate studies or specializations. In 2016 we offered this benefit to two of our employees in Master Degrees.

Compliance Training

We train all employees in Occupational Health and Safety, mandatory by law, internal policies or norms, among others. In 2016 we provided 26 trainings in this regard.

Regular Training

These are specific needs that are intended to be met by employees in relation to their functions. In 2016 we trained 71 employees.

LAP Academy

We offer a space for the development of skills and abilities. In 2016 we offered 12 courses to approximately 300 students. Among the independent courses we offered English,

Excel and Writing, and among the regular courses we offered topics related to feedback, emotional intelligence, stress management, leadership, negotiation, among others. The LAP Academy is held both inside and outside working hours.



It is important to note that in 2016, more training has been offered to operations personnel, in order to prepare ourselves for the management of greater traffic of passengers and visitors.

In 2016 there were in total more than 20 thousand hours of training, a figure similar to that of 2015. This gives us an average of 42 man-training hours.

Average hours of training by sex and job category in 2016 ^{G4-LA9}

Training hours by sex and job category									
Officers and employees	Average training hours			Training hours			Training participants		
	Total Average*	Male	Female	Total	Male	Female	Total Average	Male	Female
Managers	71	44	126	1.981	844	1137	28	19	9
Heads	98	82	132	2.539	1.482	1057	26	18	8
Coordinators	58	64	50	3.389	2.249	1140	58	35	23
Analysts	35	36	33	3.975	2.473	1502	113	68	45
Assistants and others	30	33	26	6.153	4.083	2070	204	125	79
Others	39	38	55	2.955	2.572	383	75	68	7
Total	42	41	43	20.992	13.703	7289	504	333	171

*Total de horas de capacitación / total de colaboradores.

Internship Program for new hires: Boarding LAP

In 2016 we have strengthened the induction program “Boarding LAP” making it more dynamic for new hires, with new topics and a more agile methodology. We offer a welcome package, which includes, among others, a welcome from the team to which the new employee joins.

In addition, in December we have re-launched the internships, which are tours made by new employees through the JCIA facilities, visiting the main processes of the operation, such as terminals, immigration, apron, among others.

Performance evaluation

G4-LA11

In 2016 we consolidated the performance evaluation process, the “Vuela+” Program, which allows us to align the functions and behaviors of our leaders and employees with the organizational objectives and competencies.

Results of our performance evaluation process



Leader evaluation

Our leaders and supervisors are evaluated in leadership competencies



Heads evaluation

Our employees receive feedback on their performance from their own supervisor



Fulfillment of year objectives

Our employees have the challenge of establishing themselves annual objectives aligned to the principles of LAP

At the end of 2016 we conducted the measurement of leadership competencies. We had 73 leaders evaluated, among which are managers, heads, supervisors (administrative shift) and general supervisors (operations shift). This group represents 16.33% of the total LAP employees.

Leaders evaluated in 2016			
Category	Total	Male	Female
Managers	19	14	5
Heads	25	18	7
General Supervisor	20	14	6
Supervisor	9	5	4
Total	73	51	22

The measurement of general competencies of employees and the measurement of the fulfillment of objectives corresponding to 2016 will be carried out during 2017. In the measurement of competencies, both leadership and general, all our leaders and employees must also carry out action plans to reduce identified gaps. These documents are also shared and worked together with their supervisors.

Organizational culture

We continue to work to consolidate our organizational culture. This year we have emphasized the leadership development of our managers and heads, as they are our best allies to maintaining a good working environment. On the other hand, we have carried out the following actions that have contributed to establishing a better communication and strengthening the LAP culture in our employees:

Estrella LAP (LAP Star) recognition program

We work so that the outstanding actions and behaviors of our employees are recognized. Therefore, we implemented six recognition categories: Service Time, First Anniversary; Service Time, five-year anniversary; Kantay Competition; Recognition Kit; Annual Values

Recognition and Best LAP Leader. In 2016, the evaluation of this recognition category contemplated criteria such as leadership competencies and the achievement of area objectives, as well as the participation of the management committee. Four employees were awarded the LAP Star recognition.

“WhatsApp Kantay” project

In order to have timely communication with our operation shift employees who do not have access to a computer, a group was created in 2015 within the smartphone WhatsApp application. In 2016 a contest was held to increase the number of employees registered in the application and to make more people aware of LAP news.



LAP Club benefits program

During 2016 we worked for a new and better version of this program to be implemented in 2017. Along with this, we have implemented the “Functional Monday” (functional training) and spread the practice of sports with the “Basketball Thursday”. In addition, we motivated the realization of the “LAP Savings Challenge”, a savings scheme that was accessed by 52 employees, and we increased the shift swaps for employees on the operations shift

GREAT
PLACE
TO
WORK®

We are one of the best
companies to work in

In 2016, we were able to obtain 79% satisfaction from our employees in the Great Place to Work assessment of working environment, 7% more than in 2014. This increase enabled us to place ourselves for the first time in the ranking of the best companies to work in, which marks a milestone for LAP human resources management.

Overall acceptance rate



Methodology - Response rate		2012	2014	2016
	TOTAL POPULATION	527	425	450
	POPULATION TO BE SURVEYED	100%	100%	100%
	SURVEYS ANSWERED	351	345	368
	RESPONSE RATE	67%	81%	82%
	CONFIDENCE RATE	95%	95%	95%
	ERROR RANGE	±3,16	±2,29	±2,18

Occupational safety and health

Our occupational safety and health management includes annual assessments of the risks our employees are exposed to in airport operations. The result of this is the hazard identification and risk assessment matrix (IPER).



For 2016, our objective was to strengthen the prevention of occupational injuries and diseases and the strengthening of a culture of occupational safety and health.

In that respect, we have carried out campaigns that seek to promote a culture of prevention and occupational safety and health. For example, within the framework of Occupational Safety and Health Day, we carried out the "Safety Month" campaign. In it, we seek to raise awareness in the administrative and operations personnel of LAP in the prevention of occupational risks. To that end, we carried out activities such as the contest "Completa el Segurigrama y Gana" ("Complete the Safety Crossword and Win") related to the content

of the Internal Regulations on Safety and Health of LAP (RISSO). This way we motivate the workers to know and to review our regulations.

Furthermore, we tested the knowledge of our employees on issues related to occupational safety and health during the activation of "The Value of Safety". We also performed the "Scale Challenge", the first activity carried out in the health context, which encouraged participants to obtain an adequate muscle mass index.

In addition, we have conducted training in quality and occupational safety and health:

Training in safety standards

In high risk jobs, work at height and safety in electrical works, aimed at maintenance and construction supervisors who are in charge of contractors who perform work in height and electrical work, as well as personnel in Logistics, who quote services that include electrical risks and work at height, and personnel in the area of LAP Management Systems.

Training on the roles and responsibilities of the members of the Occupational Safety and Health Committee (COSSO)

Addressed to the new members of the LAP Work Safety and Health Committee so that they can perform their functions in an optimal way in the management of the next two years.

Training on "Reporting of Substandard Actions and Conditions":

The definitions of danger, risk and consequence were reinforced.

Training on safety standards

In high risk jobs and confined space work, aimed at the maintenance and construction areas, which are in charge of contractors who work in confined spaces and LAP personnel who specifically perform these activities. This training taught the standards that must be met by all workers who work inside confined spaces according to internal procedures.

One relevant party in terms of occupational safety and health management is COSSO. In 2016 we conducted the electoral process for the 2016-2018 period

G4-LA5, G4-LA7, G4-LA8

of COSSO, with a participation of 80% of employees. COSSO is made up of five representatives of the company (appointed by the General Manager) and five representatives of the workers (appointed by elections, involving all employees and representing 1.1% of the total number of workers). The election process was carried out by the workers union and had the participation of 321 employees, 79% of the register.

Approval of guidelines and modifications of the COSSO Annual Plan.

Investigation of accidents and incidents

The Investigation Committee, formed by two COSSO representatives.

Inspecciones de seguridad y salud ocupacional

COSSO members conducted 15 planned inspections of LAP areas.

Finally, as part of the occupational safety and health management, we monitored and recorded the most relevant indicators in each area. In 2016 we renewed the accident record system. Compared to 2015, there were 11 accidents less than last year, of which nine are of the disabling type.

This improved management obeyed mainly to the fact that the Airport Security area, which had more accidents, carried out preventive actions such as talks on occupational safety and health. Along the same line, the accident rate, the frequency of serious and severe accidents decreased considerably. In addition, it should be noted that we have not identified occupational diseases.





Occupational Health and Safety Indicators G4-LA6

	2015	2016
Days of absenteeism	5,532	3,921
Occupational disease rates	0	0
Severity Index	175,11	56,06
Accident rate	2,46	0,3
Frequency rate of total accidents	16,86	6,33
Number of total accidents	18	7
Minor	3	1
Disabling (over one day of medical rest)	15	6
Frequency rate of serious and severe accidents	14,05	5,42
Number of fatalities	0	0
Percentage of risk reduction	28,84%	26,97%



ALLIES CONNECTED WITH OUR VISION

SUPPLIER FIGURES

RESPONSIBLE MANAGEMENT
OF THE SUPPLY CHAIN

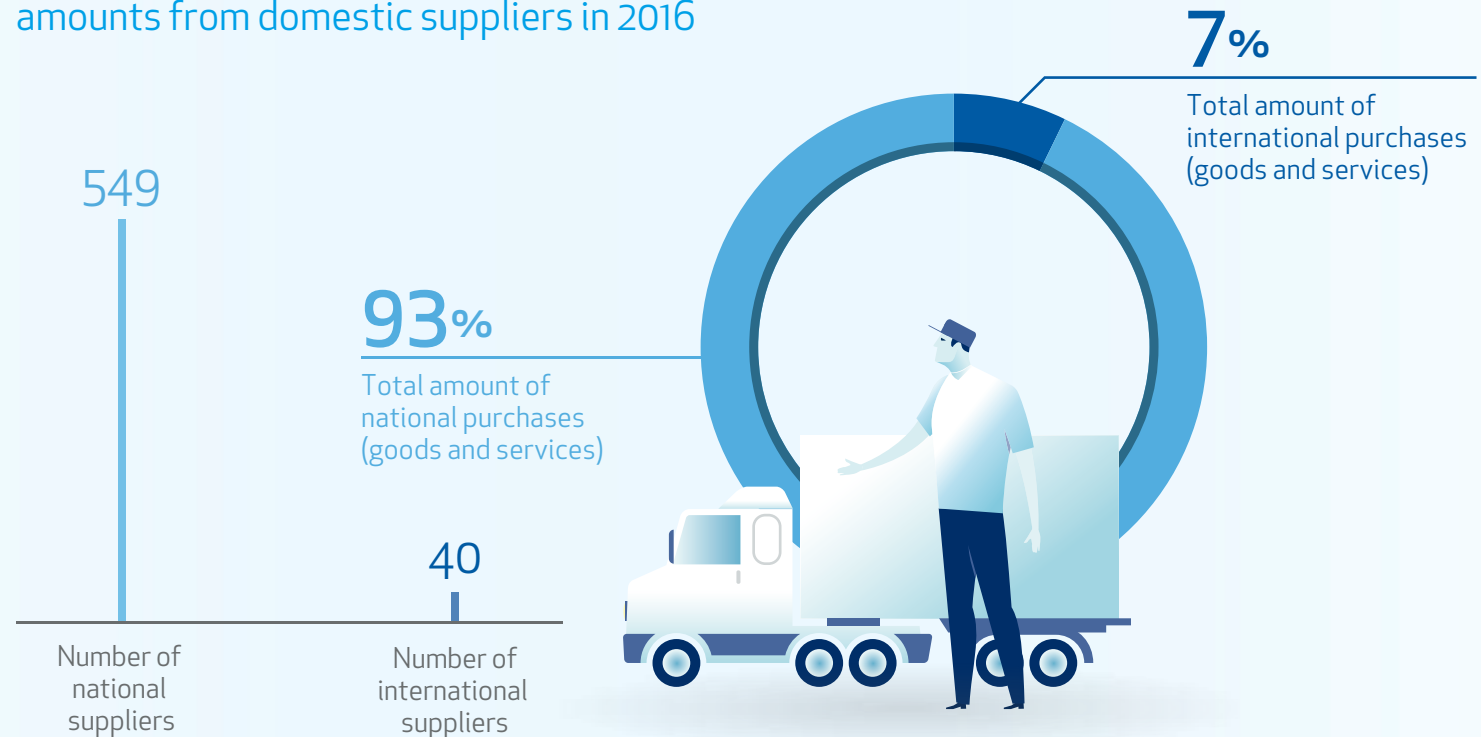
G4-12

The sustainable management of our supply chain **allows us to ensure the correct operation of the JCIA** and to ensure that the activities take place in a safe environment.

Our suppliers G4-EC9

During 2016 we had 589 suppliers, 6% more than in 2015. Of these, 549 were national, that is 93.2%, which means 93% of total purchases are national, about three percentage points more than in 2015.

Number of domestic suppliers and purchase amounts from domestic suppliers in 2016





We share the Code of Conduct with all our suppliers and contractors, in which we establish the guidelines for ethical action and through which we ensure transparent conduct and according to law.

Under the management of suppliers we have made a special effort to make improvements in bidding processes and procedures, as well as in the information of the supplier database.

We have made a great effort to identify good practices in suppliers, those that fulfill their contractual commitments properly and in a timely manner, and that follow LAP standards. Those providers that have not demonstrated compliance with these requirements will be part of a list that will be shared with all user areas in 2017 in order to avoid delays in LAP projects.

Extension of good practices

We are aware of the need to extend our good practices to all those who work in the JCIA. Accordingly, the companies that work in our facilities are evaluated in occupational safety and health, environmental and labor aspects based on comprehensive technical assessments (ETIs) and audits.

Furthermore, we have two Committees on Environment, Occupational Safety and Health (CASSO): one made up contractors' representatives of the contractors and another by representatives of the concession companies. With both, we hold constant meetings in order to maintain permanent communication with them and work together towards the same goals.

CASSO meetings on 2016

	CASSO – Contractors	CASSO - Concessionaires
Frequency	Monthly	Quarterly
Topics covered	<p>About the management of LAP and CASSO</p> <ul style="list-style-type: none"> - LAP Policy - CASSO annual program and regulation - Participation and results of the ETI <p>About the environment</p> <ul style="list-style-type: none"> - Environmental aspects - Environmental regulations - Rational use of water - World Environment Day <p>About Occupational Safety and Health</p> <ul style="list-style-type: none"> - Importance of occupational monitoring - Occupational Safety and Health Campaign - OSH Day - Ergonomics and benefits of active pauses - Training in Work Safety Analysis - Chemical products management - LAP Procedure in Spill Management 	<p>About the management of LAP and CASSO</p> <ul style="list-style-type: none"> - Participation and results of the ETI <p>About the environment</p> <ul style="list-style-type: none"> - Environmental monitoring - Environmental regulation for JCIA operations - Rational use of water - ACC/INC research methodologies - Earth Hour Campaign - Carbon footprint <p>About Occupational Safety and Health</p> <ul style="list-style-type: none"> - Airport security controls

Airport operators

Airport operators provide specialized services on and off the apron in ramp services, fuel supply, storage and loading terminals, aircraft consumables, among others.

As the airport operators perform their activities in the JCIA, we make sure to transfer our standards of action in occupational safety and health, environmental and labor aspects. For this, we carry out the Comprehensive Technical Evaluations (ETIs) where they are examined based on documentary review and visits.

In addition, as our relationship with the airport operators of aircraft is regulated in our concession contract, we are in permanent communication to ensure efficiency and safety in operations.



DIALOGUE AND SENSITIZATION FOR BETTER CONNECTION

COMMITTED TO SOCIAL
AND ENVIRONMENTAL
MANAGEMENT

G4-14

At LAP we consider that both environmental management and good relations with the adjacent community are **key to maximize the positive impact of the airport.**

Accordingly and in line with the approach set forth in the Environmental Impact Assessment (EIA) we have pledged to work closer with our neighbors and strive to reduce the emissions and energy consumption resulting from our operations.

Community relations G4-S02, G4-S011

We are convinced that transparency in our communications with our area of indirect influence strengthens our relationship with them. In this respect, for 2016 we established a strategy for the establishment of relations with the adjacent communities in order to learn about their expectations and opinions about the operations and expansion of the airport.

It is worth mentioning that according to the EIA, the area of direct influence comprises the airport community or current concession area of the JClA that includes the land area (terminals) and the air space (where the aviation activity takes place) while the area of indirect influence (All) consists of 24 areas distributed in three zones (north, center and south).

During the period we conducted two meeting days with leading players of the different communities, such as leaders, representatives of associations in the communities and management boards. During the first day, the purpose was to inform about the main functions and responsibilities of LAP, as well as the updating of the airport's EIA; the second day addressed topics of interest for the community, such as, for example, social and environmental management, waste management and updated information about the operations at the airport. A total of 541 persons from the north (adjacent and across) center and south zones adjacent to the airport participated altogether on both days.

At LAP we have undertaken the commitment to continue with the dialogue during 2017.

Permanent monitoring in key points as part of our SGA



Environmental management

Our Environmental Management System is ISO 14001 certified since 2003. Through this standard we identify, prevent, control and minimize the environmental impact of our activities, considering scenarios under normal, unusual and emergency conditions.

Within the framework of our environmental management system and in compliance with our EIA, in 2016 we monitored key point of the JCI. Furthermore, our operations are committed to reducing greenhouse gas emissions. Accordingly, our environmental management has a Gas Emission Control Plan in place that considers inspections on gases produced by the vehicle units and motor equipment circulating in the airport. With these results we determine maintenance, repair or unit replacement actions to mitigate the production of gases.

Emissions and energy consumption

A significant milestone of our environmental management is carbon footprint measurement. However, the results of our 2016 measurement will be published during the second quarter of 2017. Therefore, we present here the latest results available, which refer to 2015.

JCIA carbon footprint measurement scopes

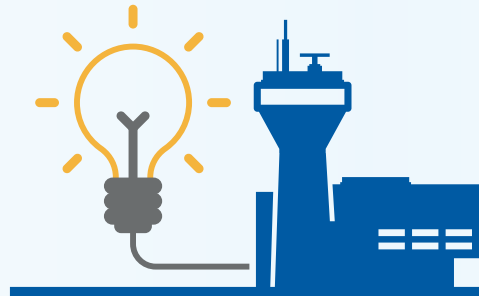
Scope 1

GHG emissions from sources under LAP or under the control of LAP



Scope 2

GHG emissions generated by purchased energy, which is used on equipment belonging to or under the control of LAP



Scope 3

GHG emissions produced as a result of activities performed by LAP, but from GHG sources belonging to or under the control of other organizations



G4-EN15, G4-EN16, G4-EN17, G4-EN19

The results of the measurement show that the greenhouse gas (GHG) inventory for 2015 was 12.061,31 t CO₂ eq.

Inventory of greenhouse gas (GHG) in 2015		
		2015
Total GHG ¹ emissions	t CO ₂ eq	12.748,10
Scope 1 ²	t CO ₂ eq	2.105,79
Scope 2	t CO ₂ eq	6.320,25
Scope 3	t CO ₂ eq	4.322,05

Type and total greenhouse gas emitted in 2015, Scope 1	
Type of gases emitted	Total gases emitted (t CO ₂ eq)
Emissions CO ₂ (t)	789,05
Emissions CH ₄ (t CO ₂ eq)	207,93
Emissions N ₂ O (t CO ₂ eq)	1,09
Emissions HFC (t CO ₂ eq)	1.107,72
Total	2.105,79

¹ Measurement of CO₂, CH₄, N₂O and HFC emissions.

² Includes R22 Gas halotron Gas.

As part of our environmental management, we implemented monitoring and control measures for the emissions we generate, to ensure compliance with Emission Caps defined by the

MTC. Along this line, during 2016 we controlled gas vehicles on a quarterly basis. Altogether, 89 units were evaluated, of which only 5 exceeded the Emission Caps slightly.

In addition, according to our Environmental Management Plan, we monitor the air quality twice a year, in order to control compliance with the Environmental Air Quality

according to guidelines from the Prime Minister's Office (PCM) and the Ministry of the Environment (MINAM). This monitoring consists in taking four samples at different points, all located within the JCIA.



G4-EN3

As for energy consumption, total generation at the airport has increased by 1.5% in 2016. As main measures to manage energy better, we evaluated during the last quarter of 2016 a new energy consumption control system with IBM. This system will be installed by mid-March 2017.

Energy generated in the JCIA ¹ during 2016			
Año	Generation (kWh)		Total Generation (kWh)
	HFP	HP	
2015	31.472.966,10	7.007.604,90	38.480.571,00
2016	31.948.884,00	7.091.614,50	39.040.498,50

HFP: Generation of energy in off-peak hours

HP: Generation of energy in peak hours

¹ Only total energy consumption is reported

Solid waste management

The management of solid waste is one of our responsibilities; hence, we take care to have an adequate segregation and disposal of waste generated in the terminal, domestic and international flights, offices and other spaces. Solid waste may be hazardous or not and at the airport it receives differentiated treatment.

Types of solid waste handled at the JCIA			
	Potentially hazardous waste	Hazardous waste	Non-hazardous waste
Definition	Waste from international flights (potentially bio-contaminated).	Toxic, corrosive, reactive, flammable, explosive, radioactive and infectious residues, such as materials contaminated with hydrocarbons, used vegetal oil, kitchen trap grease, used fuel and others.	Airport residues, such as plastic, paper, glass and others. Depending on their characteristics, they may be sent for recycling or not.
Treatment	Treatment is by autoclave ¹ . This type of residues may contain pathogens that may affect sanitary safety and transfer potential diseases to the population. For proper disposal and elimination of risks, these residues are sterilized and then transferred to the landfill.	They are temporarily stored in the sanitary block under safe conditions and preventive measures. Thereafter, they are carried to a safe landfill.	They are segregated in the sanitary block according to what they are: plastic, paper, glass, and others. Those that may be recycled are transferred to a recycling plant. The remaining residues such as sweeping waste, wrappings, toilet waste and domestic flight residues, are carried to authorized sanitary landfills.

¹ Autoclave: High-pressure equipment that uses steam for industrial processes such as sterilization.

G4-EN23, G4-EN25

As a result, we obtained a total of 387.93 tons of recoverable waste and 14.4% increase of total residues with respect to 2015.

Generation by type of residue

 Hazardous  Non-hazardous



At the passenger check-point, for security reasons, LAGs (liquids, aerosols and gels) are retained, as well as sharp objects, all considered residues from the moment they are retained. In 2016, LAGs totaled 49.11 tons, which were segregated and disposed of according to the procedures for hazardous or non-hazardous residues.



Environmentally responsible team

At LAP, our employees are fully committed with the environment. The following activities were performed during 2016:

Dissemination through our internal communication channels of the Good Environmental Practices Guide and advice for the efficient use of water resources, energy, paper and residues.

“Green Patrol” contest:

Aimed at all our employees, to promote good environmental practices. Twenty areas participated and we awarded prizes to three winners, who complied at satisfaction with: turning off the lights, unplugging chargers, shutting down monitors when the personnel left their desks, turning off the air-condition as required, segregating residues properly and printing documents on both sides and recycling.



187 employees of 20 different areas participated in the contest

“Ponte Verde” (Go Green) month:

During September we carried out different activities to encourage environmental protection:

– **Ecological fair for LAP personnel:** nine ecological suppliers participated, exhibiting their products to 150 attending employees.



– **Paper recycling marathon:** contest that encouraged all our employees to gather as much paper as possible and donate it to the NGO Aldeas Infantiles. This year we obtained 1,328 kg of paper, with which Aldeas Infantiles will be able to pay for food allowances.

Furthermore, during 2016, we kept our social support with two causes:



In 2016 we continued supporting Aldeas Infantiles and managed to raise more than S/144,000 through five collection boxes. This money was delivered to the Callao headquarters, to pay for food allowances.



We donated six computer desks made of polyaluminum (material obtained from recycling of Tetra Pak containers) to the NGO Kantaya, which works to improve the education of low-income children between 4 and 15 years of age.



APPENDIX

PRINCIPLES FOR THE PREPARATION
OF THIS REPORT

GRI G4 CONTENTS

ABOUT THIS REPORT

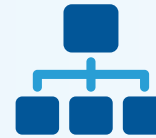
Principles for the preparation of this report G4-18, G4-19

This is the third Sustainability Report of LAP, prepared using the methodology of the Global Reporting Initiative G4 Guide, the global standard for the preparation of sustainability reports. The GRI G4 Guide establishes that organizations must report such matters that are of special relevance for the organization and its stakeholders. This is defined as materiality.

Stages for the preparation of the report



1
Review of relevant subjects of the 2015 Sustainability Report



2
Prioritizing relevant subjects with the leaders of the organization



3
Validation and gathering of feedback from stakeholders



4
Materiality updating



5
Compilation of GRI indicators and supplementary data



6
Preparation of the 2016 Sustainability Report

1. Review of relevant subjects of the 2015 Sustainability Report

We analyzed the materiality defined for the 2015 Report, which at the time identified ten material subjects.

2. Prioritizing relevant subjects with the leaders of the organization

We conducted a workshop to establish priorities of the relevant subjects based on relevance criteria for the business operations with LAP managers.

3. Validation and gathering of feedback from stakeholders ^{G4-27}

We created a dialogue space with members of the airport community to evaluate the pertinence of the ten relevant subjects previously identified by LAP. Thirteen members participated in this dialogue among airline representatives, concessionaires, contractors, the airport operator, State organizations, and others.

The participants presented their appraisal of our performance and of the material subjects identified.

4. Materiality updating ^{G4-23}

In order to update the matters, we reviewed trends and the agenda of the airport sector, globally and at national level in matters of social responsibility. Based on the joint analysis performed of the data gathered from our stakeholders and from the leaders of the organization and of the trends observed in the sector, we performed the materiality exercise.

When comparing this exercise with the one performed last year, when ten subjects were identified, the updating resulted in 11 material subjects. This obeys to the fact that following the analysis conducted, the subject "Relations with the State" was added, given the current situation concerning the expansion of the airport and the negotiation of the addendum to the concession agreement.

Furthermore, the subjects "customer experience", "communication with the airport community and other social actors", "labor and environmental standards in the chain" and "results-based employee development" were modified as to their scope, due to the

growth and new approach of certain areas.

5. Compilation of GRI indicators and supplementary data







Based on the 11 material subjects mentioned, we assigned the GRI G4 Aspects and the GRI G4 Specific Basic Contents to describe them.

The data compilation of the year's performance was made through meetings conducted with all areas of the organization and the delivery of quantitative and qualitative data sheets.






6. Preparation of the 2016 Sustainability Report

Once all completed sheets were received, we processed and systematized them, taking as reference a content structure built around the eleven material subjects identified. After having drafted the 2016 Sustainability Report, we validated it with the different areas that participated in the process, making the necessary adjustments and taking into account their observations and comments.

G4-20

Material subjects of LAP, related to GRI G4 aspects			
Material subjects of LAP	Related GRI-G4 aspects	Coverage ¹	Related stakeholders
 Operating efficiency and excellence	Presence in the market Indirect economic consequences	Internal and external	Employees Airport community
 Infrastructure development	Indirect economic consequences Economic development	Internal and external	State
 Customer experience	Labeling of products and services	Internal and external	Employees Airport community Passengers
 Relations with the State	Regulatory compliance Economic performance Local communities	Internal and external	State
 Communication with the airport community and other social actors	Local communities Compliance Mechanisms for social impact claims Labeling of products and services	Internal and external	State Airport community Community
 Occupational safety and health of our employees	Health and safety at work	Internal	Employees

G4-20

Material subjects of LAP, related to GRI G4 aspects			
Material subjects of LAP	Related GRI-G4 aspects	Coverage ¹	Related stakeholders
 Airport safety	Health and safety of clients	Internal and external	Airlines
 Results-based employee development	Training and development Employment	Internal	Employees
 Generation of greenhouse gases at the terminal and energy consumption	Emissions Energy	Internal and external	Employees Airlines Employees Airport community
 Labor and environmental standards in the chain	Procurement practices Evaluation of suppliers labor practices Environmental evaluation of the suppliers General Report Mechanisms for environmental claims	Internal and external	Airlines Concessionaires Suppliers Contractors Airport operators
 Waste management at the terminal	Effluents and residues	Internal and external	Employees Airport community

¹The «coverage of an aspect» is the description of where the impact of each material aspect is produced. To establish the coverage of each aspect, the organization must consider if the aspects have an internal or an external impact. Each aspect has its own coverage. Furthermore, the coverage implies determining the related stakeholders.

GRI G4 contents

General basic contents				
General basic contents	Description	Detail	Page	External verification
Strategy and analysis				
G4-1	Statement of the main person responsible for the decisions of the organization regarding the importance of sustainability for the organization		3	No
G4-2	Principal effects, risks and opportunities		16	No
Profile of the organization				
G4-3	Name of the organization	Lima Airport Partners S.R.L.	-	No
G4-4	Most important brands, products and services		7	No
G4-5	Place where the main headquarters of the organization are located	Elmer Faucett Avenue, no number, Callao, Lima-Peru	-	No
G4-6	Countries where the organization operates	Peru	-	No
G4-7	Nature of the property regime and its legal form	Lima Airport Partners is a limited liability corporation	-	No
G4-8	Markets served by the organization	Peru	-	No
G4-9	Size of the organization, based on the number of employees, operations, sales or net income, among others		11 and 53	No
G4-10	Number of employees by labor agreement and sex		53	No
G4-11	Percentage of employees covered by collective agreements	We maintain a collective agreement with the "Sindicato Único de Trabajadores Aeroportuarios de Lima Airport Partners" (Single Union of Airport Workers of Lima Airport Partners) comprised by 30% of our employees.	55	No

General basic contents

General basic contents	Description	Detail	Page	External verification
G4-12	Supply chain of the organization		68 – 71	No
G4-13	Significant changes that may have occurred during the reporting period in size, structure, shareholding or supply chain of the organization	No significant change has occurred during the period examined.	-	No
G4-14	Address by the organization of the precaution principle		73	No
G4-15	Letters, principles or other external initiatives of an economic, environmental and social nature, adopted or endorsed by the organization	We have not endorsed this kind of initiatives	-	No
G4-16	Local or international associations and promotion organizations to which it is affiliated	<ul style="list-style-type: none"> • Association for the promotion of national infrastructure (Asociación para el Fomento de la Infraestructura Nacional - AFIN) • Peruvian-German Chamber of Industry and Trade • Good Employers Association (ABE) 	-	No
Material aspects and coverage				
G4-17	Entities that are shown on the consolidated financial statements of the organization and other equivalent documents	Lima Airport Partners S.R.L.	-	No
G4-18	Process that has been followed to determine the Content of the Report and Coverage of each Aspect		82 – 83	No
G4-19	Material aspects identified during the process to define the content of the report		23 – 24	No
G4-20	Coverage of each material aspect within the organization		23 – 24 84 – 85	No
G4-21	Limit of each material aspect outside the organization.	The material subjects identified are applied to our operation, which takes place in the Constitutional Province of El Callao, and to the stakeholders with which we are related, within our area of influence.	-	No

General basic contents

General basic contents	Description	Detail	Page	External verification
G4-22	Consequences of the re-expressions of the data in previous reports and their causes	No significant re-expressions of previous reports have been made.	-	No
G4-23	Significant change in the scope and coverage of each aspect with respect to previous reports.		83	No
Participation of stakeholders				
G4-24	Stakeholders related to the organization.		20	No
G4-25	Basis for the election of the stakeholders with which we work		20	No
G4-26	Approach of the organization about the participation of the stakeholders (frequency, participation in the preparation process of the report, among others)		21 - 22	No
G4-27	Key questions and problems arisen from the stakeholders' participation.		83	No
Profile of the report				
G4-28	Period corresponding to the report	2016	-	No
G4-29	Date of the last report	2015	-	No
G4-30	Periodicity of reports	Annual	-	No
G4-31	Contact person to clarify doubts that may arise about the content of the report.	Luis Yonashiro lyonashiro@lima-airport.com	-	No
G4-32	Option chosen for the report	Conformity - essential	-	No
G4-33	Policy and practices of the organization in force with respect to the external verification of the report.	We have no policies in force with respect the external verification of the report.	-	No
Governance				
G4-34	Governance structure of the organization		10	No
Ethics and integrity				
G4-56	Values, principles, standards and regulations of the organization, such as codes of conduct or ethics codes		31	No

General basic contents

Indicator number	Description	Detail	Omissions (due to confidentiality)	Page	External verification
Economic performance					
DMA Economic performance	Management approach.		N/A	11	No
G4-EC1	Direct economic value generated and distributed		N/A	11	No
Indirect economic consequences					
DMA - Indirect economic consequences	Management approach.			11	
G4-EC7	Development and impact of investment in infrastructure and types of services.	In 2016, investment on infrastructure and types of service was only made in the area of direct influence.	N/A	-	No
Procurement practices					
DMA Procurement practices	Management approach.		N/A	67-70	No
G4-EC9	Percentage of expenses in places with significant operations that corresponds to local suppliers.		N/A	68	No
Energy					
DMA Energy	Management approach.		N/A	73 and 74	No
G4-EN3	Internal energy consumption.		N/A	79	No
G4-EN6	Reduction of energy consumption.	We have no reduction in energy consumption. However, it is a matter in our management agenda.	N/A	-	No
Emissions					
DMA Emissions	Management approach.		N/A	76	No

General basic contents

Indicator number	Description	Detail	Omissions (due to confidentiality)	Page	External verification
G4-EN15	Direct greenhouse gas emissions		N/A	76	No
G4-EN16	Indirect greenhouse gas emissions to generate energy (Scope 2).		N/A	76	No
G4-EN17	Other indirect greenhouse gas emissions (Scope 3)		N/A	76	No
G4-EN19	Reduction of greenhouse gas emissions.		N/A	76	No
Effluents and residues					
DMA effluents and residues	Management approach.		N/A	78 and 79	No
G4-EN23	Total weight of managed residues, according to type and treatment method.		N/A	79	No
G4-EN25	Weight of transported, imported, exported or treated residues that are considered hazardous under Appendixes I, II, III and IV of the Basel2 Convention and percentage of residues internationally transported.	In 2016, 100% of the hazardous residues were transported; no residues were imported or exported.	N/A	79	No
Regulatory compliance					
DMA Regulatory compliance	Management approach.		N/A	31	No
G4-EN29	Monetary value of significant fines and number of non-monetary fines imposed for breach of environmental laws and regulations.	In 2016 there were no fines or sanctions for non-compliance of environmental laws or regulations	N/A	-	No
Environmental evaluation of suppliers					
DMA - Environmental evaluation of suppliers	Management approach.		N/A	69	No

General basic contents

Indicator number	Description	Detail	Omissions (due to confidentiality)	Page	External verification
G4-EN32	Percentage of new suppliers examined according to environmental criteria.	In 2016, 100% of new suppliers were examined according to environmental criteria.	N/A	-	No
Employment					
DMA Employment	Management approach.		N/A	52	No
G4-LA1	Total number and hiring rate and average rotation of employees, broken down by age group, sex and region.		N/A	53-55	No
G4-LA2	Social benefits for full-time employees, not offered to temporary or part-time employees, broken down by significant activity locations.		N/A	53	No
Health and safety at work					
DMA Health and safety at work	Management approach.		N/A	62	No
G4-LA5	Percentage of workers represented in formal joint safety and health committees for management and employees, established to assist in controlling and advising on occupational safety and health programs.		N/A	65	No
G4-LA6	Type and rate of injuries, professional diseases, days lost, absenteeism and number of work-related fatalities by region and by sex.		N/A	66	No
G4-LA7	Workers whose profession has high incidence or risk of disease.		N/A	65	No

General basic contents

Indicator number	Description	Detail	Omissions (due to confidentiality)	Page	External verification
G4-LA8	Health and safety matters covered under formal agreements with the unions.		N/A	65	No
Training and development					
DMA Training and development	Management approach.		N/A	56	No
G4-LA9	Average of annual training hours per employee, broken down by sex and by work category.		N/A	58	No
G4-LA10	Skill management and permanent education programs that promote employability of the workers and help them manage the end of their professional careers.		N/A	57	No
G4-LA11	Percentage of employees that receives regular performance and professional development evaluations, broken down by sex and by professional category.		N/A	59	No
Evaluation of suppliers' labor practices					
DMA – Evaluation of suppliers' labor practices	Management approach.		N/A	69	No
G4-LA14	Percentage of new suppliers examined according to labor practice criteria.	In 2016, 100% of our new suppliers were examined according to labor practice criteria	N/A	–	No
DMA – Local communities	Management approach.		N/A	73	

General basic contents

Indicator number	Description	Detail	Omissions (due to confidentiality)	Page	External verification
G4-SO1	Percentage of centers where development programs, impact assessments and local community participation have been implemented.	Our Environmental Impact Assessment considers 100% of our new operating center (area of direct influence).	N/A	-	
G4-SO2	Operation centers with significant possible or real negative effects on the local communities.		N/A	73	
G4-AO8	Number of persons economically or physically displaced, voluntarily or involuntarily, by the airport or by a state entity and compensation given.	In 2016 there were no displacement cases caused by the airport operations.	N/A	-	
Regulatory compliance					
DMA - Compliance	Management approach.			31	
G4-SO8	Monetary value of significant fines and number of non-monetary fines imposed for breach of environmental laws and regulations.		N/A	32	
Mechanisms for social impact claims					
DMA - Mechanisms for social impact claims	Management approach.	Social approach (community relationship) Customer claim approach.	N/A	36 and 73	
G4-SO11	Number of claims concerning social impacts, filed, addressed and settled through formal claim filing mechanisms.	No such claim has been filed in 2016.	N/A	-	
Labeling for products and services					
DMA Labeling for products and services	Management approach.		N/A	49	No

General basic contents

Indicator number	Description	Detail	Omissions (due to confidentiality)	Page	External verification
G4-PR5	Results of survey to measure customer experience (passengers and accompanying persons). Results of survey to measure customer experience (airlines and concessionaires).		N/A	50	No
Regulatory compliance					
DMA – Regulatory compliance	Management approach.			31	
G4-PR9	Cost of significant fines for breach of laws and regulations related to the supply and use of products and services.		N/A	32	No
Presence in the market					
DMA Presence in the market	Management approach.		N/A	45 and 46	No
G4-AO1	Total number of passengers per year, broken down by international and domestic flights, by origin and destination, including connecting passengers)		N/A	45	No
G4-AO2	Total number of aircraft movements (including all flights: commercial, cargo and others.		N/A	46	No
G4-AO3	Total tons of cargo		N/A	46	No
Customer health and safety					
DMA – Customer health and safety	Management approach.		N/A	37	No
G4-AO9	Total number of bird impacts per 10,000 air movements.		N/A	40	No



General review and
application of GRI G4
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