

G3.1 Content Index - Airport Operator Sector Supplement

Application Level		STANDARD DISCLOSURES PART I: Profile Disclosures				Assured by
1. Strategy and Analysis						
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization.	Fully	<p>– Statement: Section "Foreword", p. 2 - 3</p> <p>– Understanding of sustainability: Sustainability for Fraport means taking responsibility for structuring the future. We understand sustainable development to be a continuous process. We believe that the entrepreneurial scope for action can only be ensured by consistent inclusion of non-commercial aspects in the management processes. We are aware that our corporate governance will inevitably lead to conflicts of interest within our company and between us and our stakeholders. We can only secure our "license to operate" and our "license to grow" over the long term, if we find the right balance between the factors relevant for the company and for the community in solving these conflicts of interest. (see Our understanding of sustainability).</p> <p>– Trends which influence our sustainable development: section "Strategy and stakeholder engagement", p. 4, paragraph 1</p> <p>Strategy: On the basis of the Group Strategy and Group Audit adopted in 2004 (see http://www.fraport.com/content/fraport-ag/en/company/vision.html), the Executive Board of Fraport AG developed the Agenda 2015 for dealing with the upcoming challenges of facing the company, see http://www.fraport.com/content/fraport-ag/en/company/vision/group-strategy.html. The Agenda includes five aspects:</p> <ol style="list-style-type: none"> 1. Realizing investments From 2007 to 2015, we will invest some € 7 billion in the modernization and expansion of the Frankfurt site. The focus of the investment program is on the construction of the new runway. Additional key investment projects will also be driven forward to expand terminal capacities, carry out building measures to adapt the positions to new wide-body aircraft and for modernization of the existing terminal and air-side facilities. 2. Improving profitability An investment volume of € 1 billion increases alone the associated depreciation and amortization, and interest payments alone by approximately € 100 million in each subsequent year. We therefore need to improve our profitability on the revenue and costs side, in order to be in a position to maintain or increase the current earnings level over the medium term. 3. Exploiting opportunities for growth Apart from expanding the capacities in Frankfurt, we see three key engines for growth for the Group in the future. The first option is offered by retail business at Frankfurt Airport. There are also opportunities in the area of external business to market Fraport know-how further afield through investment in airports and management contracts. Finally, we are attempting to participate more intensively in the value added of real estate development within the framework of migrating from hub airports to Airport Cities in selected projects. 4. Enhancing customer satisfaction As we fulfill our mission to maintain our status as a mega-hub and one of the leading European airports, we are continuously improving the quality of infrastructure and services for airline companies, passengers, lessees and other aircraft users. The development of customer satisfaction is measured in this process by carrying out regular surveys addressing the most important customer groups. We want to continue the positive trend of recent years in the future. 5. Safeguarding sustainability As far as we are concerned, sustainability is a key issue for the future and has top priority for the development of the Group. In the 2008, we formulated a holistic sustainability strategy which we will continue to develop in the future. <p>– Key results 2011: The start-up of the north-west runway was one of the key results for Fraport in 2011.</p> <p>– Our achievements in 2011: The attainment is measured in our Sustainability Program. See Sustainability Program in the Sustainability Report 2011 for information on this subject, I - XII.</p> <p>The section "Business Development 2011" in the Management Report of the Annual Report 2011 includes information on the business development in 2011 (see Annual Report 2011, section Business Development, p. 50ff).</p> <p>– What we did not achieve in 2011: The attainment is measured in our Sustainability Program. See also Sustainability Program in the Sustainability Report 2011 for more information, I - XII.</p> <p>The section "Business Development 2011" in the Management Report of the Annual Report 2011 includes information on the business development in 2011 (see Annual Report 2011, section Business Development, p. 50ff).</p> <p>– Assessment of performance in 2011 (targets compared with performance): The attainment is measured in our Sustainability Program. See also Sustainability Program in the Sustainability Report 2011 for more information, I - XII.</p> <p>– Outlook on the challenges for the coming year: The challenges of the coming year lie in attaining the targets defined in the Sustainability Program for 2012. See also Sustainability Program in the Sustainability Report 2011 for more information, I - XII</p> <p>– Medium-term objectives: See section "Strategy and stakeholder engagement", p. 4, paragraphs 1-4, p. 5 paragraph 1-3. Medium-term objectives are also defined in the Sustainability Program in the Sustainability Report 2011, I - XII.</p>			
1.2	Description of key impacts, risks, and opportunities.	Fully	<p>– Approach for identifying the key issues (areas of action): A strategic goal of Fraport is to generate value over the long term. In this context, the Materiality Matrix makes a contribution to recording key issues relevant to sustainability. It also contributes to assessing the future opportunities and risks for the company and adopting a controlled approach to dealing with them. Derived from the Group Strategy (see indicator 1.1) and the Agenda 2015 (see indicator 1.1), Fraport drew up a Materiality Matrix for the first time in 2010 which records the most important areas of action for the future development of the Group (see section "Foreword", p. 3, paragraph 5). For the approach adopted in the development of the Materiality Matrix see section "Strategy and stakeholder engagement", p. 4, column 2, paragraph 1</p> <p>– Opportunities/risks: For descriptions of the opportunities and risks which result from the identified areas of action, see section "Strategy and stakeholder engagement", p. 5. Information on the risks to the company are explained in the Opportunity and Risk Report in the Annual Report 2011, p. 69ff.</p> <p>– Targets and measures (Sustainability Program): A comprehensive overview of all the issues including the associated targets is provided on pages I to XII of the Sustainability Report (see section "Strategy and stakeholder engagement", p. 4). While the Materiality Matrix continues to be valid, we have meanwhile supplemented the Sustainability Program formulated in 2010 (see section "Strategy and stakeholder engagement", figure p. 5., column 2, section 2).</p> <p>– Positioning in the high-priority areas of action and approach to the opportunities and risks (see section "Strategy and stakeholder engagement" p. 5, column 2 to p. 6, column 2, paragraph 3):</p> <p>a) Noise abatement / climate protection: However, Frankfurt Airport is well positioned in this respect today: Firstly, many long-haul flights take off from Frankfurt, the proportion of passengers on intercontinental flights is around 40 %. There are no alternative means of transportation on these routes and large aircraft are used in the majority of cases. They are powered by advanced engines and are significantly quieter. The engines are also particularly energy efficient with the greater transport capacity and utilization.</p> <p>Furthermore, these aircraft transport around 50 % of the airfreight (known as co-loaded and belly freight) and this further enhances their efficiency as a means of transport. We take the burden of aircraft noise seriously and address it working together to some extent with politicians and players in the air-traffic sector to formulate measures contributing to the reduction of noise (see section "For the community", p. 31 ff). We enter into this debate with a nuanced approach to the information available. The Internet portal www.fughafenregion.de is new and was set up specifically to address this issue. It went online in February 2012 and supplemented the range of information available, including Fraport noise monitoring. Expansion of the airport has been a continual subject of dialog with a range of different advocacy groups for many years. The "Forum Airport and Region" plays a significant role in facilitating constructive engagement with the burdens imposed by expansion through its committees and the Environmental and Neighborhood House. Following the launch of the new runway, these institutions are continuing to serve as platforms for dialog and the development of initiatives to create solutions.</p> <p>b) Climate protection: The Buildings of Fraport AG are planned and built to high standards. The criteria of sustainable construction are increasingly being incorporated. They are intended to ensure energy efficiency, functionality and a comfortable environment for our customers and staff. This is also in the economic interest of the company because the Real Estate and Retail business contribute significantly to safeguarding the earnings of the Fraport Group.</p> <p>The vehicle fleet gradually is gradually being converted to run on energy-efficient power units. Already 10 % of the Fraport vehicles operating at Frankfurt Airport run on electricity and this includes a large number of energy intensive special vehicles.</p> <p>c) Appeal as an employer: As demographic changes continue, the competition for good skilled employees and managers will increase significantly. Fraport must offer attractive conditions so as to attract and retain the employees to deal with the anticipated growth. Our staff are therefore also a top priority for the targets and measures in our Sustainability Program (see Sustainability Program in the Sustainability Report 2011, IV - V).</p> <p>– Management (governance) of the opportunities/risks: The targets and measures are adopted in the Sustainability Board. The Sustainability Program provides the framework for the Sustainability Board for purposes of monitoring and controlling (see section "Strategy and stakeholder engagement", figure p. 4., column 2, section 2 and box "Sustainability Program" p. 4).</p> <p>Within the framework of validation in conformity with EMAS, Fraport AG is certified with conformity with statutory regulations, a systematic approach to corporate environmental protection, a continuous improvement in environmental performance, and provision of information to the general public about its environmental impacts and performances. Since 1999, the information has been provided in an Environmental Statement published on a regular basis. Comprehensive Environmental Statements are published every 3 years. In the interim, we report on annual progress in abbreviated environmental statements.</p>			
2. Organizational Profile						
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
2.1	Name of the organization.	Fully	Fraport AG			
2.2 ^{COMM}	Primary brands, products, and/or services.	Fully	<p>– Brand: Fraport AG has a profile in the marketplace under the "Fraport" brand.</p> <p>– Products and services: section "Profile", inside flap</p> <p>– Operating limits: Fraport AG has an integrated business model. All products and services are exercised by Fraport AG and its subsidiary companies.</p>			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	<p>– Structure: http://www.fraport.com/content/fraport-ag/en/company/organization.html</p> <p>– Subsidiary companies and investments: http://www.fraport.com/content/fraport-ag/en/company/fraport_worldwide/subsidiaries_investments.html</p> <p>– Airports: http://www.fraport.com/content/fraport-ag/en/company/fraport_worldwide/our_airports.html</p>			
2.4	Location of organization's headquarters.	Fully	– Headquarters: "Profile", inside flap			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	<p>– Number of countries: 10</p> <p>– Countries: Section "Profile", inside flap</p>			
2.6 ^{COMM}	Nature of ownership and legal form.	Fully	<p>– Legal form: Fraport AG is a public company limited by shares (Aktiengesellschaft) in accordance with German law.</p> <p>– Ownership: The shares are listed on the Frankfurt Stock Exchange and in the MDAX, the index for medium-sized German joint-stock companies. On account of the stakes held by the State of Hesse and Stadtwerke Frankfurt am Main Holding GmbH and the consortium contract between these two companies, Fraport AG is a company controlled by these shareholders. See http://www.fraport.com/content/fraport-ag/en/investor_relations/the_fraport_share/basic_data_shareholderstructure.html</p> <p>– Regulatory framework conditions: Fraport AG is a public company limited by shares (Aktiengesellschaft) in accordance with German law. The shareholder structure can be seen by going to http://www.fraport.com/content/fraport-ag/en/investor_relations/the_fraport_share/basic_data_shareholderstructure.html</p>			
2.7 ^{COMM}	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	<p>– Markets: section "Profile" inside flap.</p> <p>– Destinations: Destinations Frankfurt Airport. A breakdown by the number of airline customers is not possible.</p> <p>– Customers: 38 million consumers live in the catchment area of 200 kilometers around Frankfurt Airport (43 % of the population of Germany). The airport is in the conurbation area of the Rhine-Main region.</p> <p>– Business activities without direct link to air travel:</p> <ol style="list-style-type: none"> 1) Airport retailing: See http://www.fraport.com/content/fraport-ag/en/products_services/airport_retailing.html 2) Real estate management: See http://www.fraport.com/content/fraport-ag/en/products_services/real_estate_management.html 3) Parking space management: See http://www.fraport.com/content/fraport-ag/en/products_services/parking_facilitymanagement.html 4) Intermodality: http://www.fraport.com/content/fraport-ag/en/products_services/intermodality.html 5) IT services: http://www.fraport.com/content/fraport-ag/en/products_services/it-services.html 6) Airport promotion: http://www.fraport.com/content/fraport-ag/en/products_services/airport_advertising.html 			

2.8	Scale of the reporting organization.	Fully	The following data apply to the Fraport Group for 2011: Number of employees in the Fraport Group (31.12.2011): 21,662 Number of all staff who work at the airport: around 75,800 (including Gateway Gardens, The Square & Mönchhof) Sales: 2,371.2 million euros Balance sheet total: 9,224.4 million euros Equity capital: 2,850.8 million euros EBITDA: 802.3 million euros Group earnings: 250.8 million euros Quantity of products and services: see http://www.fraport.com/content/fraport-ag/en/products_services.html Size of the airport site: 21 km ² The take-off and landing runway system at Frankfurt Airport comprises four runways, of which three run parallel in the direction east-west and one is aligned in the direction north-south: Take-off and landing runway north: 4,000 meters long Take-off and landing runway south: 4,000 meters long Take-off runway west: 4,000 meters long Landing runway north-west: 2,800 meters long The operating direction depends on the wind direction and wind strength. Minimum Connection Time: 45 minutes Number of aircraft movements: 487,162 Number of airlines which have flown to the airport during the period under review: 160 Number of destinations that were flown to during the period under review: 402			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	See Annual Report 2011 section "Business Development 2011", p. 50ff and Annual Report 2011 section "Group notes for the fiscal year 2011", p. 98ff			
2.10	Awards received in the reporting period.	Fully	See Indexes and awards			
3. Report Parameters						
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	section "Principles of reporting"; section "Publication cycle and reporting periods", p. 41			
3.2	Date of most recent previous report (if any).	Fully	section "Principles of reporting"; section "Publication cycle and reporting periods", p. 41			
3.3	Reporting cycle (annual, biennial, etc.).	Fully	section "Principles of reporting"; section "Publication cycle and reporting periods", p. 41			
3.4	Contact point for questions regarding the report or its contents.	Fully	section "Publishing information", inside flap			
3.5	Process for defining report content.	Fully	- Identification and prioritization: The key issues are identified and prioritized in a Materiality Matrix. See also section "Principles of reporting", subsection "Report contents and stakeholders", p. 41 and section "Strategy and stakeholder engagement", p. 4, subsection 2. - Inclusion of stakeholders: The key issues are developed further in the dialog with stakeholders. The results of this dialog are included periodically in the further development of the Materiality Matrix. See section "Strategy and stakeholder engagement", p. 4, section 2. - Validation: The completeness and quality of the report is regularly audited in the ranking of sustainability reports of IÖW/future Ranking (http://www.ranking-nachhaltigkeitsberichte.de/en.htm?PHPSESSID=2b52344c5e6934d03cbcd411f8360). The conclusions drawn by Fraport from the ranking are included in the conceptual approach of the subsequent report			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	section "Principles of reporting"; subsection "Limits of reporting", p. 41			
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	We communicate the information that is necessary in order to be in a position to assess the performance of the Fraport Group on the route to sustainable development for the scope defined in the period under review in the report. This primarily includes all material ecological and community/social impacts of the organization. The economic performances of the Group are only outlined in the Sustainability Report, comprehensive information on this area is included in the Annual Report 2011. More extensive information on our environmental impacts is included in our annual Environmental Statements published within the scope of EMAS certification (see http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/jr-content/file/Environmental%20Statement%202011.pdf).			
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	The information in the Sustainability Report includes all companies which we have included in the group of consolidated companies for purposes of financial reporting at the relevant balance sheet date. The consolidated financial statements included the parent company Fraport AG and all the affiliated companies in full as well as including proportionately any joint-venture companies. Associated companies are valued at equity in the consolidated financial statements. We draw attention to any deviations which we believe should be regarded as material for the assessment of the performance.			
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	section "Principles of reporting"; subsection "Data survey", p. 42			
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	No change in the presentation of data took place for 2011 by comparison with the previous year.			
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	- Scope limits of reporting: No changes - Measuring methods: No change - Changes in the group of consolidated companies: see Annual Report 2011, subsection "Notes to the consolidation and accounting policies", p. 98 - 100			
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	This document			
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Fully Section "Principles of reporting"; subsection "Data survey", p. 42			
4. Governance, Commitments, and Engagement						
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	In accordance with German legislation, Fraport is governed by a dual management system. The Executive Board manages the company with responsibility for sustainable growth in the interests of the company, i.e. taking account of the requirements of the shareholders, its employees and the other stakeholder groups associated with the company. The Executive Board develops the strategic direction of the company, defines it together with the Supervisory Board and ensures implementation. The Executive Board is responsible for compliance with the statutory regulations and internal company guidelines and ensures compliance within the Group. The Executive Board also ensures appropriate risk management and risk controlling within the company. The Supervisory Board appoints, monitors and advises the Executive Board. Fundamental decisions for the company require the consent of the Supervisory Board. The Supervisory Board has 20 members and has equal shareholder and employee representation. The shareholder representatives are appointed by the shareholders at the Annual General Meeting. The employees are elected by the employees in accordance with the regulations of the Co-determination Act. The period of office is five years. More detailed information on the individual members of the Supervisory Board, the composition and activities of the committees are provided in the Annual Report 2011 on pages 36 ff. (subsection "Composition of the Supervisory Board"). A list of the Supervisory Board relating to diversity aspects is provided in Indicators and facts - Human resources, Aspect "Diversity", p. 20.			
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	The Chair of the Supervisory Board is not a Member of the Executive Board.			
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	This information is only necessary for organizations without a Supervisory Board. Fraport AG has a Supervisory Board under Germany legislation for joint-stock companies.			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	The employees have equal representation with employers in the governance body of the Supervisory Board pursuant to German legislation. The Supervisory Board has a separate Human Resources Committee. The function of the Human Resources Committee is to prepare resolutions pertaining to human resources. The shareholders of Fraport AG assert their voting rights in the company and their right to voice their opinions at the Annual General Meeting. In the run-up to the Annual General Meeting, shareholders are informed about the business developments and the agenda for the meeting. During the year, the shareholders receive the latest information about the company through interim reports and additional publications on the home page. The representatives of the shareholders and employees prepare for each meeting of the Supervisory Board, as necessary with members of the management. The members of the Executive Board take part in the meetings of the Supervisory Board, unless the Supervisory Board decides in individual cases to meet in the absence of the Executive Board The Supervisory Board is regularly informed in each of its meetings by the Executive Board about the economic, ecological and social performance. This takes place due to the obligation arising from Article 90 Stock Corporation Act (AktG) which commits the Executive Board to informing the Supervisory Board about the economic development on a regular basis. These discussions regularly also address the company-specific environmental issues. Social issues are generally addressed in advance in the Human Resources Committee so that they can be presented to the Supervisory Board in the context of regular items on the agenda.			
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	The compensation of the Executive Board of Fraport AG was linked more firmly to longer-term criteria in 2010 and meets the requirements defined by the Act on Appropriateness of Management Board Compensation (VorstAG). In 2010, the salary structure of the executive employees was also adjusted accordingly. Detailed information on remuneration, also for the Supervisory Board, is included in the Corporate Governance Report in the Annual Report 2011 of Fraport AG, p. 36ff. Since 2009, sustainability has been incorporated within the new compensation system for the Executive Board. In 2010, the salary structure of executive employees was also adjusted appropriately. The new compensation structure has been designed for the long term with assessment principles covering several years and the possibility of a ceiling for extraordinary developments. The pay structure is therefore geared more strongly than previously to the long-term and sustainable development of the company. Parts of the remuneration are linked to longer-term criteria of employee satisfaction, employee development and customer orientation. The parameters are defined by employee and customer surveys and the future development of jobs.			

4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	<p>The approach to conflicts of interest is dealt with in the Fraport Corporate Governance Code (see http://www.fraport.com/content/fraport-ag/en/misc/binaer/investor_relations/corporate_governance/corporate-governance-code-sep-2010/jcr:content/file/CorporateGovernanceCode%20Stand%202009%2010%20FINAL.pdf, p. 10, subitem 4.3 and p. 15, subitem 5.5).</p> <p>According to the Corporate Governance Code, the Members of the Executive Board are subject to a comprehensive prohibition on competition during their activity for the company. Members of the Executive Board and employees must not in connection with their activity request or accept payments or non-cash benefits for themselves or for other persons from third parties, and they must not grant unjustified advantages to third parties. The Members of the Executive Board have an obligation to act in the interests of the company. No Member of the Executive Board may pursue personal interests when they take decisions and make use of business opportunities which rightly belong to the company for their own personal interests.</p> <p>Each Member of the Executive Board must immediately disclose any conflicts of interest to the Supervisory Board and must inform the other Members of the Executive Board about any such conflicts. All transactions between the company on the one hand and persons related to them or any companies with close personal relationships to them must be conducted on an arm's-length basis at standard commercial conditions for the sector. Transactions between the company and the Members of the Executive Board can only be concluded by the Supervisory Board. Significant other transactions (i.e. any transactions between Members of the Executive Board and any other Group companies, and between the company and persons related to the Members of the Executive Board or companies with close personal relationships to them) require the consent of the Supervisory Board. Members of the Executive Board may only take on part-time activities outside the company, in particular memberships of supervisory boards, with the consent of the Supervisory Board.</p>			
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	<p>The structure of the management and governance bodies of Fraport AG is based on German joint-stock legislation. The Supervisory Board meets at least four times a year. Once a year, it reviews the efficiency of its activity. This enables issues to be identified that require the initiation of individual further training measures. (For further information see "Explanation on corporate governance" pursuant to Article § 289a German Commercial Code (HGB) at http://www.fraport.com/content/fraport-ag/en/misc/binaer/investor_relations/corporate_governance/erklrung-zur-unternehmensuehrung-2011-en/jcr:content/file/Fraport_Unternehmensuehrung_2012_EN_v2.pdf and Corporate Governance Report in the Annual Report 2011, p. 35 ff). When proposals for election of the Supervisory Board members are considered, emphasis is placed on Supervisory Board members having the necessary know-how, skills and specialist experience to carry out the functions properly. They must also have the appropriate level of independence. The Supervisory Board has also been addressing the issue of "Diversity" in a more in-depth approach. In 2010, it already passed resolutions on this matter which affect the company in general and the composition of the Executive Board and the Supervisory Board themselves. (see Corporate Governance Report in the Annual Report 2010, p. 39, Link: http://www.fraport.com/content/fraport-ag/en/misc/binaer/investor_relations/annual_reports/annual-report-2011/jcr:content/file/Fraport%20Annual%20Report%202011.pdf).</p>			
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	<p>The Supervisory Board of Fraport AG adopted the Corporate Governance Code of Fraport AG as early as 2002. The code describes the essential principles for the management and monitoring of the company and includes internationally and nationally recognized standards for goods and responsible corporate conduct.</p> <p>In 2003, Fraport AG introduced a Values Management System to safeguard the integrity of business conduct. This was implemented in close connection with the Corporate Governance Code, the vision, the management principles, and the basic values of our company. (for further information see section "Sustainability management and corporate compliance", p. 39).</p> <p>In 2011, we started to implement an integrated system for compliance management, risk management and the Internal Controlling System. The preventive character of the Values Management System successfully introduced in 2003 is supplemented by the more comprehensive Compliance Management System (CMS). The further development of the CMS is based on the new auditing standard promulgated by the Institute of German Auditors (Institut der Deutschen Wirtschaftsprüfer, IDW) PS 980, which defines the conditions for an appropriate framework document and provides the necessary fundamental elements. Over the course of 2012, the further development of the CMS at Fraport AG will be completed. This will be followed by gradual implementation in the most important Group companies. For further information see section "Sustainability management and corporate compliance", p. 39.</p> <p>The environmental policy of Fraport AG has been adopted and signed by the Executive Board of the company. It is therefore binding on the whole Group. This policy commits Fraport AG to adopt an environmentally compliant approach for all the business activities it is involved in at all its sites (for further information see http://www.fraport.com/content/fraport-ag/en/Sustainability/environment.html).</p> <p>The Group company agreement entitled "The Conduct of Partnership, Diversity and Equality at the Workplace" defines the principles for antidiscrimination, equal opportunities, the advancement of women into management positions and diversity for Fraport. These principles are a key element for decision-making on personnel appointments, training measures, organizational changes and structuring work time.</p> <p>"We show the flag: Fraport Management Principles." The Fraport management principles are based on vision and corporate goals and define the management ethos at Fraport AG. All managers are committed to these principles.</p>			
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	<p>The Executive Board takes responsibility for monitoring and managing the issues relevant to sustainability through the Sustainability Board established within the organization. The Sustainability Board develops the Sustainability Program. The annual survey on the success of measures and findings from our stakeholder dialogues form the basis for this program (see section "Strategy and stakeholder engagement", p. 6, paragraph 6). The Executive Board develops the strategic direction of the company and defines it together with the Supervisory Board. The status of implementation of the strategy is discussed with the Supervisory Board at regular intervals.</p>			
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	<p>The Supervisory Board meets at least four times a year. Once a year, it reviews the efficiency of its activity (see "Statement on Corporate Governance" according to Article § 289a HGB at http://www.fraport.com/content/fraport-ag/en/misc/binaer/investor_relations/corporate_governance/erklrung-zur-unternehmensuehrung-2011-en/jcr:content/file/Fraport_Unternehmensuehrung_2012_EN_v2.pdf and Corporate Governance Report in the Annual Report 2011, p. 35ff).</p>			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	<p>Fraport actively looks for opportunities and embraces them if the magnitude of the projected benefits and the exposure to risks are in a reasonable relationship. A controlled approach to risks is the primary goal of risk management (see section "Sustainability management and corporate compliance", p. 39).</p> <p>Furthermore, our business model supports a precautionary approach when dealing with environmental problems while also taking into account aspects such as the cost efficiency, economic feasibility and sustainability of our environmental programs (http://www.fraport.com/content/fraport-ag/en/Sustainability/environment.html).</p> <p>A range of comprehensive measures directed toward preventive health and safety are designed to avoid the physical, psychological and social forms of stress that employees experience at work as far as possible. If stress cannot be avoided, the preventive measures are intended to reduce or compensate for it (see section "For our employees": Occupational health and safety, p. 19f). The Executive Board and the employees have formulated a statement of principles on occupational health and safety and incorporated it into the Group guidelines (http://www.fraport.com/content/fraport-ag/en/sustainability/social_responsibility/health_safety.html).</p> <p>Security is a key condition for air traffic. This principle applies equally to passenger traffic and airfreight. This is why security management has always been a top priority at Fraport. Increasingly advanced technologies and more and more personnel are being deployed at Frankfurt Airport to guarantee the security of passengers, baggage and cargo. The security of people working at the airport is also a top priority. The Security Management Systems (SMS) at Fraport AG is an instrument set up in conformity with the ICAO standards and recommendations. It records and evaluates all events relevant to security in airport operations and potential weak points in the operating processes. The SMS is directed toward all users at Frankfurt Airport, the relevant processes, procedures and responsibilities are defined in a manual accessible to all internal personnel.</p>			
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	<p>– Voluntary initiatives: Fraport AG has made a commitment to compliance with the most important internationally recognized codes of conduct to promote responsible corporate governance at all Group sites – the principles of the UN Global Compact (since July 2007), the OECD principles and the ILO core labor standards.</p> <p>In addition, Fraport signed the Business Conduct Rules of the biggest European purchasing association, the German Association of Materials Management, Purchasing and Logistics (AMMPL) in 2009. The guideline is based on the principles of the UN Global Compact and includes fundamental anti-corruption rules, anti-trust agreements, rules on child labor and forced labor, and compliance with human rights, environmental protection and health promotion, and fair working conditions. The companies signing up to the agreement have made a commitment to promoting the "Business Conduct Rules" with their suppliers with the best possible effectiveness.</p> <p>The Supervisory Board of Fraport AG adopted the Corporate Governance Code of Fraport AG as early as 2002. The code describes the essential principles for the management and monitoring of the company and includes internationally and nationally recognized principles for good and responsible corporate conduct. The Fraport Code also includes the essential rights of the shareholders who provide the company with the necessary equity capital and bear the entrepreneurial risk. The Fraport Code is firmly based on the German Corporate Governance Code</p> <p>Equal opportunities, diversity and getting the work-life balance right for career and family are key elements of our employment policy (for further information see section "For our employees", section "Diversity", p. 17-19). Fraport signed the Charter of Diversity in December 2007 (for further information see section "For our employees", p. 18).</p> <p>Since 2002, Fraport has been a member of Transparency International German Chapter (http://transparency.de/).</p> <p>Fraport participates in Airport Carbon Accreditation (ACA), a program of ACI Europe with the objective of persuading the maximum number of European airports to adopt CO2-neutral operation. Frankfurt Airport was the first airport to be assessed on the basis of the rules of the ACA and was included in the program in 2009. By the end of 2010, 29 other airports were accredited. The highest level of 3+ can be reached in four stages. In 2011, Frankfurt Airport was accredited to Level 3, Antalya Airport was accredited to level 2 (for further information see section "For our environment", p. 23).</p> <p>– Mandatory initiatives: Reporting is in accordance with the standards of the International Accounting Standards Board (IASB). As the capital-market oriented parent company of the Fraport Group, Fraport AG must prepare its consolidated financial statements in accordance with IFRS.</p>			
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	<p>Fraport pursues its interests through membership of the trade organizations Task Force for German Commercial Airports (ADV, http://www.adv.aero/), Airports Council International (ACI http://www.airports.org) Europe and World. Fraport is also a founding member of the new Federation of the German Air Traffic Industry (BDL), which started work on 1 January 2011 (http://www.bdl.aero/). BDL focuses on the importance of air traffic as an economic factor for Germany and has defined its target as highlighting its contribution to safe mobility, climate and environmental protection. We are working together with the bodies there to prepare positions on the issues of air traffic. They also include positions on projected legislation and political initiatives (see section "Strategy and stakeholder engagement", p. 6, paragraph 7; Stakeholder engagement Fraport AG)</p>			
4.14	List of stakeholder groups engaged by the organization.	Fully	<p>Our principal stakeholder groups are: finance and capital market, Supervisory Board, passengers and visitors, airline companies, employees and employee representatives, neighbors, community, business partners, politicians and government agencies.</p>			
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	<p>The stakeholder groups relevant to us were defined in the Sustainability Board. These groups should be selected and included. We seek a dialog with our business partners, our customers and with politicians. We also seek dialog with our critics, particularly those people who live their lives near the airport and experience the negative impacts of aircraft noise. Last but not least, we are also dedicated to looking after more than 75,800 employees at the biggest workplace in Germany. As a large company, we bear direct social responsibility for some of these people and we have indirect social responsibility for the other people working here.</p>			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	<p>Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups (for further information see Stakeholder engagement Fraport AG). The central functions of the Sustainability Board involves collating the information relating to specific areas and integrating the data systematically within the strategic process.</p>			

4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	<p>– Approach to integration of the interests of the stakeholders: The Stakeholder Dialogs give rise to concrete measures and fundamental aspects of strategic direction. Our strategic direction was developed in an interactive process including key stakeholder groups. The result was 17 areas of action which show that Fraport is taking a balanced approach to social, ecological and economic dimensions of corporate governance. Each of these issues is described by its position within the two dimensions "Relevance for Fraport" and "Relevance for Stakeholders". An additional assessment of the significance trend was carried out in order to take account of the fact that the relevance of different issues can change with time.</p> <p>– Resulting key issues: The first Sustainability Program was derived from this Materiality Matrix in 2010. This focused on the areas of action of maximum priority:</p> <ul style="list-style-type: none"> - Safety in air traffic, - Noise abatement, - Climate protection, - Customer satisfaction, - Appeal as an employer and - Profitability of the investments. <p>Over the course of 2011, targets and measures for all other areas of action were formulated. These included:</p> <ul style="list-style-type: none"> - Air quality, - Nature and resource conservation - Retaining jobs and expanding employment, - Health and safety. <p>A comprehensive overview of all the issues including the associated targets and measures is provided in the Sustainability Program on pages I to XII of the Sustainability Report 2011 (see section "Strategy and stakeholder engagement", p. 4).</p> <p>– Implementation in communication: The Sustainability Board of Fraport AG adopted the targets and measures at the end of 2011. The Sustainability Program is a key element of sustainability reporting. It allowed the interests of the stakeholders to be integrated in reporting.</p>				
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STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

G3 DMA	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation	To be reported in
DMA EC	Disclosure on Management Approach EC		<p>Targets and performance: We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the area of action "Profitability of investments". See also Sustainability Program in the Sustainability Report 2011 for more information, p. XI.</p> <p>Policy: Alongside our function of providing transport, the interest of our owners is safeguarding value and income over the long term, i.e. sustainable corporate development. We want to continuously increase the assets of Fraport, generate a reasonable return on the equity capital and generate the financial means that are necessary for the financing future development. Target attainment is measured by various indicators such as value added, ROFRA (Return on Fraport Assets), sales and earnings. Fraport has been planning and controlling the development of the Group based on the principles of value-based management since 2001 with the objective of bringing about a sustainable increase in corporate value. Key measurement and control parameters of this strategy include "Fraport Value Added", which is calculated as the difference between the Cost of Capital for the company (Fraport Assets x Weighted Average Cost of Capital) and EBIT (Earnings Before Interest and Taxes) (for further information see section "For our owners", p. 37).</p> <p>Organizational responsibility: The highest level in the organization, which takes responsibility for the economic performance, is the Chief Financial officer (CFO).</p> <p>Context/Opportunities and risks: The Fraport Group has a comprehensive Risk Management System. This ensures that material risks are identified, continuously monitored and delimited within the framework of the existing options available to an acceptable level (see Annual Report 2011 – Opportunity and Risk Report, p. 69ff).</p>				
Aspects	Economic performance	Fully	<p>Information on the economic performance of the Group: Section "For our owners", p. 37, paragraph 4 und 5; http://www.fraport.com/content/fraport-ag/en/investor_relations/the_fraport_share.html; Indicators and facts - Finance, p. 2 - 6</p> <p>The subsection "Business development 2011" in the Management Report of the Annual Report 2011 comprises the information about the business development in the 2011 (see Annual Report 2011, section Business Development, p. 50ff). Information on the opportunities and risks for the company is provided in the Opportunity and Risk Report of the Annual Report 2011, p. 71ff.</p>				
	Market presence	Fully	Fraport AG operates on four continents as a full-service provider in airport management through investments and subsidiary companies (see "Profile", inside flap; http://www.fraport.com/content/fraport-ag/en/company/fraport_worldwide.html)				
	Indirect Economic Impacts _{COMM}	Fully	<p>The airport is an important economic factor for the Rhine-Main Region. Thanks to its central location and the link with the airport, this region has been transformed into one of the most dynamic and most highly integrated international economic zones in Europe. Our economic value added benefits the various stakeholder groups in the company, for example employees and shareholders. It is therefore a good benchmark for the community benefit of our business activities. 65 % of our value added and the biggest share goes to our employees in the form of wages, salaries and social benefits, around 10 % each goes to our lenders and shareholders in the form of interest and dividends respectively. We support a wide variety of sports, social, cultural and ecological activities in the area surrounding Frankfurt Airport (see section "For the community", p. 34, Indicators and facts – Finance – Value added, p. 3).</p> <p>Our employees and our Group companies abroad make an important contribution, generally in social activities to their local communities. Our Bulgarian subsidiary company Twin Star has developed a donation guideline which focuses on support for several aid organizations for orphan children, disabled children and young people.</p> <p>The Peruvian operating company LAP of Lima Airport decided to pool all its efforts in 2011 and support the Westnill nursery through sponsoring personal commitment by management and members of staff. The focus is on bearing the schooling costs for some of the children. They originate from two of the poorest parts of the city of Lima and in the nursery they receive a preschool education which paves the way for gaining a good education at school. The LAP commitment for 2012 has already been planned. Construction and maintenance measures are planned at the nursery facilities as well as medical examinations for the children.</p> <p>In Antalya, our subsidiary company ICF Airports donated more than 850 000 euros for social, cultural and community purposes in 2011.</p>	Reporting on airport services in regions where the operation tends to be directed toward public rather than economic interests is not relevant for Frankfurt.	Not material	Reporting on airport services in regions where the operation tends to be directed toward public rather than economic interests is not relevant for Frankfurt.	
DMA EN	Disclosure on Management Approach EN		<p>Targets and performance: see Sustainability Report 2011, Sustainability Program, p. VII ff., Environment</p> <p>Policy: see Environmental Statement 2011, Section "Environmental policy", p. 9. Link: http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/jcr:content/file/Environmental%20Statement%202011.pdf</p> <p>Organizational responsibility: The highest level in the organization, which bears responsibility for environmental aspects, is the Executive Director Labor Relations.</p> <p>Training courses and awareness measures: The Central Unit Personnel Services (PSL) is responsible for training and further training of employees, environmental auditors and managers on environmental issues. This unit also carried out the statutory training courses in the area of hazardous goods transport and radiation protection. See Environmental Statement 2011, Environmental policy p. 9. Link: http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/jcr:content/file/Environmental%20Statement%202011.pdf</p> <p>Monitoring and tracking: Since 1999, Fraport at Frankfurt Airport has been regularly validated in conformity with EMAS. Since 2002 it has also been certified in conformity with ISO 14001. Furthermore, the majority shareholdings with relevant environment impacts (FCS, N'ICE) at Frankfurt Airport have been validated in conformity with EMAS. Lima Airport and the terminal operation in Antalya have been certified in conformity with ISO 14001. Varna and Burgas Airports have introduced environmental management systems.</p>				
Aspects	Materials	Fully	<p>Our comprehensive environmental management encompasses the aspect resource conservation. Since 1999, environmental management at Frankfurt Airport has been validated in conformity with the EMAS European Eco-Audit Directive (Eco-Management and Audit Scheme). Our airport was the second in Germany to open its doors to the critical scrutiny of independent experts – and this validation process has been repeated each year. Since 2002, we have also received certification under the international environmental standard ISO 14001* For further information see Environmental Statement 2011, Environmental policy of the Fraport Group, p. 9. Link: http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/jcr:content/file/Environmental%20Statement%202011.pdf Other materials used can be found under "EN3 Direct energy consumption", "EN6 Total water consumption" and A06 "Airfield surfaces and deicing agents", Indicators and facts – Environment, p. 7 - 14</p>				
	Energy _{COMM}	Fully	<p>Our comprehensive environmental management encompasses the area energy efficiency. Since 1999, environmental management at Frankfurt Airport has been validated in conformity with the EMAS European Eco-Audit Directive (Eco-Management and Audit Scheme). Our airport was the second in Germany to open its doors to the critical scrutiny of independent experts – and this validation process has been repeated each year. Since 2002, we have also received certification under the international environmental standard ISO 14001. For further information see Environmental Statement 2011, Environmental policy of the Fraport Group, p. 9. Link: http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/jcr:content/file/Environmental%20Statement%202011.pdf Measures are described in the Sustainability Report 2011, section "For our environment", Climate protection, p. 23ff. and in the Sustainability Program, Environment, Climate protection, p. VII.</p>				
	Water _{COMM}	Fully	<p>Our comprehensive environmental management encompasses the area energy efficiency. Since 1999, environmental management at Frankfurt Airport has been validated in conformity with the EMAS European Eco-Audit Directive (Eco-Management and Audit Scheme). Our airport was the second in Germany to open its doors to the critical scrutiny of independent experts – and this validation process has been repeated each year. For further information see Environmental Statement 2011, Environmental policy of the Fraport Group, p. 9. Link: http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/jcr:content/file/Environmental%20Statement%202011.pdf Measures are described in the Sustainability Report 2011, For our environment, Conservation of nature and resources, p. 29 and in the Sustainability Program, Environment, Conservation of nature and resources, p. IX. Indicators are presented under A04 "Quality of the precipitation water", which can be found in Indicators and facts - Environment, p. 9.</p> <p>Fraport treats precipitation water to provide service water. Fraport operates two rainwater treatment plants which are located on the site of CargoCity South and in Terminal 2. When rainfall is low, treated water from the River Main is fed into the system. The service water is conducted along separate supply networks into the areas sprinkler systems, WC flushing and watering of landscaped areas. There is a complete service-water supply system in CargoCity South. In the north of the airport, Terminals 1 and 2 are supplied with service water. The supply of service water in Terminal 1 and the neighboring office buildings are currently still undergoing expansion.</p>				
	Biodiversity _{COMM}	Fully	<p>Our comprehensive environmental management encompasses the aspect biodiversity. Since 1999, environmental management at Frankfurt Airport has been validated in conformity with the EMAS European Eco-Audit Directive (Eco-Management and Audit Scheme). Our airport was the second in Germany to open its doors to the critical scrutiny of independent experts – and this validation process has been repeated each year. Since 2002, we have also received certification under the international environmental standard ISO 14001.</p> <p>Fraport has a "Wildlife Management" system. Collisions with large and heavy birds or flocks of birds are a particular hazard for aircraft. Since approximately 90 % of bird strikes occur near airports, the aircraft operator has an obligation to minimize this risk. Contrary to the situation at other international airports, Frankfurt does not focus on driving birds away but relies on a special system of biotope management. The objective is to structure the airport site and its environment such that birds are not attracted there in the first place and opportunities for breeding, resting and feeding are avoided in the first place. A Wildlife Control Manual regulates measures, responsibilities and information pathways which are primarily directed toward reducing the potential risk of bird strike. A Bird Strike Officer has been appointed specifically dedicated to the issue of bird strike at the airport. "Bird Control" is operated throughout the day on the airport site and in the area surrounding the airport. The functions of Bird Control include regular bird surveys and documentation of the results, general monitoring of airport site to identify any occurrences of birds relevant to aircraft safety and bird clearance. Management of landscaped areas plays a key role here. When species of shrub and tree and being selected, species attractive to birds, in particular those bearing berries are prohibited. Cultivation of long grasses (standard species height at least 20 cm) is a basic specification for grassland areas throughout the apron area to avoid attracting birds that breed on the ground. Areas of water that are permanently open are not allowed throughout the aircraft site and large areas that become covered in water have to be cleared. The Bird Strike Office from Fraport provides advice to the airport investments and help to implement Wildlife Management systems there.</p>				
	Emissions, effluents and waste _{COMM}	Fully	<p>At Fraport AG, the waste is disposed of by a Waste Management Department with specific responsibility for this. The emissions are recorded in an Environmental Department in the operating section Flight and Terminal Management. The operational management of waste is based with Retail and Leasing Management. Our environmental management comprises the aspects emissions, wastewater and waste. For further information see Environmental Statement 2011, Organizational chart, p. 6 - 7, Air quality, p. 25 - 27, wastewater p. 33 - 35, waste p. 40 - 41. Link: http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/jcr:content/file/Environmental%20Statement%202011.pdf. Since 1999, environmental management at Frankfurt Airport has been validated in conformity with the EMAS European Eco-Audit Directive (Eco-Management and Audit Scheme). Our airport was the second in Germany to open its doors to the critical scrutiny of independent experts – and this validation process has been repeated each year. Since 2002, we have also received certification under the international environmental standard ISO 14001. The guiding principle of Fraport waste management is to recycle unavoidable waste as much as possible. Frankfurt Airport separates waste including paper, glass, packaging waste (DSD green-dot waste) and residual waste. The collected waste is either fed into advanced sorting systems where any contaminants are separated out and the recyclable materials are then conveyed to the recycling plant or the recently modernized waste incineration power plant operated by the City of Frankfurt. The steam generated here by the combustion is used for the production of electricity and district heating.</p> <p>The hazardous waste created at Fraport is collected separately and channeled away for recycling as far as possible. If there are no options for recycling, this waste is disposed of professionally in a suitable incineration plant or disposed of by chemical and physical means in a treatment plant. This also applies to material that has been confiscated in security. The statutory regulations are strictly applied to the waste imported on international flights. The precipitation water falling in winter is contaminated with biologically degradable deicing agents for the aircraft and airfield surfaces when snow falls or frost occurs. In future, precipitation water at Frankfurt Airport with a Chemical Oxygen Demand (COD) of 200 mg of oxygen per liter will be retained and treated in water-treatment plants. For further information on the reduction of emissions, wastewater and waste see the Sustainability Program in the Sustainability Report 2011, p. IX.</p>				
	Products & Services	Fully	<p>Our commitment to protection of the environment and environmental compatibility is directed toward preserving the natural conditions necessary for the maintenance of life. The focus of our actions is provided by measures to avoid, reduce and mitigate environmental impacts that arise or could arise as a result of the operation of the airport. Our environmental management is focused on the areas of noise abatement, climate protection, and biodiversity. We have defined strategic goals in our Sustainability Program (see Sustainability Report 2011, Sustainability Program, p. VII ff.) and we pursue them with a range of different measures and projects, for example for climate protection (see section "For our environment", Climate protection, p. 23 ff.), with our biodiversity strategy (under http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/jcr:content/file/Environmental%20Statement%202011.pdf) and within the scope of our global environmental management (see Environmental Statement 2011, p. 6. Link: http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/jcr:content/file/Environmental%20Statement%202011.pdf). We are also continuing our efforts to avoid aircraft noise.</p>				
	Compliance	Fully	<p>Compliance is part of our environmental management at Frankfurt Airport and this is validated in conformity with the EMAS European Eco-Audit Directive (Eco-Management and Audit Scheme). Our airport was the second in Germany to open its doors to the critical scrutiny of independent experts – and this validation has been repeated each year. Since 2002, we have also received certification under the international environmental standard ISO 14001.</p> <p>For compliance management see section "Sustainability Management and Corporate Compliance" p. 39 - 40. In particular the subsections on the Compliance Management System (p. 39), and the Integrated Management System (p. 40).</p>				

	Transport ^{COMM}	Fully	Intermodal traffic links generate additional traffic volume in competition with competing aircraft: The link to the high-speed rail network increases the catchment area compared with airports without a long-distance railway station. It enhances the hub function, increases passenger numbers and generates important competitive advantages for us. At the same time, the transfer from flight to rail traffic facilitates partial easing of capacity for air traffic. This means that slots (time windows for take-offs and landings) of short-haul flights, which have been transferred to rail, can be released for urgently needed European and intercontinental flights. The strategic networking of the airport with other carriers, also called intermodality, has a long track record extending back to the 1970s. At that time, the first underground station at a German airport was opened under the newly constructed Terminal 1 – today this is the airport regional station. When the AIRail Terminal was opened in 1999, the link was opened to the national and international long-distance rail network. The share of ICE traffic of total traffic for the passengers travelling to and from the airport rose by 3 percent in 1999 to nearly 20 percent in 2011. The share of total public transport was 23.6 percent in 1999, 25 percent of original passengers used rail transport to travel to and from the airport in 2011 (regional trains, regional express, ICE, IC, long-distance trains). If other public carriers are included, the share was 41 %. The environmental program of Fraport AG in 2008 projected a target value of 38.9 % for the year 2020. This target has therefore already been attained (see Environmental declaration 2011, p.23 ff. under http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/cr.content.file/Environmental%20Statement%202011.pdf). Statistics for intermodality are included in Indicators and facts – Environment, p. 14.			
	Inter-modality	Fully	Information on intermodality was reported under the previous aspect "Transport". Fraport is working to make the airport accessible to as many passengers and employees as possible with public transport by networking with other carriers – also known as intermodality. We are working very closely with other carriers to achieve this objective. For example, in 2011 35 % of all passengers used the train to travel to and from the airport. If all public transport is included, the share was 41 %. The challenge is to retain this value despite the growing volume of passengers. Fraport employees are motivated to use public transport with the Job Ticket provided free of charge. This package was taken up by 32 % of the workforce in 2011. We are also optimizing the airfreight logistics chain at Cargo City from ecological and commercial perspectives and transfer of the airfreight feeder service from road to rail is also a priority. This is because the delivery and collection of airfreight is rising with increasing volumes – particularly using road-based transport. Handling the traffic volumes in and around the airport efficiently with minimum environmental impact means that all processes need to be increasingly coordinated between all the players involved – cargo lines, freight forwarders, handling agents, customs, etc. Fraport has also launched a pilot project with a number of partners directed toward developing an IT-based Cargo Community System. In 2011, the transport flows were analyzed with a view to potential for optimization and the pilot project with full routine, everyday operation was started up at the beginning of 2012. (see Environmental Statement 2011, p.23 ff. under http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/cr.content.file/Environmental%20Statement%202011.pdf). Statistics on intermodality are included in Indicators and facts – Environment - Transport, p. 14.			
	Overall	Fully	The success of our company is measured by a number of factors including how we comply with our environmental responsibility in the air-traffic industry. This is why protecting the environment and the environmental compatibility of our activities are top priorities for us. The focus of our actions is provided by measures to avoid, reduce and mitigate environmental impacts that arise or could arise as a result of the operation of the airport. The Executive Board of Fraport AG adopted an environmental policy for the entire Group in spring 2008. This policy is based on the principles of the UN Global Compact. The policy commits Fraport to take an environmental approach in conducting its business activities at all the sites it operates. Fraport AG strives to protect the environment and guarantee safe and healthy working conditions for its employees. Our environmental management activities guarantee compliance with statutory legislation and regulations. It also fosters continuous progress on all environmental issues. As we strive to meet our responsibilities to the environment, we motivate our employees to take a responsible approach to natural resources at all our sites. Appropriate training measures support their actions. The long track record of experience enjoyed by Frankfurt Airport in environmental protection over many years provides a tangible benefit for all Group sites, for example in the form of training courses and technical support, including assistance on the ground. Our business model fosters a caring approach to environmental problems while also taking account of aspects such as the cost efficiency, economic feasibility and sustainability of our environmental programs. We work toward developing and disseminating environmental technologies by applying ecological criteria to the selection of products and services. We publish an annual Environmental Statement about our environmental activities and achievements. We make the Environmental Statement accessible to all our employees and other stakeholders. Our comprehensive system of environmental management focuses on the issues of aircraft noise, conservation of resources and energy efficiency, climate protection, local air quality, biodiversity, and water as waste management at the airport. Environmental management at Frankfurt Airport has been validated in conformity with the European Eco-Management and Audit Scheme (EMAS) since 1999. Our airport was the second in Germany to open its doors to the critical scrutiny of independent experts – and this validation process has been repeated each year. Since 2002, we have also received certification under the international environmental standard ISO 14001. The regular and comprehensive review expresses our conviction that an airport of our size can only be competitive and successful in the long term, if it transforms sustainable environmental policy into reality and makes this transparent in the public domain. (see Environmental Statement 2011 under http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/cr.content.file/Environmental%20Statement%202011.pdf). Targets and performance: s. Sustainability Report 2011, Sustainability Program, p. VII ff., Environment.			
	Noise	Fully	Fraport already introduced noise-related landing and take-off fees at Frankfurt Airport in 1993. In July, 2010, the noise components of airport charges were further differentiated. They now distinguish between twelve noise categories. This differentiation is particularly evident at night because an additional night surcharge is payable. Respective of whether the aircraft movement takes place in the marginal nighttime hours (22.00 – 22.59 and 05.00 – 05.59) or during the night core time (23.00 – 04.59). Additional high charges are intended to form an economic incentive for the deployment of quieter aircraft and to transfer aircraft movements from the nighttime period to the day. Within the framework of the active noise-abatement measures already taken before the opening of the new landing runway, new noise-abatement flight procedures have been tested since the beginning of 2011 for the region around the airport. The aim of active noise abatement is to reduce the noise directly at the source, to reduce the noise emission on the ground particularly for areas subject to particularly high levels of noise and to ensure improved distribution of noise impact. An initial package of measures comprised seven noise reducing procedures. Alongside continuous cooperation in the expert group "Active Noise Abatement", we took responsibility for the conceptual approach and implementation of two of the measures (Dedicated Runway Operation Procedure (DROps), raising the approach glide angle). Take-offs at night, at least between 23.00 and 04.59 in the morning should be pooled on specific take-off runways or departure routes such that minimum impact is caused for neighboring residents and noise breaks are created. This procedure has been discontinued since 31 October 2011. The reason for this is that Hessian Administrative Court prohibited the 17 planned flights between 23.00 in evening and 04.59 in the morning in the approval of the zoning plans with effect from this date. The Leipzig Federal Administrative Court is scheduled to render a decision on the admissibility of night flights in mid-March. The previous experiences with the Dedicated Runway Operation Procedure (DROps) have indicated that it can be implemented operationally without any significant difficulties. The increase in the glide angle of 0.2 degrees compared with the previous glide angle increases the distance to residential areas in the approach zone to the north-west runway and reduces the noise pollution. Fraport has installed the necessary instrument landing system at the north-west runway. The necessary licenses still have to be obtained and verifications have to be provided that the increased approach glide angle does not put safe operation at risk. Our objective is to put the increased glide angle into operation during the course of 2012. The measures for adjusting the approach system to fit the four-runway system were already implemented in March 2011. This involved the routes of the two downwind approaches being shifted and the changes in impacts emerged during the course of the year. Although when the new runway and the new southern fly-around routes started operating on 21 October the air traffic did not initially increase, there were significant increases in noise impact. At the end of October, the Transport Minister of the State of Hesse convened the Task Force for Flight Path Optimization at the Forum Airport and Region (FFR) as a result of the strong protests. The Task Force includes representatives of the Federal Bureau For Air Traffic Control (DFS), the airlines, the Aircraft Noise Committee and Fraport. The discussion was not simply about short-term measures. The DFS highlighted new procedures with reference to European and international activities which could have fundamental structural changes in airspace over the longer term with far-reaching consequences. The continuous ascent climb was also discussed, which is likely to come under more intense scrutiny in future under the name Continuous Climb Departure or Continuous Climb Operations. The complexity of the situation at Frankfurt Airport needs to be taken into account for all measures. Along the high traffic density in connection with the absolute priority of safety mean that each proposal has to be carefully reviewed and the interactions analyzed and evaluated in the context of the overall system. Any changes in Frankfurt must be analyzed in the context of harmonization of European airspace. The DFS is working closely together with the Benelux countries, France and Switzerland on this issue. However, apart from this the aim of Task Force 2012 is to adopt a package of immediate measures that will tangibly relieve the impact on the affected residents. Active noise abatement is supplemented by measures for passive noise abatement. On the basis of the Act for Protection against Aircraft Noise, the Hesse State Government enacted a Noise Abatement Zone Directive for Frankfurt Airport. This defines noise abatement zones which allow more than 86,000 households affected by aircraft noise to make claims for reimbursement and compensation for damages. Furthermore, Fraport had already announced that it was bringing forward the reimbursement of noise abatement expenses the households that were newly affected. We have been measuring aircraft noise around the airport for more than 40 years. Fraport currently maintains 28 measuring stations and three mobile measuring stations. Even before the new north-west runway started up operations in October 2011, the new measuring stations MP 14 Hochheim and MP 44 Frankfurt Lerchesberg had already started operating. The results of the aircraft noise measurement and further information about flight operations, such as route configuration or the use of the relevant operating direction of the take-off and landing runways, are published on the Internet at www.fraport.de . Fraport AG is supporting a noise study initiated by the Environment and Neighborhood House (UNH) and given academic support by the Darmstadt Eco Institute. This study will record the effects of noise pollution on health over an extended period of time. Apart from a comparison with the situation at a number of other airports, the noise pollution emitted from road and rail traffic will be included in the analysis. Further information on noise abatement is included in the Sustainability Report 2011, section "For the community": subsection "Noise abatement", p. 31 ff., and the Sustainability Program in the Sustainability Report 2011, p. X.			
DMA LA	Disclosure on Management Approach LA		Targets and performance: We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the area of action "Appeal as an employer", "Training and career development", "Occupational health and safety", "Retaining and creating jobs" and "Diversity". See also Sustainability Program in the Sustainability Report 2011 for more information, p. IV - VI. Policy: Fraport is one of the biggest employers in the Rhine-Main region. The company also has 16 sites on four continents. We are committed to ethical principles and values when we structure the relationship with our employees. Our entrepreneurial action should be in line with internationally acknowledged standards, guidelines, and principles, in particular the ILO core employment standards, the OECD principles for multinational companies, and the principles of the UN Global Compact. We require and promote responsible conduct at all Group sites where we have majority holdings. Our commitment to values and principles is complemented by a proactive approach to company co-determination. (see section "For our employees", p. 15, paragraph 1). Responsibility: The highest level in the organization, which bears responsibility for environmental aspects, is the Executive Director Labor Relations. Training courses and awareness measures: Each year, Occupational Safety joins forces with Health Management, Medical Services and the specialist operating areas to carry out a health campaign lasting several months. This campaign adopted the motto "Safety First" in 2011. The main goal is to provide employees with information on acting safely in their area of work. Information about the risks of having an accident in leisure time and at home is also part of the campaign. The issue of safety is also systematically pursued within the Group. For example, risk factors in the workplace environment were recorded at the Group Airports at Varna and Burgas in Bulgaria. A risk management program was derived from this survey and an action list was prepared for 2012. In 2011, a training exercise was carried out for supervisors in order to sensitize them to the risks. A program for increasing traffic safety was also implemented on the apron. (see section "For our employees": subsection "Occupational health and safety", p. 19 - 20). Monitoring and tracking: Section "For our employees": subsection "Appeal as an employer", p. 16, paragraph 6 and 7, p. 17, paragraph 1 Key opportunities and risks: The Fraport Group has a comprehensive Risk Management System. This ensures that material risks are identified, continuously monitored and delimited within the framework of the existing options available to an acceptable level (see Annual Report 2011 – Opportunity and Risk Report, p. 69ff).			
Aspects	Employment ^{COMM}	Fully	Fully Fraport is one of the biggest employers in the Rhine-Main region. The company also has 16 sites on four continents. We are committed to ethical principles and values when we structure the relationship with our employees. Our entrepreneurial action should be in line with internationally acknowledged standards, guidelines, and principles, in particular the ILO core employment standards, the OECD principles for multinational companies, and the principles of the UN Global Compact. We require and promote responsible conduct at all Group sites where we have majority holdings. Our commitment to values and principles is complemented by a proactive approach to company co-determination. (see section "For our employees", p. 15, paragraph 1). Fraport has no guiding principles and programs relating to recruitment of local personnel by local airport operators and contractors, measures for reducing the number of employees with access to the security areas of the airport and measures which demand the loyalty of employees to the immediate contractor.			
	Labor management relations ^{COMM}	Fully	Fraport has a long tradition as a company with a social perspective and a partner-centered approach. Our aim is not simply to be a big employer in quantitative terms. We also want to be just and fair by rewarding our employees for performance and commitment. This involves giving them fair wages and salaries, and a package of benefits that goes beyond pay. We offer a high level of job security, good working conditions based on collective psychosocial agreements, career and personal development options, and a highly developed corporate ethic defining the management style. The operations of Fraport AG and its subsidiary companies are primarily carried out with the companies own employees. 95 % of these are employed and paid under collective agreements. The risk of strikes that could lead to disruption of the operation of the airport is therefore extremely low. This also includes all areas relevant to security, such as security check points, airport security and operational safety. We are unable to exert any influence on other contractual partners or on the customers of our airports in relation to work satisfaction.			
	Occupational health and safety ^{COMM}	Fully	Fraport has defined the objective of looking after the physical, emotional, and psychosocial well-being of its employees by a range of comprehensive measures directed toward promoting preventive health and safety over the long term. Another function relates to developing holistic health concepts that are tailored to the specific needs of an aging workforce (see section "For our employees": subsection "Occupational health and safety", p. 19 - 21, http://w2.file.de/data/fraport_csr/igb_html/pdf/Massnahmen_Gesundheitsmanagement.pdf , http://www.fraport.com/content/fraport-ag/en/sustainability/social_responsibility/health_safety.html). Occupational noise and hazardous substances are defined as significant health and safety risks at Frankfurt Airport: Minimizing noise pollution for all employees working at the airport is a top priority for Fraport. The issue relates to noise at the parking positions, noise directly on the aircraft (workplace noise) and background noise during the course of routine handling operations. A noise register can be used to monitor noise pollution at each workplace. On the basis of the measured values, measures are derived on the basis of the agenda item principle, i.e. technical measures come first, followed by organizational measures and then personnel-related measures. Handling of hazardous substances by our employees – and by employees of third-party companies – is carried out in accordance with the Company Safety Directive and the Hazardous Substances Directive. In conformity with new regulations of the Hazardous Substances Directive and the Technical Regulations for Hazardous Substances (TRGS), the previous hazard analyses (hazardous substance data sheets) have been revised and adjusted to the statutory regulations. In 2011, Job Safety carried out 160 product assessments (also for third-party companies) and classifications. Five products were rejected with the indication of possible carcinogenic and environmental polluting properties. They were replaced by materials and products that did not have the hazardous properties. The assessments were based on the latest EC and occupational safety regulations. The responsibility assumed by Fraport for occupational safety is also clearly defined in connection with temporary staff. They have an equal priority alongside permanent employees when it comes to occupational safety and they undergo pass through a qualified induction phase at Fraport. The construction operations being carried out in the course of expansion of the airport require special protection measures in respect of occupational safety. Safety measures are agreed where Fraport cooperates with external construction companies. Causes of accident are jointly analyzed and investigated as well as exploring opportunities to prevent and avoid accidents (see section "For our employees": subsection "Occupational health and safety", p. 19).	Monitoring the accident rates in environments subject to explosion hazard and policies and practices to prevent exposure to infectious pandemic diseases are not relevant to Fraport.	Not material	Monitoring the accident rates in environments subject to explosion hazard and policies and practices to prevent exposure to infectious pandemic diseases are not relevant to Fraport.
	Training and education	Fully	See section "For our employees": subsection "Training and career development", p. 21, http://www.fraport.com/content/fraport-ag/en/jobs_career/professionals/personal_development.html			
	Diversity and equal opportunity	Fully	As a company with an international focus, Fraport values the diversity and individuality of its employees. Our approach to managing diversity makes the individuality of our employees an integral element of our human resource strategy and organizational development. The basis for this is the Group company agreement entitled "The Conduct of Partnership, Diversity and Equality at the Workplace". For further information see section "For our employees": subsection "Diversity", p. 17, paragraph 4 - 6. Diversity and combining career and family are central components of our employment policy. We are continually working to create a balance between the commercial interests of the Group and employees' individual life styles in the best possible way. Flexible working times within the framework of operational constraints, an employment policy based on partnership, and a broad range of training and career development packages also play a role, in common with a wide range of support packages designed to get the work-life balance right and enable people to combine a career with family life, such as our extensive childcare facilities.			
	Equal remuneration for women and men	Fully	In accordance with the collective agreement for public service workers, no gender-specific criteria may be taken into account when assessing activities. Criteria such as knowledge and skills, responsibility, level of difficulty of the activity or management responsibility must form the basis for assessment. Only the actual job is assessed and not the person who is carrying out the activity. A survey and analysis of structural data is being carried out over the medium term to review the actual salary data of female and male members of staff (see LA14 "Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation").			

DMA HR	Disclosure on Management Approach HR		<p>Targets and performance: We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the areas of action "Diversity" and "Procurement". See also Sustainability Program in the Sustainability Report 2011 for more information, p. V und XII.</p> <p>Policy: We are committed to ethical principles and values when we structure the relationship with our employees. Our entrepreneurial action should be in line with internationally acknowledged standards, guidelines, and principles, in particular the ILO core employment standards, the OECD principles for multinational companies, and the principles of the UN Global Compact. We require and promote responsible conduct at all Group sites where we have majority holdings. Our commitment to values and principles is complemented by a proactive approach to company co-determination. In 2009, we signed the Business Conduct Rules of the biggest European purchasing association, the German Association of Materials Management, Purchasing and Logistics (AMMPL) in order to firmly establish human rights in our investment and procurement practices. The guideline is based on the principles of the UN Global Compact and includes fundamental anti-corruption rules, antitrust agreements, rules on child labor and forced labor, and compliance with human rights, environmental protection and health promotion, and fair working conditions. The companies signing up to these guidelines have also made a commitment to promoting the "Business Conduct Rules" with their suppliers as far as possible. Fraport respects the cultural, ethical, social, political and legal diversity of all nations and communities. Our approach to managing diversity deliberately makes the individuality of our employees an integral part of our human resource strategy and organizational development. The basis for approach to our employees is the General Equal Opportunities Act (AGG).</p> <p>Key risks and opportunities/Impact Assessment: The Fraport Group has a comprehensive Risk Management System. This ensures that important risks are identified, continuously monitored and limited to an acceptable level within the scope of the opportunities available. The risk assessment is carried out taking the impacts of Fraport on the environment (Impact Assessment). See Annual Report 2011 – Opportunity and Risk Report, p. 69ff).</p> <p>Responsibility: The highest level in the organization, which bears responsibility for environmental aspects, is the Executive Director Labor Relations.</p> <p>Training courses and awareness measures: The managers of Level 1-4 and the employees in human resource services are regularly trained over the course of the year in relation to the General Equal Opportunities Act (AGG). During the period under review, no complaints were being pursued in relation to the AGG.</p> <p>Monitoring and tracking: Pursuant to responsible corporate governance, we have made a commitment at all Group sites to compliance with internationally recognized codes of conduct – the principles of the UN Global Compact, the OECD principles and the ILO core standards. The Integrated Management System of Fraport AG commits the participating member companies to undergo reviews on the basis of random samples in regular internal audits (internal auditors) and external audits (independent auditors). They are trained centrally by the Central Unit Sustainability Management in conformity with ISO 9001 standards. The planning of the internal and external audits is also the responsibility of the Sustainability Management. The audits are intended to ensure that all the participating companies and sections are regularly audited in accordance with the thematic areas to be audited and the statutory regulations or commitments that have been made</p>				
Aspects	Investment and procurement practices	Fully	In 2009, we signed the Business Conduct Rules of the biggest European purchasing association, the German Association of Materials Management, Purchasing and Logistics (AMMPL) in order to firmly establish human rights in our investment and procurement practices. The guideline is based on the principles of the UN Global Compact and includes fundamental anti-corruption rules, antitrust agreements, rules on child labor and forced labor, and compliance with human rights, environmental protection and health promotion, and fair working conditions (see section "Sustainability management and corporate compliance", p. 38 - 39).				
	Non-discrimination	Fully	Fraport respects the cultural, ethical, social, political and legal diversity of all nations and communities. Our approach to managing diversity deliberately makes the individuality of our employees an integral part of our human resource strategy and organizational development. The basis for this is the Group company agreement entitled "The Conduct of Partnership, Diversity and Equality at the workplace". This states that we uphold principles for anti-discrimination, equal opportunities, and a conduct of partnership, and that we are committed to diversity for future-oriented development of the business and motivated employees. The Officer for "Diversity and General Equal Opportunities" was created at Fraport AG in order to take account of the importance of this issue. The function of this officer is the strategic development of diversity management, its further conceptual development, providing the appropriate advice to the Executive Board and support to the divisions. The office is also responsible for dealing with complaints by employees relating to issues of discrimination, disadvantage and harassment based on the provisions of the General Equal Opportunities Act (see section "For our employees", subsection "Diversity", p. 17).				
	Freedom of association and collective bargaining	Fully	Fraport respects the basic right of freedom of association and the right to collective bargaining negotiations under national agreements. We also recognize the right to open cooperation in a spirit of mutual trust with democratically elected employee representative bodies directed toward a fair settlement of interests. 95 % of the employees in the Fraport Group are covered by collective pay agreements.				
	Child labor	Fully	The Fraport Group rejects any form of forced labor and is committed to the abolition of child labor. The minimum age permitting full-time employment in compliance with the relevant national regulations is observed within the Fraport Group.				
	Prevention of forced and compulsory labor ^{COMM}	Fully	The fundamental responsibility for combating human trafficking or smuggling of migrants is with the Federal Police. Fraport provides support here as far as possible, for example with making appropriate video analyses of security relevant video analyses available. Knowledge about matters relevant to security is exchanged in meetings held to ensure that all the organizations and authorities working on security issues provide mutual support. Before any data is exchanged, the relevant data protection officers are asked to review the data and approve the transfer. At the request of the government agencies, various security systems are in place depending on the infrastructure, processes and risks. One example is short-term identification blocks (10 minutes). This procedure prevents repeated use of an ID card at the gates. Where possible, employee transfers between Schengen and Non-Schengen zones are installed very close to border control posts. Clear guidelines and regulations on misuse of for all ID card holders are provided in the Airport Use Rules and the ID Card rules. These include withdrawal of ID cards / access authorizations.	The fundamental responsibility for combating human trafficking or smuggling of migrants is with the Federal Police and not with Fraport.	Not material	The fundamental responsibility for combating human trafficking or smuggling of migrants is with the Federal Police and not with Fraport	
	Security practices ^{COMM}	Fully	<p>The Air Security Act (LuftSiG) came into force in 2005 and regulates the checks carried out on air passengers and their baggage (Article 5). It also defines the security measures that have to be taken by airport operators (Article 6) and the airline companies (Article 9). The air security measures in accordance with Article 5 LuftSiG are the responsibility of the Federal Police. The police have appointed Fraport AG, FraSec GmbH and another service provider to carry out the air security checks. This primarily includes personal and hand-baggage checks, and the checks carried out on baggage checked in.</p> <p>The security obligations of the airport operator related to maintaining security and order on the site of the airport as a prerequisite for guaranteed the unimpeded operation workflows. The entire airport site must satisfy the defined safety standards. These are based on the requirements of the Air Security Act (LuftSiG) and the EU directives and are divided into the different areas for security purposes. The airport operator is responsible for carrying out pedestrian and vehicle access checks and to enforce checks on people and goods at access points to critical parts of the airport. Most recently, these include checking so-called airport deliveries (deliveries of goods into areas subject to security checks which are not used for onboard catering) and checks on taking prohibited items on board. This means that such operations have to be carried out in the security zones themselves. Fraport AG has commissioned FraSec GmbH to carry out all the checks. For purposes of carrying out the obligations incumbent on airport operators in accordance with Article 5 LuftSiG, Fraport AG is subject to the regulatory instructions of the Hessian Ministry for Economics, Transport, Urban and Regional Development as the responsible regulatory authority.</p> <p>Over the past two years, Fraport AG been participating in a task force made up of participants from data protection, product management, video and corporate security, and with the involvement of the Works Council. The purpose of this task force is to revise and further optimize the data protection concept for the deployment of video technology on the airport site. The new concept now provides even clearer specifications based on the relevant purpose and requirements under data-protection legislation to users and to internal installers relating to the installation, configuration and use of all video data. Furthermore, a new approval process has been established which is primarily based on the appointment of Video Officers by the areas deploying this technology. New requirements have been integrated by the authorities in this concept. These measures continue to ensure that the requirements for video monitoring are harmonized with the individual rights of passengers, visitors and employees.</p> <p>The use of 2D bar codes on boarding cards and the associated (partial) automation would theoretically render possible the storage of personal data in the systems of Fraport AG. However, this is not necessary for the operation of the airport. Therefore Fraport has been cooperating with customers and data protection to design and implement systems such that personal data are only displayed to the inspecting personnel for checking purposes, but are not stored or otherwise processed or used for any other purpose.</p> <p>In order to be in a position to guarantee safety at airports, one of the measures required is that personal access rights must be administered and checked. At Frankfurt, this is carried out using a new ID card administrative system and new access checking systems will be used in future for the gates and for all other access points to operational and security areas. Fraport AG has implemented organizational and technical measures directed toward the protection of data, in order to keep data secure again misuse. Alongside conclusion of an operating agreement to regulate the handling of data, all changes in use must be agreed with the Data Protection Officer and the Works Council. Accesses to the system are only permitted for a very limited group of people for a concretely defined function and these accesses are documented so that any misuse is excluded as far as possible but any misuse occurring can also be identified and tracked.</p> <p>As part of their activity as air security assistants, we alert our employees to the fact that they should always classify anything unconventional as dangerous. Naturally, this primarily affects dangerous items which must not be taken into the security zone or on board an airliner. However, unconventional also means that the authorities should be informed if, for example, a passenger is carrying several different passports with them. Finding this kind of information only affects checking individuals and / or hand baggage. When checked baggage is inspected in several stages, detecting this kind of occurrence through evaluation of the X-ray image tends to be classified as an accidental find, because the War Weapons Control Act and IATA regulations take precedence here.</p>				
	Indigenous rights	Fully	Fraport respects the rights of indigenous people. During the period under review, there were no incidents affecting the rights of indigenous people.				
	Assessment	Fully	We have made a commitment at all Group sites to compliance with internationally recognized codes of conduct – the principles of the UN Global Compact, the OECD principles and the ILO core standards. The Integrated Management System of Fraport AG commits the participating member companies to undergo reviews on the basis of random samples in regular internal (internal auditors) and external audits (independent auditors). They are trained centrally by the Central Unit Sustainability Management in conformity with ISO 9001 standards. The planning of the internal and external audits is also the responsibility of the Sustainability Management. The audits are intended to ensure that all the participating companies and sections are regularly audited in accordance with the thematic areas to be audited (statutory regulations, commitments that have been made) (see http://www.business-services.fraport.com/content/fraport_ag_business-services/en/integrated_managementsystemswithuecertification.html).				
	Remediation	Fully	During the period under review, no complaints were being pursued in relation to human rights which were submitted by formal, organizational complaints mechanisms (see HR11 "Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms."). For this reason, no improvements had to be made.				
DMA SO	Disclosure on Management Approach SO		<p>Targets and performance: We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the area of action "Noise abatement", "Air quality", "Compliance/Governance" and "Regional commitment". See also Sustainability Program in the Sustainability Report 2011 for more information, p. VII - X.</p> <p>Policy: The key field of action here is noise abatement, see section "For the community", p. 31.</p> <p>Responsibility: The highest level in the organization, which takes responsibility for the community aspects are the Chief Executive Officers.</p> <p>Training courses and awareness measures: A key area of action for Fraport is noise abatement. Fraport AG has an "Info Mobile" in order to engage in dialog with local residents. The "Info Mobile" travels around in the area of the airport. Fraport employees are able to act as ambassadors and take part in campaigns held in the region. The main focus of campaigns is on holding training courses which provide information on the issues noise, flight routes and noise abatement.</p> <p>Monitoring and tracking: A key area of action for Fraport is noise abatement. Various monitoring operations – aircraft noise monitoring, social monitoring and environmental monitoring – are carried out through the Environmental and Neighborhood House. Other information on monitoring can be found at www.forum-flughafen-region.de/monitoringbasisinformationen.</p> <p>Key opportunities and risks: The Fraport Group has a comprehensive Risk Management System. This ensures that material risks are identified, continuously monitored and delimited within the framework of the existing options available to an acceptable level (see Annual Report 2011 – Opportunity and Risk Report, p. 69ff).</p>				

Aspects	Local communities ^{COMM}	Fully	<p>Despite the higher volume of traffic at Frankfurt Airport, we are all committed to limiting the associated impacts on people and the environment. Before the expansion of the airport got under way, the Zoning Plan Procedure (an approval procedure under public law) examined a number of issues including the environmental compatibility. The results of this procedure can be found in the approval of the zoning plans (http://www.wirtschaft.hessen.de/ir/HMWV_L_Internet?uid=5625deb-9ee6-11d5-c67b-91921321b2c3), which was granted by the Hessian Ministry for Economics, Transport, Urban and Regional Development on 18 December 2007.</p> <p>The expansion of Frankfurt Airport by the new runway was preceded by a mediation procedure which was intended to contribute to and accompany the public debate about the necessity and the reasonableness of the future development of the airport. In May 1996, a start was made on discussing the future of the airport in an independent and open-ended mediation procedure. The mediation procedure lasted a total of 15 months.</p> <p>In 2008, the Forum Airport and Region was established by the Hessian State Government and the players on the air transport side Fraport, Deutsche Lufthansa, the Federal Bureau for Air Traffic Control (DFS) and BARIG, the German advocacy group for the airline companies in order to engage with the criticism expressed about the airport expansion expressed by the local residents, local authorities and other organizations, and include it in the planning process. The Forum pooled the dialog about the development of Frankfurt Airport and the cooperation in the region. The focuses of the Forum are the exchange of information with citizens, noise monitoring and development of noise abatement measures. Since 2009, the non-profit organization Gemeinnützige Umwelthaus GmbH established by the State of Hesse has run the Environmental and Neighborhood House (LNH) (http://www.forum-flughafen-region.de/umwelts) which has set new benchmarks for transparency and information. The Environmental and Neighborhood House aims to provide transparent and most importantly neutral information. Its most important objective is to continuously improve communication and cooperation between Frankfurt Airport, its users and residents. Furthermore, the Environmental and Neighborhood House also has the function of collating the various monitoring results – aircraft noise monitoring, environmental monitoring – and presenting them in a professional and neutral ways. You can find further information on monitoring activities under: http://www.forum-flughafen-region.de/monitoringbasisinformationen.</p> <p>Our airports in Bulgaria also have a comprehensive internal monitoring system. It monitors the following areas: noise, water, waste, storage systems and lines for fuels, oils, and chemicals, and flora and fauna.</p> <p>We also foster dialog with the region at our other international sites. One example is the Jorge Chavez International Airport Lima. This is regarded as a showcase airport in South America. Not least through the rapid growth, we bear a special social responsibility through our subsidiary company Lima Airport Partners (LAP) which extends beyond strengthening the regional economy and environmental protection. This responsibility also increasingly includes engaging with the social needs of the neighboring population and a strategic promotion of effective projects.</p>					
Corruption		Fully	<p>We expect the applicable legislation and regulations to be observed and require compliance in all aspects of the business. Our global actions are based on the relevant applicable framework conditions defined by statutory regulations. Introduction of the Values Management System in 2003 gave a clear indication of our aspirations for the values that Fraport AG would like to comply with when conducting its business. The economic concept of value and the moral concept of values are not contradictory within this conceptual framework. Economic success and moral convictions should not be contradictory, rather they are both conditions for sustainable corporate governance. Sustainability not only represents a declaration on taking responsibility for ecological and social issues but also represents the actions of an enterprise that wants to comply with the laws and regulations without any compromises as an accepted member of a community. Apart from continuous development of increasingly sophisticated controlling systems, we believe that clearly agreed and systematically implemented moral standards are required to meet these requirements. These are intended to serve a preventive function and provide our employees and business partners with clear guidelines for action. We expect the basic values of probity, integrity, trustworthiness, responsibility, transparency and fairness from ourselves and from our business partners. These basic values are binding for all our employees and at all levels of our company. We want an approach centered on values to be a fixed element of our corporate culture. Measures adopted to implement the Values Management System include numerous training and communication measures for different areas and target groups, sector-specific information and communication tools, discussion groups, brochures, online surveys with derivation of recommendations for action, and determination of changes, and intensive external and internal reporting. The dialog with our business partners on this matter covers inclusion of an anti-corruption clause in consultancy contracts, an integrity declaration in the supplementary contractual conditions for construction, architectural and engineering services, a procedural instruction on order embargo for contractors carrying out building work, delivering supplies and providing services, and an internet-based self-assessment system for suppliers. In 2011, we started to ask selected companies in the supply chain about the status of their compliance procedures with a Compliance Self-assessment (for further information see http://www.fraport.com/content/fraport-ag/en/Sustainability/sustainability-management/value-management.html).</p> <p>Since 2009, Fraport has had an electronic whistleblower system (BKMS) for recording and preventing conduct that is prejudicial to the interests of the company. Employees of Fraport AG, business partners and customers can use the certified electronic whistleblower system to submit information online relating to any perceived irregularities. Confidential information on corruption and business crime can be forwarded directly or anonymously worldwide and 24/7. The electronic whistleblower system guarantees the anonymity of the whistleblower on the system side. The facts in each report are subject to intensive analysis and scrutiny, and steps may be taken under employment law as necessary. When our investment in Lima was included in July 2011, the whistleblower system was implemented in the national language at all foreign investments where Fraport has a majority shareholding. An ombudswoman was appointed in December 2011. The key function of the ombudswoman (external lawyer) is to receive confidentially any information about criminal actions relating to the company, inadmissible business practices and infringements of rules at the expense of the company. The ombudswoman provides an additional contact partner outside the company for a whistleblower, who would not necessarily like to take his or her concerns to the internal offices responsible for such matters. The ombudswoman is subject to a lawyer's secrecy and therefore has an obligation of confidentiality. The ombudswoman uses her many years of professional legal experience to evaluate the incoming information she receives autonomously and independently, and to assess its relevance for the company. If she comes to the conclusion that there are grounds for suspicion that need to be investigated, she passes on the case to the responsible office at Fraport AG without revealing the identity of the whistleblower. If the whistleblower has consented to this course of action.</p> <p>The costs for the activity of the ombudswoman are borne by Fraport AG. Calls to the ombudswoman are also free of charge for the whistleblower.</p> <p>For more information see section "Sustainability management and corporate compliance", p. 39</p>					
Public policy		Fully	<p>Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups (see section "Strategy and stakeholder engagement", p. 6 - 7 and Stakeholder engagement Fraport AG).</p> <p>Fraport pursues its interests through membership of the trade organizations Task Force for Germany Commercial Airports (ADV, for further information see http://www.adv.aero/), Airports Council International (ACI for further information see http://www.airports.org) Europe and World. Fraport is also a founding member of the new Federation of the German Air Traffic Industry (BDL), which started work on 1 January 2011 (for further information see http://www.bdl.aero/). BDL focuses on the importance of air traffic as an economic factor for Germany and has defined its target as highlighting its contribution to safe mobility, climate and environmental protection. We are working together with the bodies there to propose positions on the issues of air traffic. They also include positions on projected legislation and political initiatives. Working with trade organizations is a top priority for Fraport. Involvement in the trade organizations promotes exchange of information and cooperation with other airports on current issues relating to traffic policy and sector specific matters. ADV focuses on Germany's importance as a traffic hub. ACI EUROPE and ACI WORLD address issues relating to European and international air traffic. In Europe, exchange of ideas between hub airports is particularly important because this enables common positions, strategies and initiatives for solutions to be agreed. Work with trade organizations involves a range of different specific issues (e.g. environmental policy, safety measures, passenger rights, infrastructure development, Single European Sky, etc.). The Fraport Executive Board plays an active role in the management bodies of the trade associations.</p>					
Anti-competitive behavior		Fully	<p>We expect the applicable legislation and regulations to be observed and require compliance in all aspects of the business. Our global actions are based on the relevant applicable framework conditions defined by statutory regulations. Introduction of the Values Management System in 2003 gave a clear indication of our aspirations for the values that Fraport AG would like to comply with when conducting its business. The economic concept of value and the moral concept of values are not contradictory within this conceptual framework. Economic success and moral convictions should not be contradictory, rather they are both conditions for sustainable corporate governance. Sustainability not only represents a declaration on taking responsibility for ecological and social issues but also represents the actions of an enterprise that wants to comply with the laws and regulations without any compromises as an accepted member of a community. Apart from continuous development of increasingly sophisticated controlling systems, we believe that clearly agreed and systematically implemented moral standards are required to meet these requirements. These are intended to serve a preventive function and provide our employees and business partners with clear guidelines for action. We expect the basic values of probity, integrity, trustworthiness, responsibility, transparency and fairness from ourselves and from our business partners. These basic values are binding for all our employees and at all levels of our company. We want an approach centered on values to be a fixed element of our corporate culture. Measures adopted to implement the Values Management System include numerous training and communication measures for different areas and target groups, sector-specific information and communication tools, discussion groups, brochures, online surveys with derivation of recommendations for action, and determination of changes, and intensive external and internal reporting. The dialog with our business partners on this matter covers inclusion of an anti-corruption clause in consultancy contracts, an integrity declaration in the supplementary contractual conditions for construction, architectural and engineering services, a procedural instruction on order embargo for contractors carrying out building work, delivering supplies and providing services, and an internet-based self-assessment system for suppliers. In 2011, we started to ask selected companies in the supply chain about the status of their compliance procedures with a Compliance Self-assessment (for further information see http://www.fraport.com/content/fraport-ag/en/Sustainability/sustainability-management/value-management.html).</p> <p>Since 2009, Fraport has had an electronic whistleblower system (BKMS) for recording and preventing conduct that is prejudicial to the interests of the company. Employees of Fraport AG, business partners and customers can use the certified electronic whistleblower system to submit information online relating to any perceived irregularities. Confidential information on corruption and business crime can be forwarded directly or anonymously worldwide and 24/7. The electronic whistleblower system guarantees the anonymity of the whistleblower on the system side. The facts in each report are subject to intensive analysis and scrutiny, and steps may be taken under employment law as necessary. When our investment in Lima was included in July 2011, the whistleblower system was implemented in the national language at all foreign investments where Fraport has a majority shareholding. An ombudswoman was appointed in December 2011. The key function of the ombudswoman (external lawyer) is to receive confidentially any information about criminal actions relating to the company, inadmissible business practices and infringements of rules at the expense of the company. The ombudswoman provides an additional contact partner outside the company for a whistleblower, who would not necessarily like to take his or her concerns to the internal offices responsible for such matters. The ombudswoman is subject to a lawyer's secrecy and therefore has an obligation of confidentiality. The ombudswoman uses her many years of professional legal experience to evaluate the incoming information she receives autonomously and independently, and to assess its relevance for the company. If she comes to the conclusion that there are grounds for suspicion that need to be investigated, she passes on the case to the responsible office at Fraport AG without revealing the identity of the whistleblower. If the whistleblower has consented to this course of action.</p> <p>The costs for the activity of the ombudswoman are borne by Fraport AG. Calls to the ombudswoman are also free of charge for the whistleblower.</p> <p>For more information see section "Sustainability management and corporate compliance", p. 39</p>					
Compliance		Fully	<p>The Supervisory Board of Fraport AG adopted the Corporate Governance Code of Fraport AG as early as 2002. The code describes the essential principles for the management and monitoring of the company and includes internationally and nationally recognized standards for goods and responsible corporate conduct. The Fraport Code also includes the essential rights of the shareholders who provide the company with the necessary equity capital and bear the entrepreneurial risk. The Fraport Code is firmly based on the German Corporate Governance Code and is regularly reviewed and revised to meet the recommendations and ideas of the government committee. The last revision was carried out on 27 September 2010. On behalf of and acting for the Supervisory Board, the Executive Board of Fraport AG submits a declaration on corporate governance pursuant to Article 289a German Commercial Code (HGB) and publishes it in the Annual Report. The Annual Report also contains the detailed Corporate Governance Report of the company and the report of the Supervisory Board together with other statements on corporate governance (for further information see http://www.fraport.com/content/fraport-ag/en/investor_relations/corporate_governance.html).</p>					
DMA PR	Disclosure on Management Approach PR		<p>Targets and performance: We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the area of action "Safety in air traffic" and "Customer satisfaction". See also Sustainability Program in the Sustainability Report 2011 for more information, p. II - III.</p> <p>Policy: We always focus on the responsibility for our product when analyzing all the development options and growth plans. The obligation to our customers, the community and the environment does not come to an end when we complete a new terminal, build a new runway or the passenger goes through the gate and gets onto a plane. Our quality-management and control systems, security management and many of our services are directed toward ensuring that airlines, passengers, lessees or visitors can look back on an enjoyable and streamlined stay in the environment of Frankfurt Airport at the end of the day. Fraport is pursuing the objective with the project "Great to have you here!" of making Frankfurt Airport even more attractive to transit passengers and ensuring that all passengers have an enjoyable travel experience.</p> <p>Safety is the key condition for air traffic. This principle applies equally to passenger traffic and airfreight. This is why security management has always been a top priority at Fraport. The processes relevant to safety are continually being reviewed and the employees deployed by us are constantly undergoing training. We have also implemented a security management system.</p> <p>However, the restrictions for passengers, employees and suppliers resulting from the necessary checks need to be limited as much as possible so that the airport continues to operate as smoothly as possible. We tackle these and other factors that are important for our customers – passengers and airlines, lessees and concessionaires – under the challenge of "customer satisfaction". It is one of the central success factors for the future capability of an airport (for further information see section "For our customers", subsection "Customer satisfaction", p. 12 - 13).</p> <p>Responsibility: The highest level in the organization, which takes responsibility for the community aspects are the Chief Executive Officers.</p> <p>Training course and awareness measures: In order to ensure adequate preparation for emergencies, a range of different emergency exercises are regularly carried out at Frankfurt Airport, for example •Planned exercises •Firefighting and rescue exercises •Exercises for informing relatives, affected airlines, media and the general public •Exercises providing initial counseling for uninjured survivors of an accident, their relatives and people giving assistance. Alongside smaller exercises, e.g. evacuation of persons from the Skyline, a full exercise is carried out at the airport every two years in accordance with statutory regulations and the international ICAO guidelines. This major exercise involves practicing complex emergencies. The primary focus is on effective cooperation between internal and external emergency services. The Fraport Operating Instructions for Emergencies (BA-NOT) form the basis for planning and coordinating these exercises. The exercise scenarios are planned and carried out as near to reality as possible, in order to ensure that all the parameters contained in the alarm plan are reviewed - the functionality and effectiveness of organizational, personnel and material precautions, as well as the qualifications of the emergency and support personnel. Special training and further training courses are held for employees at the Emergency Information Center and in Special Assistance Teams (SAT) (see http://www.fraport.com/content/fraport-ag/en/products_services/airport_and_aviationsecurity.html).</p> <p>Monitoring and tracking: The ongoing economic success of our company depends on the satisfaction of our customers and employees. Competitive prices, quality of services and the security of procedures and workflows are key factors for this. Fraport has introduced an Integrated Management System to guarantee a process of continuous improvement for customer satisfaction. This serves as a platform for maintaining and developing a legally compliant and process-oriented organization and is intended to assist in implementing the vision and goals (value added, strong performance and sustainability) of our company. Fraport AG ranks among the leaders in the airport-management sector with an Integrated Management System certified by the German Technical Inspectorate (TÜV). This certificate confirms the quality of our services and the dependability and customer-centric approach of our company. You can access further information on the Integrated Management System at Fraport AG in our Management System Manual (for further information see http://www.business-services.fraport.de/content/fraport_ag_business-services/semisc/binner/managementsystemhandbuch02082011/jcr:content.file0_MSD_8%201_Internet_2.9.2011.pdf) - including our company-wide minimum requirements for the fields of action covering quality, occupational health and safety, environmental protection, and values management.</p> <p>Key opportunities and risks: The Fraport Group has a comprehensive Risk Management System. This ensures that material risks are identified, continuously monitored and delimited within the framework of the existing options available to an acceptable level (see Annual Report – Opportunity and Risk Report, p. 69ff).</p>					

Aspects	Customer health and safety	Fully	<p>The key issue for air traffic above all others is safety (see section "Strategy and stakeholder engagement", p. 4). We want to retain the high standard of safety at Frankfurt Airport. A continuous review of all processes governing safety, training of personnel deployed and a safety management system enable us to make a significant contribution to safety. Increasingly advanced technologies and more and more personnel are being deployed to guarantee the security of passengers, baggage and cargo. (see section "For our customers": subsection "Safety in air traffic", page 11 - 12).</p> <p>One of our key areas of action is noise abatement (see section "Strategy and stakeholder engagement", p. 4 - 6). Aircraft noise is a key issue for residents in the communities near Frankfurt Airport – and one that engages the emotions. We have been measuring aircraft noise around the airport for more than 40 years. The undoubted negative impact for many airport neighbors is our motivation to continue our efforts to avoid and reduce aircraft noise. This is all the more critical since the traffic volume will increase with expansion of the airport and the new north-west runway. Active noise abatement is an effective tool for reducing the negative impacts experienced by neighbors of the airport from aircraft noise (see section "For the community", p. 32). The first package of measures was submitted by the Expert Committee on Active Noise Abatement within the framework of the Forum Airport and Region in summer of 2010. The effectiveness of the measures is reviewed on the basis of the Frankfurt Noise Index. Other programs and procedures relating to negative noise impacts in the region are noise monitoring, active noise abatement on the ground, noise-related airport charges, the noise impact study and the passive noise abatement program (see section "For the community": subsection "Noise abatement", 32 - 34).</p> <p>A Bird Strike Management system is in place in order to prevent the risk of bird strike at Frankfurt Airport and at the Group airports. A Wildlife Control Manual regulates measures, responsibilities and information pathways which are primarily directed toward reducing the potential risk of bird strike. A Bird Strike Officer has been appointed specifically dedicated to the issue of bird strike at the airport. Bird Control is operated throughout the day on the airport site and in the area surrounding the airport. Bird Control at Frankfurt Airport was extended to include the aircraft-movement area at the north-west runway and applies throughout the airport site and the area surrounding the airport. The functions of Bird Control include regular bird surveys and documentation of the results, general monitoring of airport site to identify any occurrences of birds relevant to aircraft safety and bird clearance. Management of landscaped areas plays a key role here. When species of shrub and tree and being selected, species attractive to birds, in particular those bearing berries are prohibited. Cultivation of long grasses (standard species height at least 20 cm) is a basic specification for grassland areas throughout the apron area to avoid attracting birds that breed on the ground. Areas of water that are permanently open are not allowed throughout the aircraft site and large areas that become covered in water have to be cleared.</p>					
	Product and service labelling	Fully	<p>The ongoing economic success of our company depends on the satisfaction of our customers and employees. Competitive prices, quality of services and the security of procedures and workflows are key factors for this. Fraport has introduced an Integrated Management System to guarantee a process of continuous improvement for customer satisfaction. This serves as a platform for maintaining and developing a legally compliant and process-oriented organization and is intended to assist in implementing the vision and goals (value added, strong performance and sustainability) of our company. Fraport AG ranks among the leaders in the airport-management sector with an Integrated Management System certified by the German Technical Inspectorate (TÜV). This certificate confirms the quality of our services and the dependability and customer-centric approach of our company. You can access further information on the Integrated Management System at Fraport AG in our Management System Manual (see http://www.business-services.fraport.de/content/fraport_ag_business-services/de/misc/binaer/managementsystemhandbuch02092011/jcr:content/file0_MSD_8%201_Internet_2.9.2011.pdf) - including our company-wide minimum requirements for the fields of action covering quality, occupational health and safety, environmental protection, and values management.</p> <p>Numerous international and national guidelines and laws regulate air traffic. The Airport Users Directive is also applicable (see http://www.business-services.fraport.com/content/fraport_ag_business-services/en/misc/binaer/5-1-1-airport-user-regulations/jcr:content/file/5.1.1%20Airport-User-Regulations-11-2011.pdf). The EU "Rights of Passengers" directive is also applicable (see http://www.eu-info.de/statistik/commonfiles/view/1294/Amesblatt_Fluggastrechte_04.pdf). Fundamental principles are also defined in extensive ICAO regulations governing air traffic and ground handling services (see http://www.icao.int/). The Air Security Act came into force in 2005 and regulates the checks carried out on air passengers and their baggage (Article 5). It also defines the security measures that have to be taken by airport operators and the airline companies (Article 8-9).</p> <p>The organizational responsibility for a management system that is intended to guarantee compliance with statutory regulations is with the central unit "Sustainability Management and Corporate Compliance". In 2011, we started to implement an integrated system for compliance management, risk management and the Internal Controlling System. The preventive character of the Values Management System successfully introduced in 2003 is supplemented by the more comprehensive Compliance Management System (CMS). The further development of the CMS is based on the new auditing standard promulgated by the Institute of German Auditors (Institut der Deutschen Wirtschaftsprüfer, IDW) PS 980, which defines the conditions for an appropriate framework document and provides the necessary fundamental elements. Over the course of 2012, the further development of the CMS at Fraport AG will be completed. This will be followed by gradual implementation in the most important Group companies (see section "Sustainability Management and Corporate Compliance", p. 39).</p> <p>We carry out monthly passenger satisfaction surveys. These are supplemented every quarter by comparative values from other airports, the "Airport Service Quality Index" (ASQ), an initiative of the Airport Council International (ACI). This was the first time that Frankfurt Airport had improved its ranking by several places in the quarterly survey of passenger satisfaction data where our main competitors are included. Once a year we also receive the satisfaction report from Skytrax.</p> <p>Fraport also has a comprehensive feedback and complaints system so that our customers can tell us about their experiences. We are totally accessible to our customers. They can contact us by email, phone, letter, in person, or using our feedback terminals. The aim is to ensure that every complaint is answered within the space of one week. And at least 20 % of complaints should be answered by means of a personal phone call. In 2011, 3,280 complaints were received. Nearly one quarter of them concerned safety procedures. This is 592 complaints fewer than in the previous year. The complaints are dealt with by the relevant departments and provide ideas for improvements (for further information see section "For our customers": subsection "Customer satisfaction", p. 13).</p> <p>We are also in continuous dialog with our business customers and partners. Our monthly customer advisory councils and quarterly taskforces meet with the airlines on a monthly or quarterly basis in an ongoing process of dialog within a structured schedule and framework. Additionally, numerous ad-hoc meetings take place to discuss specific subject areas. We also have a continual exchange of ideas with government agencies.</p>					
	Marketing communications	Fully	<p>Fraport is committed to self-regulation on advertising when making promotional statements and complies with the regulations laid down by the German Advertising Council. Accordingly, Fraport avoids any form of discrimination, anticompetitive behavior and misrepresentation in the advertising material it publishes. Fraport takes particular account of the rules of conduct promulgated by the German Advertising Council for promotion with children and in front of them, and operates within the prevailing standards of convention, decency and morality.</p>					
	Customer privacy	Fully	<p>The ongoing economic success of our company depends on the satisfaction of our customers and employees. The security of procedures and workflows are key factors for this. Fraport has introduced an Integrated Management System to guarantee a process of continuous improvement for customer satisfaction. This serves as a platform for maintaining and developing a legally compliant and process-oriented organization and is intended to assist in implementing the vision and goals (value added, strong performance and sustainability) of our company. Fraport AG ranks among the leaders in the airport-management sector with an Integrated Management System certified by the German Technical Inspectorate (TÜV). This certificate confirms the quality of our services and the dependability and customer-centric approach of our company. You can access further information on the Integrated Management System at Fraport AG in our Management System Manual (see http://www.business-services.fraport.de/content/fraport_ag_business-services/de/misc/binaer/managementsystemhandbuch02092011/jcr:content/file0_MSD_8%201_Internet_2.9.2011.pdf).</p>					
	Compliance	Fully	<p>We interpret compliance to observing laws and internal rules. In 2011, we started to implement an integrated system for compliance management, risk management and the Internal Controlling System. The preventive character of the Values Management System successfully introduced in 2003 is supplemented by the more comprehensive Compliance Management System (CMS). The further development of the CMS is based on the new auditing standard promulgated by the Institute of German Auditors (Institut der Deutschen Wirtschaftsprüfer, IDW) PS 980, which defines the conditions for an appropriate framework document and provides the necessary fundamental elements. Over the course of 2012, the further development of the CMS at Fraport AG will be completed. This will be followed by gradual implementation in the most important Group companies.</p> <p>Fraport pursues an integrative, risk-based approach in developing solutions for more in-depth links between the subsystems Compliance Management, Risk Management and Internal Controlling System. This approach is based on the internationally recognized COSO II Framework. Fraport is looking to introduce a supporting IT Tool by the end of 2012. Networking of the individual subsystems in organizational terms will be guaranteed by the bodies Risk Management Committee and Compliance Board. The latter will formulate uniform specifications and will address concrete compliance incidents. The Compliance Board reports to the Executive Board which also regularly receives an overview of the material Group risks. The Executive Board uses this information to inform the Supervisory Board (see section "Sustainability Management and Corporate Compliance", p. 39).</p>					
	Business continuity and emergency preparedness	Fully	<p>Over the past year, the strategic business unit "Flight and Terminal Operation Corporate Security" was in the process of setting up a cross-departmental, new Business Continuity Management where emergency management is integrated and more in-depth plans are worked out. These plans are then put into action if the major incidents occur. Completion of the organizational preparations and commencement of work is projected for February 2012.</p> <p>Fraport AG currently already has an emergencymanagement system spanning all departments which was installed on the basis of the Operating Instructions for Emergencies (BA-NOT) and applies this for all emergency incidents. Each individual incident and the measures taken are documented. Apart from routine everyday business, winter services were a particular issue on the agenda last year. The crisis staff were also activated on this matter in our emergency center (ERIC - Emergency Response and Information Center). Stranded passengers were supported by by SAT Team (Special Assistance Team) on standby. These were volunteer employees of Fraport AG who act as first-aid counselors and as a care team.</p> <p>The emergency and crisis management comprises the following elements (see http://www.fraport.com/content/fraport-ag/en/products_services/airport_and_aviationsecurity.html):</p> <ul style="list-style-type: none"> Emergency planning Crisis care Emergency Response and Information Center (ERIC) Emergency Information Center (NIZ) Special Assistance Team (SAT) Emergency exercises Airport Fire Brigade Airport safety Security Control Center Medical Services <p>The Fraport Group has a comprehensive Risk Management System. This ensures that material risks are identified, continuously monitored and delimited within the framework of the existing options available to an acceptable level (see Annual Report 2011 – Opportunity and Risk Report, p. 69ff).</p> <p>The events which can impair the service quality at the airport include a breakdown of the Central Airport Information System (INFOplus) of the MACp access system. All the standard operating procedures intended to overcome any failure are defined in the Management Systems Manual of Fraport AG. A key element of these standard operating procedures is the deployment of personnel.</p>					
	Service quality	Fully	<p>The service quality is increased by the following tools:</p> <ol style="list-style-type: none"> 1. Fraport passenger survey (customer satisfaction section) <ul style="list-style-type: none"> • Each month more than 2,000 passengers are asked about their satisfaction with Frankfurt Airport overall and about their satisfaction with individual criteria (e.g. waiting time at the security checks or friendliness of employees at the information desks). The survey is carried out at the gates and is linked with the frequent flyer survey "Fraport Monitor". • Analysis: In each case, the proportions of passengers are evaluated for global satisfaction and the individual aspects which (on a scale where 1 is best and 6 is worst) selected one of the best assessment options (so-called "Top Box"). Example: The global satisfaction calculated on the basis of this method amounted overall to 77% in 2011, i.e. 77 out of 100 respondents gave a score of 1 or 2 to the item "How satisfied were you overall with Frankfurt Airport?". 2. ASQ (Airport Service Quality) Survey <ul style="list-style-type: none"> • ASQ is a passenger satisfaction study initiative by the international airports association ACI. Some 200 airports worldwide take part in this study. Passengers also have the option here assessing their overall satisfaction with the airport in the course of a survey in the gate area and with specific services at the airport. The survey is carried out in the form of a questionnaire. • Analysis: The trend of an individual airport's survey results are tracked over time and the relevant position of Frankfurt by comparison with comparable airports is also assessed. <p>We are also in continuous dialog with our business customers and partners. Our monthly customer advisory councils and quarterly taskforces meet with the airlines on a monthly or quarterly basis in an ongoing process of dialog within a structured schedule and framework. Additionally, numerous ad-hoc meetings take place to discuss specific subject areas. We also have a continual exchange of ideas with government agencies.</p>					
	Provision of services or facilities for persons with special needs	Fully	<p>FraCareServices GmbH is a subsidiary company of Fraport AG and Deutsche Lufthansa AG which is based at Frankfurt Airport. The core business is provision of assistance services pursuant to the Annex I of Directive I (EC) no. 1107/2006 for people with special needs and persons with restricted mobility at Frankfurt Airport. This service is the response by Fraport AG taking account of the EU Directive. Responsibility for providing assistance service services at the airport has been transferred by the airline companies to the airport operators in order to ensure a uniform quality standard for the assistance service to passengers with special needs and restricted mobility. FraCareServices GmbH has more than 400 specially trained employees an looks after the passengers requiring support in making their way to and from the aircraft (for more information see http://www.fracareservices.com/english/)</p>					

STANDARD DISCLOSURES PART III: Performance Indicators

Economic

Performance Indicator	Description	Reported	Cross-reference/Direct answer	Economic	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Economic performance								
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	Indicators and facts – Finance - EC1 Directly generated and distributed value, p. 2 – 3					
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	<p>Fraport AG has implemented a Management and Controlling System in order to identify risks for business activity at an early stage, assess the risks, monitor them continuously and take consistent actions. The system is directed toward limiting risks to an acceptable level within the scope of the options available. The Executive Board maintains a total overview of key Group risks and reports to the Supervisory Board on that basis. Extensive information on this area is provided in the Annual Reports and Interim Reports of Fraport AG.</p> <p>Physical risks at the airport associated with climate change are identified within the scope of EMAS (Eco-Management and Audit Scheme). The changes in weather conditions incurred by climate change, such as heavy rainfall and severe winds/storms could restrict capacities at the airport in certain cases.</p> <p>The shortage of resources entailed by climate change will be increasingly important for the efficiency of managing air traffic. Frankfurt Airport is a very efficient hub in many ways. One of the factors for efficiency is the high volume of air traffic that is managed in a comparatively small area. Among the hub airports with a comparable traffic volume, Frankfurt Airport ranks among the smallest and this is an important issue in relation to protection of biodiversity in an urban conurbation like the Rhine-Main Region</p> <p>Another efficiency benefit of air-traffic hubs like Frankfurt is seamless coordination of flight connections delivering numerous ecological advantages. Fewer point-to-point connections are required and this enhances capacity utilization of aircraft. More wide-bodied aircraft can be used and the balance between performance/emissions/noise is significantly better than in small aircraft. Another advantage is the possibility of combining passenger and airfreight transport. Around half of the airfreight in Frankfurt is transported as co-loaded freight on passenger flights. Continuous optimization of ground processes and the use of energy-saving equipment and vehicles also contribute to increasing efficiency.</p> <p>Fraport is joining forces with partners to develop Frankfurt Airport into "Frankfurt Airport City" – an outstanding mobility and real-estate location. Our real-estate and floor-space development is based on erecting energy-efficient buildings and enhancing the energy efficiency of existing buildings. The companies based here benefit from short routes within Airport City as well as being connected to an excellent traffic infrastructure network. The intermodal traffic hub in Frankfurt is connected to all transport systems: rail, road and even waterways on which a large proportion of the fuel required can be transported. The direct connection to the high-speed rail network and regional transport allows short-haul flights within Germany to be transferred to rail. A large proportion of passengers (41 %) already go by rail when traveling to and from the airport.</p> <p>Our main customers, the airline companies, will be integrated within the emissions trading system from 2012, and kerosene prices will also rise. This will undoubtedly raise costs and may change demand in the market overall.</p> <p>A statement on the financial effects of climate change is not possible.</p>					
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	<p>The scope of the company's social benefits and welfare expenses for employees is presented in Indicators and facts – Finance - EC3 Coverage of the organization's defined benefit plan obligations, p. 3.</p> <p>Collectively agreed pension provision is provided as a mandatory insurance for all staff members employed under payscale agreements. The Zusatzversorgungskasse Wiesbaden (ZVK, supplementary pension scheme) is the pension provider. The supplementary pension is financed by contributions. The level of contributions amounts to 5.7 % for the employer and 0.5 % for the employee. Depending on income and age, the insured person acquires provision points in each calendar year which are transferred to the provision account managed by the supplementary pension scheme (ZVK). When an employee reaches retirement age, the company pension payable is calculated from the total number of provision points acquired at the beginning of the pension period. This company pension is then paid in addition to the pension payable from the social insurance and is independent of the level of the state pension.</p> <p>In addition to the statutory pension and the retirement pension agreed under the collective agreement, employees can also take out a voluntary insurance with a pension scheme to provide top-up provision for their retirement. Since 2003, employees at Fraport have been able to defer part of their pay and convert it into benefits for retirement provision (gross deferred compensation). This retirement provision financed by employees is possible through Zusatzversorgungskasse Wiesbaden and/or the pension scheme managed by Allianz Pensionskasse.</p> <p>Fraport also provides employees with a series of non-payscale benefits, ranging from the Job Ticket for free public transport between home and work, through the family service, to company health management (for further information see section "For our employees"; subsection "Appeal as an employer", p. 16).</p>					
EC4	Significant financial assistance received from government.	Fully	Fraport has not received government grants and subsidies. Fraport AG is a joint-stock company under German law. The share is quoted on the Frankfurt Stock Exchange and is listed in the MDAX, the index for mid-sized German companies. The stakes held by the State of Hesse and Stadtwerke Frankfurt am Main Holding GmbH, and the consortium agreement between these two stakeholders mean that Fraport AG is controlled by these two entities (for further information see section "For our shareholders", p. 37, Indicators and facts - Finance - EC4 Significant financial assistance received from government, p. 3).					
Market presence								
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Fully	Frankfurt Airport is defined as a significant business site, since 90 % of the employees in the Group work at this site. There are collective payscale agreements in virtually 100 % of all the Group companies. These agreements exceed local minimum wage standards. In accordance with the collective agreement for public service workers, no gender-specific criteria may be taken into account when assessing activities. Criteria such as knowledge and skills, responsibility, level of difficulty of the activity or management responsibility must form the basis for assessment. Only the actual job is assessed and not the person who is carrying out the activity.					
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	<p>Frankfurt Airport is defined as the significant business site and the Rhine-Main Region is defined as local. In 2011, Fraport AG awarded orders to companies with a total volume amounting to some € 926.4 million. 58 % of all purchase orders amounting to a volume of more than € 578 million were awarded to contractors in the Rhine-Main Region. More than 81 % of all orders were below and order volume of € 10,000 and are therefore to the particular advantage of small and medium-sized companies. On account of the legal requirements for the airport operator as a sector contracting entity, it is not possible for Fraport AG to show preference to companies located in the immediate vicinity or within the area when awarding contracts.</p> <p>Significant factors for selection of suppliers include the following principles for awarding orders based on Article § 97 Act against Restraints on Competition (GWB):</p> <ul style="list-style-type: none"> • Competitive principle (The maximum number of bidders should be given the opportunity to offer their services in a formalized procedure) • Transparency principle (All bidders should be provided with the same information. The selected procedure must not be changed in an ongoing commissioning procedure) • Equality principle/Prohibition on discrimination (All bidders should be treated equally) • Offer based on batch allocation (Major orders should be allotted in specialist batches and sub-batches, in order to give small and medium-sized companies the opportunity to submit bids within the scope of their capacity) • Principle of profitability (The contract should be awarded to the most cost-effective offer) <p>In 2003, Fraport AG introduced a Values Management System to safeguard the integrity of business conduct (for further information see section "Sustainability management and corporate compliance", p. 39). Fraport expects the defined moral standards to be maintained by its own managers and employees, and by its business partners. Compliance is ensured through an integrity clause in the contractual conditions, the possibility of an order embargo if breaches of values management occur, and a guideline for correct business conduct defined with important business partners to ensure correct business conduct between the airport company and its suppliers.</p> <p>Fraport has signed the Business Conduct Rules of the biggest European purchasing association, the German Association of Materials Management, Purchasing and Logistics (AMMPL). The guideline is based on the principles of the UN Global Compact and includes fundamental anti-corruption rules, anti-trust agreements, rules on child labor and forced labor, and compliance with human rights, environmental protection and health promotion, and fair working conditions. The companies signing up to the agreement have made a commitment to promoting the Business Conduct Rules with their suppliers.</p>					
AO1	Total number of passengers annually, broken down by passengers on international and domestic flights and broken down by origin-destination and transfer, including transit passengers.	Fully	Indicators and facts - Finance - AO1 Passengers, p. 4		The Group airports were not able to provide information on the local, connecting and transit passengers. (GRI justification type 3).	Not available	The Group airports were not able to provide information on the local, connecting and transit passengers. We would like to address this issue over the medium term (GRI justification type 3).	If it is technically feasible to provide the data at reasonable expense, we will be in a position to report the data for the first time in 2015.
AO2	Annual total number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation and state aviation flights.	Fully	Indicators and facts – Finance - AO2 Aircraft movements, p. 5					
AO3	Total amount of cargo tonnage.	Fully	Indicators and facts - Finance - AO3 Cargo volumes, p. 6					
EC7 COMM	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	Frankfurt Airport is defined as a significant business site, since 90 % of the employees in the Group work at this site. Fraport has no corporate policy covering the entire organization and does not implement a procedure for preferring local residents in recruitment. In foreign subsidiary companies, employees from within the country are generally employed on account of the specifics of the business. Only a small number of managers are seconded from the parent company.					
Indirect economic impacts								
EC8 COMM	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	<p>As an operator of the German airport with the biggest volume of traffic, we have a particular commitment to the Rhine-Main region. We have a strong track record over many years of contributing to a wide variety of sporting, social, cultural and ecological activities. These include donations and sponsoring for numerous clubs, cultural activities, charitable organizations and educational institutions. For further information see section "For our company", subsection: "Social responsibility", p. 34.</p> <p>After an intensive stakeholder dialog, a new strategic direction for 2010 was developed for promotion of nature conservation and environmental protection projects, ecological research work, and environmental education projects through the Environmental Fund in the region. We review each application for donations and sponsoring on the basis of the following criteria:</p> <ol style="list-style-type: none"> Proximity of the applicant institution to the airport – The neighborhood framework defines the area within which we make a commitment. We have selected this approach in order to permit the region which is most significantly affected by the negative impacts of air traffic to enjoy the benefit of our sponsorship. Promotion in previous years or in the current year – We review whether and to what extent Fraport has already made a commitment, in order to avoid disproportionately high levels of sponsorship or duplication of funding. Content and objective of the institutions/projects – Priority is given to social, charitable and sustainable projects, work with children and teenagers, and projects fostering social integration. Important factors are the educational content, the support for voluntary commitment and the maintenance of a diverse landscape of associations which make a big contribution to the leisure value of our region. <p>An overview of the expenditure for donations, sponsoring and the environmental fund is provided in Indicators and facts - Finance - EC8 Community engagement, p. 6</p> <p>Fraport fulfills its social responsibility by training teenagers and young adults and enabling them to obtain qualifications. Since 1999, our ProRegion Foundation has been dedicated to integrating teenagers and young adults into the world of work. We sponsor academic work and research through the Erich-Becker Foundation by providing grants and prizes.</p> <p>Our employees and our Group sites abroad also get involved in their local community.</p>					
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	<p>The airport is an important economic factor for the Rhine-Main Region. Thanks to its central location and the link with the airport, this region has been transformed into one of the most dynamic and most highly integrated international economic zones in Europe. A workforce of some 75,000 employees makes the airport Germany's biggest workplace. Analyses assume that each workplace generates more than twice as many workplaces in the surrounding region. The number of jobs at the airport has doubled in the last two and a half decades. 10,000 jobs have been added in the last decade alone. We also generate additional employment in the region. In 2011, Fraport AG awarded orders to companies with a total volume amounting to some € 926.4 million, to the particular advantage of smaller companies mostly based in the Rhine-Main region. These orders enable Fraport to indirectly support an estimated 25,000 jobs in the commissioned companies. In 2012, the orders to companies in the region will remain at a similar high level. This is complemented by the economic power of some 500 companies based at the airport. The tax volume generated by the "Airport corporate complex" contributed to financing public services such as schools, sports facilities, hospitals, universities and social services.</p> <p>The airport is also important for the entire Federal Republic of Germany because the German economy is mainly dependent on exports. Many companies rely on short delivery times and fast turnover of goods, in order to be in a position to operate successfully in global markets for sourcing and sales. Frankfurt Airport plays a pivotal role for Germany.</p> <p>From 2007 to 2015, Fraport will invest some € 7 billion in the modernization and expansion of the Frankfurt site. The focus of the investment program is on constructing the new landing runway. Further investment projects for expanding terminal capacities, for adapting piers to new wide-bodied aircraft and for upgrading existing terminals and outside installations are also being driven forward. Expansion of the airport means that the number of people working directly at the airport is likely to rise to around 95,000. In the Rhine-Main Region and beyond, a further 75,000 jobs are likely to be indirectly associated with the airport. Investments in expanding the airport are necessary to grow further and be in a position to offer long-term perspectives to prevent growth in air traffic from bypassing Frankfurt and airline companies from turning away from the site and consequently the Rhine-Main Region.</p>					

Environmental							
Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Materials							
EN1	Materials used by weight or volume.	Fully	Fraport is a service provider and not a manufacturing company. The consumables used are entered under A06 'Aircraft and pavement deicing/anti-icing fluid used and treated by m3 and/or metric tons.'. See Accounting - Environment - A06 Aircraft surfaces and deicing agents, p. 13.				
EN2	Percentage of materials used that are recycled input materials.	Fully	Fraport is a service provider, not a manufacturing company. The materials include no recycling materials. No recycled consumables are currently supplied which would be useful from Fraport.				
Energy							
EN3	Direct energy consumption by primary energy source.	Fully	Indicators and facts - Environment - EN3 Direct energy consumption, p. 7.				
EN4	Indirect energy consumption by primary source.	Fully	Indicators and facts - Environment - EN4 Indirect energy consumption, p. 8.				
EN5 _{COMM}	Energy saved due to conservation and efficiency improvements.	Fully	Section "For our environment": subsection "Climate protection", p. 23 ff., Indicators and facts - Environment - EN5 Energy saved due to conservation and efficiency improvements, p. 8.				
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	Significant measures to improve energy efficiency: energy savings for the existing portfolio of buildings and infrastructure, efficient energy use in new buildings, and reduction of energy consumption in the company's vehicle fleet (see section "For our environment": subsection "Climate protection", p. 23ff.). The absolute quantity of energy saved under EN5 "Energy saved due to conservation and efficiency improvements." should be taken into account.				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	The strategic networking of the airport with other carriers, also called intermodality, has a long track record at Fraport extending back to the 1970s. For example, in 2011 35 % of all passengers used the train (ICE, long-distance and regional trains, or metropolitan railway) to travel to and from the airport. If all public transport is included, the share was 41 %. The environmental program of Fraport AG in 2008 projected a target value of 38.9 % for the year 2020. The challenge is to retain this value despite the growing volume of passengers. Fraport is working together with German Rail (DB) and Deutsche Lufthansa AG to maintain the target that has been set, with measures such as integrated travel packages and inclusion of air traffic in the network planning of German Rail. Fraport employees are motivated to use public transport with the Job Ticket provided free of charge. This package was taken up by 32 % of the workforce in 2011. Journeys by passengers and employees to and from the airport are not the only trips to "go by rail". Plans are also being made to transfer cargo from road to rail. We are optimizing the airfreight logistics chain at Cargo City from ecological and commercial perspectives and transfer of the airfreight feeder service from road to rail is also a priority. This is because the delivery and collection of airfreight is rising with increasing volumes – particularly using road-based transport. Handling the traffic volumes in and around the airport efficiently with minimum environmental impact means that all processes need to be increasingly coordinated between all the players involved – cargo lines, freight forwarders, handling agents, customs, etc. Fraport has also launched a pilot project with a number of partners directed toward developing an IT-based Cargo Community System. In 2011, the transport flows were analyzed with a view to potential for optimization and the pilot project with full routine everyday operation was started up at the beginning of 2012. Furthermore, the absolute quantity of energy saved under EN5 "Energy saved due to conservation and efficiency improvements." should be taken into account.				
Water							
EN8	Total water withdrawal by source.	Fully	Indicators and facts - Environment - EN8 Total water consumption, p. 9.				
A04	Quality of storm water by applicable regulatory standards.	Fully	Indicators and facts - Environment - A04 Quality of the precipitation water, p. 9.				
EN9	Water sources significantly affected by withdrawal of water.	Fully	The issue is irrelevant for Fraport AG and its investments in Germany on the one hand because of the favorable supply conditions for drinking water and on the other hand because of the comprehensive use of water-conservation technologies on the other hand. L.				
EN10	Percentage and total volume of water recycled and reused.	Fully	There are no production processes at the airport from which process water can be recycled. Service water is shown under "EN8 Total water consumption".				
Biodiversity							
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Fully	A total area of owned land amounting to 22 square kilometers and an operational area in excess of 19 square kilometers within that area, our airport is one of the most compact major airports in the world – despite the expansion by the new north-west runway. By making optimum use of our operational area we contribute to keeping the utilization of natural areas in the densely populated Rhine-Main region as low as possible. Unoccupied areas at the airport are landscaped wherever possible. The areas between the take-off and landing runways measure approximately 600 ha and they are arguably the biggest area of green space in the region which is not used for agriculture. Apart from a substantial proportion of land "minor biological value" (primarily sealed under road surfaces), the airport has large areas of land which are used by animals and plants as habitats. Smaller species of birds, such as wheatears, European stonechats or whinchats can be regularly found there, and in spring natterjack toads and populations of frogs can also be seen. Precise details can be found in Indicators and facts - Environment - EN11 Land in or adjacent to protected areas and areas of high biodiversity value, p. 10.				
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	The environmental impact audit at Frankfurt Airport verified that overall no sustainable negative impacts were caused to directly adjacent conservation areas. This has been verified since 2010 during the course of monitoring biotopes and species. (see List of areas with measures).				
EN13	Habitats protected or restored.	Fully	When construction work is carried out at the airport, the objective is to exert minimum impact on the natural environment and the landscape. However, if areas of land have to be developed, mitigation measures are necessary. However, with the extensive and comprehensive ecological measures more than simple compensation is achieved (see List of areas with measures).				
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Fully	Our business activities and natural biodiversity can be harmonized. Areas that are close to nature and their inherent biodiversity are preserved and promoted as far as this is possible within the operational constraints. Any impairments are kept as restricted as possible. Where substantial impacts occur, at least equal mitigation or equivalent replacement is carried out and we ensure long-term preservation of function. Fraport has made a commitment to long-term preservation of biodiversity at Frankfurt Airport and has also decided to promote projects beyond the confines of the airport relating to the preservation of biological diversity in the Rhine-Main region and in Hesse through its Environmental Fund. Our Fraport Diversity Strategy presented here explains our principles on this important and complex matter. It also documents diversity projects at the airport and in the region which we are carrying out ourselves or funding with financial support. See also section "For our environment", p. 23 and section "For our community": section "Community responsibility", p. 34 to 35.				
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Fully	The activities of Fraport AG and its subsidiaries companies do not generally entail any hazards for endangered species of plants or animals. Hazards of this nature only occur when the operational areas are expanded. In the European Union, an environment impact study has to be carried out when this occurs and appropriate mitigation or replacement measures have to be implemented. Species on Germany's Red List of endangered species exist at Frankfurt Airport. Plants and animals which are endangered at other locations have settled on the areas between the take-off and landing runways or the taxiways due to the usage pattern. These areas of land in the operating areas very seldom experience human activity and the kind of visitor pressure in nature conservation areas accessible to the general public does not occur here. The Group airports outside Germany are generally financed through international banks. An Environmental Management Plan has to be submitted which is generally based on an Environmental Impact Assessment and defines how the consequences of intervention can be minimized. No species on the relevant Red Lists of endangered species are registered by the Group airports.				
Emissions, effluents and waste							
EN16 _{COMM}	Total direct and indirect greenhouse gas emissions by weight.	Fully	Indicators and facts – Environment - EN16 Greenhouse gas emissions, p. 11.				
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Indicators and facts – Environment - EN17 Other greenhouse gas emissions, p. 11. Fraport AG generates the key share of Scope 3 greenhouse gas emissions. At Fraport AG, we also have the greatest room for maneuver. That's why Fraport focuses on the Scope 3 emissions of Fraport AG.				
EN18 _{COMM}	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Climate protection is one of the most important challenges for the air-traffic industry. As an airport operator, we support the four-pillar strategy of the air-traffic industry with measures for climate protection in air traffic. In this context, we focus our efforts on areas which we are able to directly influence. These essentially relate to technical improvements in buildings and installations, process optimizations and economic tools such as airport charges dependent on noise and emissions (see section "For our environment": subsection "Climate protection", p. 23 - 27). Climate protection is identified as one of the areas for action identified in the Sustainability Program as a top priority for Fraport (see section "Strategy and stakeholder engagement", p. 5, figure "Materiality Matrix"). Furthermore, Fraport supports a number of industry-wide initiatives which are directed toward reducing CO2 emissions. Fraport is involved in SESAR (Single European Sky Air Traffic Management Research), an initiative by the European Commission, and EUROCONTROL, which is intended to secure the future viability of European air traffic management with the involvement of all the players involved in air traffic. The various action plans within the scope of this initiative include integrated planning of flights, i.e. all the players involved are working to optimize the process from undocking the aircraft to reaching the target destination. This means that airports also become important players in air traffic management. The advantage for passengers and the environment: shorter flight times and reduced emissions. The targets of SESAR to 2020 comprise increasing capacities threefold, reducing environmental impact per flight by 10 %, increasing safety tenfold and reducing air safety costs by half (http://www.sesar.eu) As a member of the Air Transport Action Group (ATAG), the global association of companies involved in air traffic, Fraport supports their targets: reduction of CO2 by 1.5 % per year by 2020 and carbon-neutral growth until 2050. This means reducing CO2 emissions in the year 2015 by 50 % compared with 2005 throughout the sector (http://www.atag.org/). The International Civil Aviation Organization (ICAO) adopted an improvement in fuel efficiency of 2 % per year for the airlines until 2020 with an eye on the Global Climate Conference in Cancun by 2050. A resolution has also been passed with the objective of carbon-neutral growth from 2020. The environmental organization of ICAO, the Committee on Aviation Environmental Protection (CAEP), has also been given the task of proposing a global CO2 standard for aircraft certification by 2013 (http://www.icao.int). Fraport participates in Airport Carbon Accreditation, an ACI program with the objective of making the maximum number of European airports carbon-neutral. Frankfurt Airport was the first airports to be audited in accordance with the rules of Airport Carbon Accreditation and it was accepted into the program in 2008. The highest level of 3+ can be reached in four stages. Fraport has already reached Level 3. Stakeholder engagement is a key element of this stage.				
EN19	Emissions of ozone-depleting substances by weight.	Fully	Ozone-depleting substances are not produced or exported in the Fraport Group. The main application is in the cooling units of air-conditioning systems where the materials are located in a closed system. When maintenance work has to be carried out, the coolants are collected and disposed of as waste. No intentional discharge of the materials occurs. Occasionally losses due to leaks cannot be excluded, but the amount of material involved cannot be reported.				
EN20	NOx, SOx, and other significant air emissions by type and weight.	Fully	Fraport AG emits approximately the following amounts each year NOx: 264 tons Benzene: 0.4 tons PM10: 9.3 tons These data are derived from the zoning plan documents. Determining the data was extremely complex and expensive so that this procedure has not been repeated again. In future, the data are to be subject to continuous reporting and the necessary processes are currently being put in place. Further information is available in Indicators and facts - Environment - EN20 NO2, SO2 and other airborne emissions, p. 11.				
EN21	Total water discharge by quality and destination.	Fully	Indicators and facts - Environment - EN20 NO2, SO2 and other airborne emissions, p. 11.				
EN22 _{COMM}	Total weight of waste by type and disposal method.	Fully	Indicators and facts - Environment - EN21 Water waste discharge, p. 12	Detailed information on disposal methods cannot currently be displayed for all Group sites (GRI justification Type 3).	Not applicable	Detailed information on disposal methods cannot currently be displayed for all Group sites (GRI justification Type 3).	If it is technically feasible to provide the data at reasonable expense, we will be in a position to report the data for the first time in 2015.
EN23	Total number and volume of significant spills.	Fully	Indicators and facts – Environment - EN23 Significant spills, p. 12.				
A05	Ambient air quality levels according to pollutant concentrations in microgram per cubic meter (µg/m3) or parts per million (ppm) by regulatory regime.	Fully	Indicators and facts – Environment - A05 Air quality, p. 13.				
A06	Aircraft and pavement de-icing/anti-icing fluid used and treated by m3 and/or metric tonnes.	Fully	Indicators and facts – Environment - A06 Aircraft and pavement deicing agent, p. 13.				

EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Fully	Waste which falls under the regulations of the Basel Convention is primarily generated in manufacturing companies or occurs with waste disposal companies; service providers like Fraport AG or the Group subsidiary companies have virtually no processes where such waste is generated. Exceptions are, for example, clinical wastes (Y1; A4030; Fraport AG), wastes from herbicides and pesticides (Y4; A4030), old oil (Y8), mixtures of oil and water for example mixtures of hydrocarbons and water (Y9; A4060). This disposal of these wastes is carried out according to the relevant national regulations. We have no information on international transport of such waste.				
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Fully	Discharges into surface waters which meet the conditions of the indicator only occur in a very limited scope. If the discharge is former sewage water, this will have been treated before discharge such that no significant negative effects are to be anticipated on the water. The same also applies if surface water runs off paved areas.				
Products and services							
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Our commitment to environmental protection and environmental compatibility is directed toward preserving the conditions necessary for living in our natural environment. The focus of our actions are measures for avoiding, reducing and mitigating the environmental impacts that arise or could arise as a result of the operation of the airport. The content focuses of our environmental management are in the areas of noise abatement, climate protection and biodiversity. We have defined strategic targets to achieve these aims in our Sustainability Program (see Sustainability Program in the Sustainability Report 2011, areas of action "Environment" and "Community", p. VII - X) and we pursue these targets by implementing various measures and projects, for example for climate protection (see section "For our environment", subsection "Climate protection", p. 23 ff.), with our biodiversity strategy and within the framework of our global environmental management. We are also continuing our efforts to avoid aircraft noise (see section "For the community", subsection "Noise abatement", p. 31 - 34).				
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Fully	During the course of its regular business activities, Fraport does not sell any "products" where the packaging could or would have to be reclaimed.				
Compliance							
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	There are no breaches of statutory regulations which have been subject to fines or non-monetary sanctions imposed by the authorities. An investigation is being carried out in one case relating to an alleged breach against statutory regulations where the outcome has not yet been decided.				
Transport							
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	The strategic networking of the airport with other carriers – also known as intermodality – has a long track record back to the 1970s with Fraport (see section "For our environment", p. 27, paragraph 4). A list of the indicators is provided in Indicators and facts - EN29 Significant environmental impacts of transport and traffic, p. 14.				
Overall							
EN30	Total environmental protection expenditures and investments by type.	Not	Data for the total expenditures and investments for environmental protection cannot yet be currently collected satisfactorily because no method of calculation is available for investment projects, which separates the exclusive costs for environmental protection expenditure from the total costs.	Indicator data cannot currently be collected satisfactorily because no method of calculation is available for investment projects, which separates the exclusive costs for environmental protection expenditure from the total costs.	Not available	Indicator data cannot currently be collected satisfactorily because no method of calculation is available for investment projects, which separates the exclusive costs for environmental protection expenditure from the total costs.	
A07	Number and percentage change of people residing in areas affected by noise.	Fully	Indicators and facts - Environment - A07 Number and percentage change of people residing in areas affected by aircraft noise, p. 14.				
Social: Labor Practices and Decent Work							
Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Employment							
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	Indicators and facts – Human resources - LA1 Total workforce, p. 15 - 16.	A breakdown of the indicators by gender is not yet possible for the Group sites due to technical reasons but the aim is to collect these data in future (GRI justification Type 3).	Not available	Reporting of a breakdown of the turnover rate by region is not currently possible because the data are not available. We would like to address this issue over the medium term. Collecting appointments by age group is not currently possible for technical reasons but the aim is to collect these data in future (GRI justification Type 3).	If it is technically feasible to provide the data at reasonable expense, we will be in a position to report the data for the first time in 2015.
LA2 _{COMM}	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Fully	Indicators and facts – Human resources - LA2 Employee turnover, p. 16 - 17.	Reporting of a breakdown of the turnover rate by region is not currently possible because the data are not available. We would like to address this issue over the medium term. Collecting appointments by age group is not currently possible for technical reasons but the aim is to collect these data in future (GRI justification Type 3).	Not available	Reporting of a breakdown of the turnover rate by region is not currently possible because the data are not available. We would like to address this issue over the medium term. Collecting appointments by age group is not currently possible for technical reasons but the aim is to collect these data in future (GRI justification Type 3).	If it is technically feasible to provide the data at reasonable expense, we will be in a position to report the data for the first time in 2015.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	Fraport offers employees a series of non-payscale benefits, these are presented in the section "For our employees", p. 16, paragraph 5 and under http://www.fraport.com/content/fraport-ag/en/jobs_career/professionals/our_benefits.html . Supplementary company social benefits are granted equally to all employees (as appropriate pro rata in accordance with the scope of employment) in an equal approach. This applies – unless a specified period of service with the company is a prerequisite for entitlement – also independently of whether the employment is fixed term or permanent.				
LA15	Return to work and retention rates after parental leave, by gender.	Fully	Indicators and facts – Human resources - LA15 Return to work after parental leave, p. 17.	Presentation of the indicators for the Group is currently not possible due to technical reasons but the aim is to present these data in the future. It is not possible to collect data for the number of employees who were still employed at Fraport AG twelve months after the end of their parental leave. We would like to address this issue over the medium term. (GRI justification Type 3).	Not available	Presentation of the indicators for the Group is currently not possible due to technical reasons but the aim is to present these data in the future. It is not possible to collect data for the number of employees who were still employed at Fraport AG twelve months after the end of their parental leave. We would like to address this issue over the medium term. (GRI justification Type 3).	If it is technically feasible to provide the data at reasonable expense, we will be in a position to report the data for the first time in 2015.
Labor/management relations							
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	Indicators and facts - Human resources - LA4 percentage of employees with collective agreements, p. 18.				
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	Fraport works closely together with the employees' representatives in an atmosphere of trust. Pursuant to the Works Constitution Act, the Works Council must be promptly and comprehensively informed about any changes in the business. This was not defined in detail or restricted within the framework of the collective agreements. A notification obligation of three months is standard business practice.				
Occupational health and safety							
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	The Job Safety Committee (ASA) is a committee in accordance with Article 11 Occupational Health and Safety Act. The main functions of the Job Safety Committee are dealing with all important issues relating to occupational safety, health and company environmental protection, and accident prevention. At least four meetings are held each year under statutory regulations and these meetings mainly address problems throughout the company, as well as discussing hazards and accidents of particular importance. Resolutions are also adopted on measures and recommendations are made relating to further action to be taken. The Traffic Safety Committee also deals with issues relating to traffic safety, such as how traffic safety can be increased on the operational areas. The committee has equality representation of employees and employers and is based on a Group Company Agreement. The focus of the work of this committee is on prevention through claims analyses and hazard assessments directed toward improving traffic safety. The specialist departments and the Works Council are involved in analyzing accident events and specific traffic problems directed toward this end and recommendations are worked out for improvements in the specific individual situation. The executive management is in the area of occupational safety. An overview of the percentage of workers represented in Job Safety Committees is provided in Indicators and facts - Human resources - LA6 Percentage of employees in Job Safety Committees, p. 18.				
LA7 _{COMM}	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Fully	Comprehensive measures for preventive occupational and health promotion are intended to avoid work-related physical, mental and psychosocial problems as far as possible, or at least reduce or compensate for the impacts. Recording, investigating and evaluating accidents at work is carried out in accordance with the Germany Occupation Safety Act. A list of the occupational diseases and absences can be found in Indicators and facts - Human resources - LA7 Occupational diseases and absences, p. 18	A breakdown of the indicators by gender is not yet possible for the Group sites due to technical issues but the aim is to collect these data in future. The same applies to a breakdown of the accidents by causes of injury. Reporting of a breakdown of the indicators by regions is not yet possible because the data is not available for this. We would like to address this issue over the medium term. (GRI justification Type 3)	Not available	A breakdown of the indicators by gender is not yet possible for the Group sites due to technical issues but the aim is to collect these data in future. The same applies to a breakdown of the accidents by causes of injury. Reporting of a breakdown of the indicators by regions is not yet possible because the data is not available for this. We would like to address this issue over the medium term. (GRI justification Type 3).	If it is technically feasible to provide the data at reasonable expense, we will be in a position to report the data for the first time in 2015.
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	The top priority of health promotion at Fraport is to promote and retain the health of all employees. With this objective in mind, health management at Fraport AG therefore bundles numerous prevention programs advice packages. You will find an overview of the measures carried out under http://r12.file.de/data/fraport_cs/igb_html/pdf/Massnahmen_Gesundheitsmanagement.pdf . Our employees not only benefit from regular health checks by the company medical service but also from health injections free of charge and tailor-made prevention programs. They find out about measures providing protection against noise and receive valuable information on issues like ergonomic design of computer workstations. Health promotion also addresses the risks relating to personal life style. Information on a generally healthy life style, health hazards for example resulting from HIV/Aids or nonovruses, and programs for giving up smoking. 1000 smokers have already successfully taken part in such programs/ The packages are available to members of staff at Fraport but not to family members and neighbors. Family members of an employee are only entitled to be examined and receive advice if an employee has been posted abroad under examination G 35 (and amended H 35) of an employer's liability insurance in relation to the selected workplace or place of residence. No workers are involved in operating activities that carry a particularly high risk of developing a specific disease or where a large number of illnesses occur. All the measures for protection and prevention are taken through proper organization, providing of appropriate workwear, work-safety and medical examinations.				
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	The consistent realization of the corporate objective of occupational health and safety is a top priority for Fraport AG and its subsidiary companies. The Executive Board, Group Works Council, and the Works Council of Fraport AG support and promote preventive strategies in occupational health and safety with the common goal of avoiding disadvantages for employees and costs. They have therefore made a commitment to creating all the prerequisites so that management and employees can implement these principles in the everyday work routine and develop them further. Based on the premises "Prevention is better than cure", the Executive Board and the employee representatives drew up a joint declaration of principles on occupational health and safety and incorporated the declaration within the Group Guidelines (see http://www.fraport.com/content/fraport-ag/en/sustainability/social_responsibility/health_safety_.html).				

Training and education							
LA10	Average hours of training per year per employee by gender, and by employee category.	Fully	Indicators and facts – Human resources - LA10 Training and further training time per employee, p. 19.	Reporting based on a breakdown of indicators by employee category is not currently possible because the data for this are not available. We would like to address this issue over the medium term. A breakdown of the indicators by gender is not yet possible for the Group sites due to technical issues but the aim is to collect these data in future. (GRI justification Type 3).	Not available	Reporting based on a breakdown of indicators by employee category is not currently possible because the data for this are not available. We would like to address this issue over the medium term. A breakdown of the indicators by gender is not yet possible for the Group sites due to technical issues but the aim is to collect these data in future. (GRI justification Type 3).	If it is technically feasible to provide the data at reasonable expense, we will be in a position to report the data for the first time in 2015.
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	We would like to facilitate lifelong learning for our employees and enable them to continuously adapt their specialist and personal skills to a complex life and working environment. Information on this issue is available in the section "For our employees": subsection "Training and career development", p. 21, from paragraph 3				
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	Indicators and facts – Human resources - LA12 Percentage of employees receiving regular performance reviews, p. 19	A breakdown of the indicators by gender is not yet possible for the Group sites due to technical issues but the aim is to collect these data in future. (GRI justification Type 3).	Not available	A breakdown of the indicators by gender is not yet possible for the Group sites due to technical issues but the aim is to collect these data in future. (GRI justification Type 3).	If it is technically feasible to provide the data at reasonable expense, we will be in a position to report the data for the first time in 2015.
Diversity and equal opportunity							
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	Indicators and facts – Human resources - LA13 Breakdown of employees, p. 20 - 21.	The data were previously not recorded by employee categories. We would like to address this item over the medium term. Information on the persons in governance bodies based on gender and age groups is not yet possible for the Group because the data are not available in the subsidiary companies. The aim is to collect these data in the future. (GRI justification Type 3).	Not available	The data were previously not recorded by employee categories. We would like to address this item over the medium term. Information on the persons in governance bodies based on gender and age groups is not yet possible for the Group because the data are not available in the subsidiary companies. The aim is to collect these data in the future. (GRI justification Type 3).	If it is technically feasible to provide the data at reasonable expense, we will be in a position to report the data for the first time in 2015.
Equal remuneration for women and men							
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Fully	In accordance with the collective agreement for public service workers, no gender-specific criteria may be taken into account when assessing activities. Criteria such as knowledge and skills, responsibility, level of difficulty of the activity or management responsibility must form the basis for assessment. Only the actual job is assessed and not the person who is carrying out the activity. A survey and analysis of structural data is being carried out over the medium term to review the actual salary data of female and male members of staff.				
Social: Human Rights							
Performance indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Investment and procurement practices							
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Fully	During the period under review, no major investment agreements were concluded as a result of which Fraport acquired shares in another organization or through which an investment project was initiated that was material for the balance sheet. When services are put out to tender, compliance with national and international laws is guaranteed. This is again confirmed in legally binding terms when the contract is signed. Furthermore, Fraport signed the Business Conduct Rules of the biggest European purchasing association, the German Association of Materials Management, Purchasing and Logistics (AMMPL) in order to firmly establish human rights in our investment and procurement practices. The guideline is based on the principles of the UN Global Compact and includes fundamental anti-corruption rules, antitrust agreements, rules on child labor and forced labor, and compliance with human rights, environmental protection and health promotion, and fair working conditions. The guideline forms the basis for all procurements and investments (= 100 %). The companies signing up to the agreement have made a commitment to promoting the compliance with the "Business Conduct Rules" with their suppliers with the best possible effectiveness.				
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	Contrary to a manufacturing company, Fraport AG has a heterogeneous requirement structure. The needs of Fraport AG range from architectural services, through erection of complete buildings to their repair, from office materials through computer center services, to aircraft tow-trucks. Fraport ensures when putting individual services out to tender that national and international laws and agreements are applied. This is again confirmed in legally binding terms when the contract is signed. In 2009, we signed the Business Conduct Rules of the biggest European purchasing association, the German Association of Materials Management, Purchasing and Logistics (AMMPL) in order to firmly establish human rights in our investment and procurement practices. The guideline is based on the principles of the UN Global Compact and includes fundamental anti-corruption rules, antitrust agreements, rules on child labor and forced labor, and compliance with human rights, environmental protection and health promotion, and fair working conditions. The guideline forms the basis for all procurements and investments (= 100 %). The companies signing up to the agreement have made a commitment to promoting the compliance with the "Business Conduct Rules" with their suppliers with the best possible effectiveness. In 2011, a supplier structure analysis was carried out. This analysis identified the major suppliers who are to be audited in the next stage using a self-assessment procedure including human rights aspects. Fraport is engaging in the project "Hesse – Pioneer for sustainable and fair procurement" in order to gain further expertise in the area of sustainable and fair procurement. This project is part of the sustainability strategy of the state of Hesse and is being managed by the government there. (for further information see Link http://www.hessen-nachhaltig.de/web/nachhaltige-beschaffung). During the period under review, no contracts with major suppliers and contractors were rejected on account of human rights aspects or came into being only on the basis of incorporating additional framework conditions.				
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	The objective of the General Equal Opportunities Act (AGG) is to prevent or eliminate any disadvantages being suffered by employees for reasons of race or on account of ethnic origin, gender, religion or beliefs, a disability, on account of age or sexual identity. The managers of levels 1-4 and the employees in human resource services are therefore regularly trained over the course of the year in relation to the General Equal Opportunities Act (AGG). Apprentices and trainees should also be comprehensively informed about the AGG.	A quantitative statement on the hours which are expended overall in relation to training measures relating to guidelines and procedures on human rights aspects is not currently possible. (GRI justification Type 3).	Not available	A quantitative statement on the hours which are expended overall in relation to training measures relating to guidelines and procedures on human rights aspects is not currently possible. (GRI justification Type 3).	If it is technically feasible to provide the data at reasonable expense, we will be in a position to report the data for the first time in 2015.
Non-discrimination							
HR4	Total number of incidents of discrimination and corrective actions taken.	Fully	During the period under review, no legal actions were filed in relation to the General Equal Opportunities Act (AGG).				
Freedom of association and collective bargaining							
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Fully	We have made a commitment at all Group sites to compliance with internationally recognized codes of conduct - the principles of the UN Global Compact, the OECD principles and the ILO core standards. The Integrated Management System of Fraport AG commits the participating member companies in the Fraport Group to undergo reviews on the basis of random samples in regular internal audits (internal auditors) and external audits (external auditors). They are trained centrally by the Central Unit Sustainability Management in conformity with ISO 9001 standards. The planning of the internal and external audits is also the responsibility of the Central Unit Sustainability Management. The audits are intended to ensure that all the participating companies and sections are regularly audited in accordance with the thematic areas to be audited (statutory regulations, commitment that have been made) (see http://www.business-services.fraport.com/content/fraport_ag_business-services/en/integrated_management_systems_with_tue_verification.html). Our commitment to values and principles is complemented by a proactive approach to co-determination. Fraport works closely together with employee representatives in an atmosphere if trust. Central bodies for this are the Fraport Works Council and the Group Works Council. This represents around 18,000 employees in the German investment companies on matters relating to the Group or several Group companies. The interests of the employees at company level are represented in the Supervisory Board by ten Members of the Supervisory Board in accordance with the Co-determination Act. 95 % of the employees in the Fraport Group are covered by collective agreements. The "Future Contract 2018" between the executive management and the employee representatives avoided a hive-off or loss of jobs among the ground staff at the end of 2009. A company agreement was made specifically for crisis situations. This agreement provides for all effective and necessary measures to be extended in order to avoid financial losses for Group and company development and to secure the employment and income of the employees in the Group. During the period under review, it is assumed that the right of employees to exercise freedom of association and collective bargaining is not violated in any business activity and with no major supplier. Measures are therefore currently not necessary but are currently at the planning stage.				
Child labor							
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Fully	The Fraport Group rejects any form of forced labor and is committed to the abolition of child labor. The minimum age permitting full-time employment in compliance with the relevant national regulations is observed within the Fraport Group. Fraport has made a commitment to compliance with the most important internationally recognized codes of conduct to promote responsible corporate governance at all Group sites – the principles of the UN Global Compact, the OECD principles and the ILO core labor standards. The Integrated Management System of Fraport AG commits the participating member companies to undergo reviews on the basis of random samples in regular internal audits (internal auditors) and external audits (external auditors). They are trained centrally by the Central Unit Sustainability Management in conformity with ISO 9001 standards. The planning of the internal and external audits is also the responsibility of the Sustainability Management. The audits are intended to ensure that all the participating companies and sections are regularly audited in accordance with the thematic areas to be audited (statutory regulations, commitment that have been made) (see http://www.business-services.fraport.com/content/fraport_ag_business-services/en/integrated_management_systems_with_tue_verification.html). Furthermore, Fraport has signed the Business Conduct Rules of the German Association of Materials Management. The guideline includes fundamental rules, including rules on child labor. The companies signing up to the agreement have made a commitment to promoting the compliance with the "Business Conduct Rules" with their suppliers with the best possible effectiveness. During the period under review, it is assumed that there is no substantial risk of forced labor in any business activity and in any major supplier.				
Forced and compulsory labor							
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of all forms of forced or compulsory labor.	Fully	The Fraport Group categorically rejects any form of forced or compulsory labor and has made a commitment to compliance with the most important internationally recognized codes of conduct to promote corporate governance – the principles of the UN Global Compact, the OECD principles and the ILO core labor standards. The commitments entered into are reviewed within the framework of quality management (see section "Sustainability management and corporate compliance", p. 38 - 40). During the period under review, it is assumed that there is no substantial risk of forced labor in any business activity and in any major supplier.				
Security practices							
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Fully	The training and further training of the entire security personnel is carried out in accordance with statutory regulations and internal procedures and also encompasses statutory provisions relating to handling people and property. The training requirements are applicable to the security personnel at Fraport AG and to the personnel of the subsidiary company Fraport Security Services (FraSec) GmbH.				
Indigenous rights							
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully	Fraport respects the rights of indigenous peoples. During the period under review, there were no incidents affecting the rights of indigenous people				

Assessment								
Performance Indicator	Description	Reported	Cross-reference/Direct answer	Social: Society	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Fully	The total number of investment companies of the Fraport Group is given classified by countries in the "Profile" on the inside flap. During the period under review, none of the investment companies were the subject of a review and/or impact assessment relating to human rights.					
Remediation								
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Fully	During the period under review, no grievances related to human rights were made against Fraport AG and the investment companies which were submitted through formal, organizational grievance mechanisms					
Local communities								
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	Frankfurt Airport is a key business location. The airport is an important economic factor for the Rhine-Main Region. Thanks to its central location and the link with the airport, this region has been transformed into one of the most dynamic and most highly integrated international economic zones in Europe. A workforce of some 71,000 employees makes the airport Germany's biggest workplace. Analyses assume that each workplace generates more than twice as many workplaces in the surrounding region. The number of jobs at the airport has doubled in the last two and a half decades. 10,000 jobs have been added in the last decade alone. We also generate additional employment in the region. In 2011, Fraport awarded orders to companies with a total volume amounting to 926.4 million euros, to the particular advantage of smaller companies mostly based in the Rhine-Main region. This is complemented by the economic power of some 500 companies based at the airport. The tax volume generated by the "Airport corporate complex" contributed to financing public services such as schools, sports facilities, hospitals, universities and social services. The net value added, i.e. the total corporate output less payments in advance and impairments, benefits a number of different stakeholders groups. Net value added is a good benchmark for the community benefit provided by our social activities. The lion's share of our value added at 62 % goes to our employees in the form of wages, salaries and social benefits, around 13 % each goes to lenders and shareholders in the form of interest payments and dividends. We support people and the natural environment through sponsoring and donations particularly in the Rhine-Main region (see section "For the community", p. 34, chart "Our value added"). Aircraft noise is a key issue for residents in the communities near Frankfurt Airport – and one that engages the emotions. We have been measuring aircraft noise around the airport for more than 40 years. The undoubted negative impact for many airport neighbors is our motivation to continue our efforts to avoid and reduce aircraft noise. This is all the more critical since the traffic volume will increase with expansion of the airport and the new north-west runway. Active noise abatement is an effective tool for reducing the negative impacts experienced by neighbors of the airport from aircraft noise (see section "For the community", p. 32). The first package of measures was submitted by the Expert Committee on Active Noise Abatement within the framework of the Forum Airport and Region in the summer of 2010. The effectiveness of the measures is reviewed on the basis of the Frankfurt Noise Index. Other programs and procedures relating to negative noise impacts in the region are noise monitoring, active noise abatement on the ground, the noise-related airport charges, the noise impact study, and the passive noise abatement program (see section "For the community": subsection "Noise abatement", p. 32 - 34). Fraport regularly has open stakeholder dialogs (for more information see Stakeholder engagement Fraport AG). Our airports in Bulgaria also have a comprehensive internal monitoring system. It monitors the following areas: noise, water, waste, storage systems and lines for fuels, oils and chemicals, and for and fauna. We also foster dialog with the region at our other international sites. One example is the Jorge Chavez International Airport Lima. This is regarded as a showcase airport in South America. Not least through the rapid growth, we bear a special social responsibility through our subsidiary company Lima Airport Partners (LAP) which extends beyond strengthening the regional economy and environmental protection. This responsibility also increasingly includes engaging with the social needs of the neighboring population and a strategic promotion of effective projects. LAP also has an Environmental Monitoring Plan which reviews the impacts of flight operations on the environment. This includes, for example, half-yearly monitoring of noise impacts at various measuring stations. In 2011, LAP supported the global campaign "Earth Hour" and organized a week of "Quality, Environment, Safety and Occupational Health" in order to raise the awareness of people in the region for environmental protection.					
SO9 _{COMM}	Operations with significant potential or actual negative impacts on local communities.	Fully	Airports make a significant contribution to economic prosperity through jobs, tax receipts and first-class transport connections. However, their business activities also have disadvantages which exert negative impacts on the local communities (see section "For our community", p. 31). Aircraft noise is a major aspect of these impacts.					
SO10 _{COMM}	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	Aircraft noise is a key issue for residents in the communities near Frankfurt Airport – and one that engages the emotions. The undoubted negative impact for many airport neighbors is our motivation to continue our efforts to avoid and reduce aircraft noise (see section "For our community", subsection "Noise abatement", p. 31 - 34). Fraport AG cannot directly influence aircraft noise, but would like to make a proactive contribution to reducing the impact on the local communities. Active noise abatement is an effective tool for reducing the negative impacts experienced by neighbors from aircraft noise. Measures of active noise abatement are directed toward avoiding the noise directly at the source, reducing it or at least achieving a better distribution. The Expert Committee on Active Noise Abatement worked intensively on formulating appropriate proposals. The constructive cooperation between members of the airline industry, local communities, the Aircraft Noise Committee, government agencies and academics is absolutely unique in this form. The package of measures submitted in 2010 combines a range of different measures aimed at reducing the impact in the region as comprehensively as possible, particularly for those residents severely impacted by noise, while at the same time preserving the safety and the capacity of flight operations. The aim was to provide as much mitigation as possible for impacts that were rising on a local level. The active noise abatement is supplemented by measures from passive noise abatement. In October 2011, the Hessian Ministry of Economics, Transport, Urban and Regional Development defined protective zones based on the strictest statutory limits where residents have a claim to passive noise abatement. Taking the new north-west runway into account and the changed operating conditions, this meant that around 86,000 households affected by aircraft noise have the right to passive noise insulation for their buildings. Fraport offered to bring forward measures, which were only necessary later, in the residential areas which had not previously been overflowed directly by aircraft in the approach to the new north-west runway. Additional efforts to avoid and reduce aircraft noise are described in the section "For our community", p. 31 ff. Fraport has also expanded the aircraft noise monitoring in order to record the new circumstances. In September 2011, the network of measuring stations was increased by two additional stations. The new measuring stations are located near the approach ground line to the new north-west runway. This enables the airport to monitor the development of noise impact and the effect of noise abatement measures at these points. Mobile measuring stations around the airport supplement the stationary monitoring. Fraport AG has been providing comprehensive information about the measuring results from its own aircraft noise measuring stations, route configurations, distribution of operating direction, and much more. Like all other information, monitoring makes a contribution to making the debate more factual and hence creating the platform for our efforts to find practical solutions or improvements for the current impacts. As a complement to noise monitoring carried out by Fraport AG, the Environmental and Neighborhood House in the Forum Airport and Region (UNH) offers a broadly based package of information. The data measured by the airport combined with the data from the local-authority stations, the stations operated by the UNH and flight-movement data are visualized on the Internet. Monitoring is particularly important for providing information to the local population. Interested residents are able to trace where planes are flying and at what altitudes. They are able to ascertain what noise levels will be reached in virtually real time.					
AO8	Number of persons physically or economically displaced, either voluntarily or involuntarily, by the airport operator or on its behalf by a governmental or other entity, and compensation provided.	Fully	During the reporting period there were no cases in the Group (incl. Group investments) where people were resettled or forced to leave their homes					
Corruption								
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	All key business units and subsidiaries have been completely investigated for risks relating to corruption. All the audits carried out by the Group Audit Department at the business units and the subsidiary companies demonstrated the effectiveness of the Internal Controlling System (ICS) for the individual business processes and subsidiary companies audited. The audits also look at the potential risks of corruption. An average of about 25 audits take place each year.					
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	A total of 1,404 employees including 342 new managers had participated in the training programs up until 2011. The proportion of trained managers at Fraport AG is therefore nearly 100 %. Since 2007, the Group Audit Department and the Values Management have carried held training and information events in the investments on values management and the introduction of the electronic whistleblower system. Since 2007, a total of 264 people have been trained at the subsidiary companies. All the chief executive officers of the German and foreign investment companies and their extended management teams have received training on the issue of integrity and anti-corruption. At Air IT Orlando, the complete team (approx. 85 employees) received training on the FCPA and the code of conduct specially developed for Air IT.					
SO4	Actions taken in response to incidents of corruption.	Fully	In 2011, one allegation of corruption was made at Fraport AG and investigated. No allegations of corruption were made in the Fraport subsidiary companies. After clarification of the facts, the allegation of corruption was not confirmed.					
Public policy								
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups (for further information see Stakeholder engagement Fraport AG). Fraport pursues its interests through membership of the trade organizations Task Force for German Commercial Airports (ADV, for further information see http://www.adv.aero/), the Airports Council International (ACI) for further information see http://www.airports.org Europe und World. Fraport is also a founding member of the new Federation of the German Air Traffic Industry (BDL), which started work on 1 January 2011 (for further information see http://www.bdl.aero/). BDL focuses on the importance of air traffic as an economic factor for Germany and has defined its target as highlighting its contribution to safety mobility, climate and environmental protection. We are working together with the bodies there to prepare positions on the issues of air traffic. They also include positions on projected legislation and political initiatives. Working with trade organizations is a top priority for Fraport. Involvement in the trade organizations promotes exchange of information and cooperation with other airports on current issues relating to traffic policy and sector specific matters. ADV focuses on Germany's importance as a traffic hub. ACI EUROPE and ACI WORLD address issues relating to European and international air traffic. In Europe, exchange of ideas between hub airports is particularly important because this enables common positions, strategies and initiatives for solutions to be agreed. Work with trade organizations involves a range of different specific issues (e.g. environmental policy, safety measures, passenger rights, Single European Sky, etc.). The Fraport Executive Board plays an active role in the management bodies of the trade associations.					
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	The company makes no financial donations to political parties or institutions.					
Anti-competitive behavior								
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	In the year 2011, there were no major legal actions pending nor were any significant legal actions brought to a close which related to anti-competitive behavior and breaches of anti-trust law.					
Compliance								
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	No fines were imposed on Fraport in 2011 for breaches of statutory regulations.					
Social: Product Responsibility								
Performance Indicator	Description	Reported	Cross-reference/Direct answer	Social: Product Responsibility	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Customer health and safety								
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Fully	The key issue for air traffic above all others is safety. We want to retain the high standard of safety at Frankfurt Airport. A continuous review of all processes governing safety, training of personnel deployed and a safety management system enable us to make a significant contribution to safety. Increasingly advanced technologies and more and more personnel are being deployed to guarantee the security of passengers, baggage and cargo (see section "For our customers": subsection "Safety in air traffic", p. 11 - 12). An central area of action is noise abatement (see section "For the community": subsection "Noise abatement", p. 32 - 34).					
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	No incidents were recorded for 2011.					
AO9	Total annual number of wildlife strikes per 10,000 aircraft movements.	Fully	Indicators and facts – Environment - AO9 Number of wildlife strikes per 1,000 aircraft movements, p. 14.					

Product and service labelling				
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	Numerous international and national guidelines and laws regulate air traffic. The Airport Users Directive is also applicable (for further information see http://www.business-services.fraport.com/content/fraport_ag_business-services/en/misc/binaer/5-1-1-airport-user-regulations/jcr:content/file/5.1.1%20Airport-User-Regulations-11-2011.pdf). The EU "Rights of Passengers" directive is also applicable (for further information see http://www.eu-info.de/static/common/files/view/1294/Amtsblatt_Fluggastrechte_04.pdf). Fundamental principles are also defined in extensive ICAO regulations governing air traffic and ground handling services (for further information see http://www.icao.int/). The Air Security Act came into force in 2005 and regulates the checks carried out on air passengers and their baggage (Article 5). It also defines the security measures that have to be taken by airport operators and the airline companies (Article 8-9). The organizational responsibility for a management system that is intended to guarantee compliance with statutory regulations is with the central unit "Sustainability Management and Corporate Compliance" (for further information see section "Sustainability management and corporate compliance", p. 39, paragraph 1).	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	No incidents were recorded for 2011.	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	We carry out monthly passenger satisfaction surveys. These are supplemented every quarter by comparative values from other airports, the "Airport Service Quality Index" (ASQ), an initiative of the Airport Council International (ACI). Once a year we also receive the satisfaction report from Skytrax. Fraport also has a comprehensive feedback and complaints system so that our customers can tell us about their experiences. We are totally accessible to our customers. They can contact us by email, phone, letter, in person or using our feedback terminals. The aim is to ensure that every complaint is answered within the space of one week. And at least 20 % of complaints should be answered by means of a personal phone call. In 2011, 3,280 complaints were received. Nearly one quarter of them concerned safety procedures. This is 592 complaints fewer than in the previous year. The complaints are dealt with by the relevant departments and provide ideas for improvements. We are also in continuous dialog with our business customers and partners. Our monthly customer advisory councils and quarterly task forces meet with the airlines on a monthly or quarterly basis in an ongoing process of dialog within a structured schedule and framework. Additionally, numerous ad-hoc meetings take place to discuss specific subject areas. We also have a continual exchange of ideas with government agencies.	
Marketing communications				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	Fraport is committed to self-regulation on advertising when making promotional statements and complies with the regulations laid down by the German Advertising Council. Accordingly, Fraport avoids any form of discrimination, anticompetitive behavior and misrepresentation in the advertising material it publishes. Fraport takes particular account of the rules of conduct promulgated by the German Advertising Council for promotion with children and in front of them, and operates within the prevailing standards of convention, decency and morality	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	Sanctions, fines or warnings on account of infringement of advertising standards were not applied during the year under review.	
Customer privacy				
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	Fraport did not record any substantiated complaints in 2011.	
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	No breaches are known at Fraport AG.	