As assured by – Legal form: Fraport AG is a public company limited by shares (Aktiengesellschaft) in accordance with German law.

Operational structure of the organization,

– Report

– Headquarters:

– Number of countries: 10

If applicable, indicate the part not reported

Name of the organization.

2.7.2

2.3

2.2

1.2

COMM

COMM

COMM

Description of key impacts, risks, and specifically relevant to the sustainability either major operations or that are

breakdown, sectors served, and types of

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 2008, we formulated a holistic sustainability strategy which we will continue to develop in the future.

For the approach adopted in the development of the Materiality Matrix see section "Strategy and stakeholder engagement", figure p. 4., column 2, section 2

For descriptions of the opportunities and risks which result from the identified areas of action, see section "Opportunities/risks:

For the assessment of performance in 2011 (targets compared with performance):

Medium-term objectives:

– Key results 2011:

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

For the application of the Sustainability Program in the Sustainability Report 2011 for more information, I - XII.

– Strategic goals and objectives

– Assessment of performance in 2011 (targets compared with performance):

– Key results 2011:

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

For the application of the Sustainability Program in the Sustainability Report 2011 for more information, I - XII.

– Strategic goals and objectives

– Assessment of performance in 2011 (targets compared with performance):

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For the application of the Sustainability Program in the Sustainability Report 2011 for more information, I - XII.

– Strategic goals and objectives

– Assessment of performance in 2011 (targets compared with performance):

– Key results 2011:

– Positioning in the high-priority areas of action and approach to the opportunities and risks
The compensation of the Executive Board of Fraport AG was linked more firmly to longer-term criteria in 2010 and meets the requirements of the Appropriateness of Management Board Compensation (VorstAG). In 2010, the salary structure of the executive employees was defined according to the principles covering several years and the possibility of a ceiling for extraordinary developments. The pay structure is focused on the long-term and sustainable development of the company. Parts of the remuneration are linked to longer-term criteria of the company.

If applicable, indicate the part not reported (see http://www.fraport.com/content/fraport-ag/en/misc/binaer/sustainability/environmental_statements/environmental-statement-2011/jcr:content.file/Environmental%20Statement%202011.pdf).

More extensive information on our environmental impacts is included in our annual Environmental Statements published within the scope of EMAS certification (http://www.ranking-nachhaltigkeitsberichte.de/en.html?PHPSESSID=2b52344c5eb934dd03bcbed411fb8360). The conclusions drawn by Fraport from the ranking are included in the conceptual approach of the subsequent report.
Processes in place for the highest level of transparency.

The approach to conflicts of interest is dealt with in the Fraport Corporate Governance Code. The Supervisory Board reviews the composition, conduct, and principles of the Executive Board each year. The Board of Directors reports annually on the possible conflicts of interest for the Supervisory Board and the Executive Board. The CRM (Corporate Risk Management) model provides the necessary fundamental elements. This corporate governance model fulfills the core elements of the sections of the OECD Principles of Corporate Governance.

Each Member of the Executive Board must immediately disclose any conflicts of interest to the Supervisory Board and must disclose any such conflicts to the Supervisory Board. All transactions between the company and persons related to them or any companies with close personal relationships to them require the consent of the Supervisory Board. Each Member of the Executive Board must report all transactions (i.e. any transactions between Members of the Executive Board and any other Group companies, and between the company and persons related to them or any companies with close personal relationships to them) require the consent of the Supervisory Board. Each Member of the Executive Board must report all transactions (i.e. any transactions between Members of the Executive Board and any other Group companies, and between the company and persons related to them or any companies with close personal relationships to them) require the consent of the Supervisory Board.

We are working together with the bodies there to prepare positions on the issues of air traffic. They also include the issues of the CRM (Corporate Risk Management) model. The CRM (Corporate Risk Management) model provides the necessary fundamental elements. This corporate governance model fulfills the core elements of the sections of the OECD Principles of Corporate Governance. Each Member of the Executive Board must report all transactions (i.e. any transactions between Members of the Executive Board and any other Group companies, and between the company and persons related to them or any companies with close personal relationships to them) require the consent of the Supervisory Board.

Fully transparent and transparently administered, 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/Sustainability/governance.html).

The process for determining the composition, conduct, and principles of the Executive Board is discussed with the Supervisory Board at regular intervals. Any 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, section 4.3 and p. 15, subitem 5.5).
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.

Organizational responsibility: The highest level in the organization, which bears responsibility for the economic performance, is the Chief Financial officer (CFO).

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The success of our company is measured by a number of factors including how we comply with our environmental obligations. For example, the environmental compatibility of our activities is top priority for us. The focus of our actions is to ensure the sustainability of our business. Our focus is on our responsibility as employers towards our employees, society, and the environment.

In accordance with the collective agreement for public service workers, no gender-specific criteria may be taken into account when assessing and remunerating the activities of women and men. The focus of our actions is on the actual job and skills, responsibility, level of difficulty of the activity or management responsibility must form the basis for the remuneration of women to men by employee category, by significant locations of operation."

Aspects of equal remuneration for women and men

Employment of women is carried out in accordance with the collective agreement for public service workers. As such, women are treated equally with men when it comes to assessment and remuneration of their activities. This is an aspect that is taken very seriously within our company. For example, the focus of our actions is on the actual job and skills, responsibility, level of difficulty of the activity or management responsibility must form the basis for the remuneration of women to men by employee category, by significant locations of operation."

Aspects of occupational health and safety

Fraport AG is supporting a noise study initiated by the Environment and Neighborhood House (UNH) and given academic significance. The study will record the effects of noise pollution on health over an extended period of time. Apart from a comparison with the environment, the study will also consider the effects on the health and wellbeing of those visiting the airport.

The company is aware of the increased use of pharmaceuticals and the potential impact on the environment. Appropriate training measures support their actions. The long track record of experience enjoyed by our experts provides a tangible benefit for all Group sites, for example in the form of training courses and technical support, which enable us to respond to the changing requirements of our customers. The company is aware of the need to ensure that our activities are conducted in a manner that is consistent with the principles of sustainability. Our commitment to values and principles is complemented by a proactive approach to company co-determination.
Fraport respects the cultural, ethical, social, political and legal diversity of all nations and communities. Our corporate culture is based on the principles of fairness, honesty and respect. It reflects our commitment to the highest standards of professionalism, transparency and integrity. Fraport’s values guide our actions and behaviors, providing a framework for decision-making and performance evaluation. The principles of our Corporate Culture are reflected in our Code of Conduct, which is available on our website.

Fraport’s Group Human Resource Management integrates human resource policies and activities. The management of human resources is integrated into group management. Fraport AG and its subsidiaries have defined criteria for the selection of employees: qualifications, skills, experience and motivation.

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’s Group Human Resource Management integrates the principles of the UN Global Compact into its strategy. The Fraport Group promotes social justice and ethical engagement, considering all aspects of corporate responsibilities.

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

The Fraport Group is committed to ensuring the safety and security of all passengers, employees and visitors. This includes the implementation of robust security measures at all airports managed by the Fraport Group. The Fraport Group's approach to security is guided by the principles of the UN Global Compact, the International Civil Aviation Organization (ICAO) and other relevant international standards.

Fraport’s Group Human Resource Management implements a comprehensive Health, Safety and Environment (HSE) program that covers all aspects of workplace health and safety. The program is designed to safeguard the health and well-being of all employees, visitors and contractors, as well as to protect the environment.

The Fraport Group is committed to implementing a comprehensive Risk Management System that covers all aspects of risk management, including strategic, operational, financial, and reputational risks. The system is designed to identify, assess, monitor, and mitigate risks in order to achieve the organization's strategic objectives.

Fraport AG commits to implementing a comprehensive Safety Management System that covers all aspects of safety management, including organizational, operational, and technical safety management. The system is designed to ensure that all company activities are conducted in a safe and healthy manner, and that any safety risks are identified, evaluated, and controlled.

Fraport AG commits to achieving efficient and effective use of Group resources through a comprehensive Procurement Management System that covers all aspects of procurement, including procurement strategy, procurement process, and procurement management. The system is designed to ensure that procurement activities are conducted in a transparent, efficient, and effective manner.

Responsibility:

The Fraport Group is committed to the implementation of a comprehensive Sustainability Management System that covers all aspects of sustainability management, including environmental, social, and economic sustainability. The system is designed to ensure that sustainability considerations are integrated into all aspects of the Fraport Group's business activities.
We expect the applicable legislation and regulations to be observed and require compliance in all aspects of the activities of the group. The introduction of the Values Management System in 2003 was aimed at ensuring a consistent way of thinking and acting by the entire Fraport Group and at strengthening a values-oriented culture. The values are binding for all our employees and at all levels of our company. We want an approach centered on values to be a basis for all our actions.

Aspects

Anti-competitive behavior

Fraport pursues its interests through membership of the trade organizations Task Force for Germany Commercial Airports and World (see http://www.taskforce-for airports.org) and the Airports Council International (ACI) for further information see http://www.airports.org). Europe and World.

Focuses of the Forum are the exchange of information with citizens, noise monitoring and development of noise abatement measures. Under the leadership of the Forum, which is an expert group of representatives from political circles, noise monitoring is carried out at all locations of the Group. The monitoring data and data collected in the course of the Forum’s activities are published on the http://www.forum-flughafen-region.de website.

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 http://www.fraport.com/content/fraport-ag/en/products_services/airport_and_aviationsecurity.html).

Key opportunities and risks:

- Planned exercises
  - All sites: 24/7
  - Wake-up exercises
- Employee training
- Building exercises
- Business continuity exercises
- Further training
- Field exercises

Information online relating to any perceived irregularities. Confidential information on corruption and business crime is to be reported at http://whistleblower.fraport.com. An anonymous hotline is available from Monday to Friday 08:00 to 20:00. The electronic whistleblower system guarantees the anonymity of the whistleblower on the system side. The facts are verified by the Police or the judicial authorities.

See also Sustainability Program in the Policy: Information on the Fraport Values Management System

If the Fraport Group becomes aware of any criminal activities, it informs the police, the public prosecutor or the competent government authorities.

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.


Our values are binding for all our employees and at all levels of our company. We want an approach centered on values to be a basis for all our actions.

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The ongoing economic success of our company depends on the satisfaction of our customers and employees. The security of our systems and services is another key factor for this. Fraport has introduced an Integrated Management System to guarantee a process of continuous improvement for all areas of the company. This tool includes tools for risk assessment, quality assurance, health and safety management, environmental protection, and management of business processes. The service quality is increased by the following tools:

- Business continuity and emergency preparedness
- Product and service labelling
- Safety services (see http://www.icao.int/)
- Static framework of the Forum Airport and Region in summer of 2010. The effectiveness of the measures is reviewed on the basis of the ASQ (Airport Service Quality) Survey.

The ASQ (Airport Service Quality) Survey is an independent and internationally recognized customer experience benchmarks. Each month more than 2,000 passengers are asked about their satisfaction with Frankfurt Airport overall and about their specific experience of certain events (e.g. security control or friendliness of employees at the information desks). The survey is carried out at the gates and provides a clear picture of how satisfied the passengers are with the services provided. The results are used to identify areas for improvement and to develop strategies to enhance the satisfaction of our customers. For this purpose, 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.

The security of an airport is vital to all operations. This includes the need for efficient and effective organisation of all activities. The security of an airport is dependent on the security of the employees who work at the airport and the security of the passengers who use the airport. A key feature of the security of an airport is the ability to act quickly in an emergency. This is achieved by the introduction of an integrated management system (CMS). This means that the security of an airport is the responsibility of the Management and Corporate Compliance. In 2011, we started to implement an integrated system for compliance management, which was promulgated by the Institute of German Auditors (Institut der Deutschen Wirtschaftsprüfer, IDW) PS 980, which defines the framework within which the CMS is set up for the fields of action covering quality, occupational health and safety, environmental protection, and values management.

Fraport AG ranks among the leaders in the airport-management sector with an Integrated Management System (CMS) that is certified by the TÜV. This certificate confirms the quality of our services and the dependability and customer-centric approach of our employees. 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. This is for the benefit of the safety of the aircraft and the passengers. Fraport AG is committed to the principle that all employees are aware of the importance of water management and are trained in the appropriate procedures. For this purpose, we have introduced an emergency water management system for the site of the airport. The emergency water management system includes measures to prevent water from entering the site of the airport, measures to remove water from the site of the airport, and measures to prevent water from damaging the site of the airport.

The emergency water management system is activated in the event of a leakage or flooding of the site of the airport. The emergency water management system includes the following steps:

1. Identification of the location of the leakage or flooding
2. Activation of the emergency water management system
3. Removal of the water from the site of the airport
4. Prevention of further leakage or flooding
5. Restoration of the site of the airport

The emergency water management system is designed to be as effective as possible in order to minimize the damage caused by leakage or flooding. The emergency water management system is regularly reviewed and updated to ensure that it is effective in all circumstances. The emergency water management system is monitored by the Management and Corporate Compliance. In 2011, we started to implement an integrated system for compliance management, which was promulgated by the Institute of German Auditors (Institut der Deutschen Wirtschaftsprüfer, IDW) PS 980, which defines the framework within which the CMS is set up for the fields of action covering quality, occupational health and safety, environmental protection, and values management. The CMS is set up for the fields of action covering quality, occupational health and safety, environmental protection, and values management.
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.

Procedures for local hiring and proportion of employees by gender compared to local minimum wage are to be reported in EC8 Indirect economic impacts.

To be reported in EC4 Significant financial effects of climate change.

See footnote of “For our employees”: subsection “Appeal as an employer”, p. 34.

STANDARD DISCLOSURES PART III: Performance Indicators

“For our company”, subsection: “Social responsibility ”

Explanation

If it is technically feasible to provide the data at reasonable cost, it is expected that we report on the material issues below. We will be in a position to report on the material issues below.
Climate protection is one of the most important challenges for the air-traffic industry. As an airport operator, we focus our efforts on areas which we are able to directly influence. In this context, we have identified the following areas of concern:

- **Total water consumption and reductions achieved.**
  - There are no production processes at the airport from which process water can be recycled. Service water is shown under "Total water consumption".
  - Indicators and facts – Environment - EN21 Total water consumption, p. 8.

- **Indirect energy consumption by primary energy source.**
  - 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's perspective. The International Civil Aviation Organization (ICAO) adopted an improvement in fuel efficiency of 2% per year for the coming years. This improvement has to be achieved by all airports. Several major airlines take part in the Airport Carbon Accreditation program with the objective of making the maximum number of airports carbon neutral. Fraport was the first airports to be audited in accordance with the rules of Airport Carbon Accreditation and it was accepted.

- **Indicators and facts – Environment - EN20 NO2, SO2 and other airborne emissions, p. 11.**
  - These data are derived from the zoning plan documents. Determining the data was extremely complex and expensive so that future data are to be subject to continuous reporting and the necessary processes are currently being put in place.

- **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 Indicators and facts – Environment - EN5 Energy saved due to conservation and efficiency improvements). The absolute quantity of energy saved under EN5 "Energy saved due to conservation and efficiency improvements." Should be taken into account.

- **Indicators and facts – Environment - AO6 Aircraft and pavement deicing agent, p. 13.**
  - Species on Germany’s Red List of endangered species exist at Frankfurt Airport. Plants and animals which are endangered are listed in the operating instructions of the runway area. These areas of land are used for take-offs and landings and for taxiing purposes. When this occurs and appropriate mitigation or replacement measures have to be implemented. These areas of land have large areas of land which are used by animals and plants as habitats. Smaller species of birds, such as chaffinches or whinchats can be regularly found there, and in spring natterjack toads and populations of frogs can also be seen. Unoccupied areas at the airport are landscaped wherever possible.

- **Significant impacts of biodiversity:**
  - The airport has large areas of land which are used by animals and plants as habitats. Smaller species of birds, such as chaffinches or whinchats can be regularly found there, and in spring natterjack toads and populations of frogs can also be seen. Unoccupied areas at the airport are landscaped wherever possible.

- **Significant impacts of habitats:**
  - Some species of habitats that exist at Frankfurt Airport have been identified as being of high biodiversity value outside protected areas. Biodiversity in protected areas and areas of high biodiversity value outside protected areas.

- **Number of IUCN Red List species and protected areas:**
  - The issue is irrelevant for Fraport AG and its investments in Germany on the one hand because of the favorable supply of water and on the other hand because of the comprehensive use of water-conservation technologies.
Weight of transported, imported, exported, 
Identity, size, protected status, and 
Percentage of products sold and their 
Minimum notice period(s) regarding 
Presentation of the indicators for the Group is currently not 
Benefits provided to full-time employees that 
Indicators and facts - Human resources - LA4 percentage of employees with collective agreements, p. 18...

Significant environmental impacts of 
The top priority of health promotion at Fraport is to promote and retain the health of all employees. With this objective ... bundles numerous prevention programs advice packages. You will find an overview of the measures carried out under 
Total environmental protection expenditures 
Indicators and facts -  Environment - AO7 Number and percentage change of people residing in areas affected by aircraft noise, p. 14.

report of a breakdown of the turnover rate by region is not 
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 
During the course of its regular business activities, Fraport does not sell any "products" where the packaging could or would have to be reclaimed.

Reporting of a breakdown of the turnover rate by region is not currently 
.Franglais employees in groups, it is not possible to provide a breakdown for the total turnover for the first three months.

...
1. Training and education

- The data were previously not recorded by employee categories. Reporting based on a breakdown of indicators by employee category is necessary for a more precise analysis.

2. Diversity and equal opportunity

- During the period under review, it is assumed that the right of employees to exercise freedom of association and collective bargaining may be violated or at significant locations of operation.

3. Child labor

- Fraport respects the rights of indigenous peoples. During the period under review, there were no incidents affecting the rights of indigenous people.

4. Human rights

- In accordance with the collective agreement for public service workers, no gender-specific criteria may be taken into account for the purpose of personnel selection. Gender-based criteria must be based on the actual skills and performance necessary for the position.

5. Forced or compulsory labor

- Fraport Group categorically rejects any form of forced or compulsory labor and has made a commitment to compliance with the UN Global Compact, the OECD principles of corporate governance, and the UN convention against human trafficking.

6. Human rights issues

- If it is technically feasible to provide the data at reasonable costs, we will be in a position to report the data for the first time in 2015.
The total number of investment companies of the Fraport Group is given classified by countries in the Description. No fines were imposed on Fraport in 2011 for breaches of statutory regulations. 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.

During the reporting period, Fraport AG continued to support the implementation of the International Code of Conduct for the Food Industry (ICCFI), an industry self-regulation initiative within the EU. The Fraport Group is represented on the ICCFI Executive Committee. The initiative encourages companies to implement codes concerning health and safety impacts, compliance with regulations and voluntary codes concerning health and safety impacts, compliance with regulations and voluntary codes. The ICCFI has scheduled a meeting in 2012 to discuss the next step in the development of the code.

According to Section 265 AktG, enterprises are required to disclose the measures they have taken to prevent the misuse of their position as a dominant enterprise. The dominant position of enterprises in the market may give them a position of economic strength over their competitors. The Fraport Group is not in a position to influence the price of services. The Fraport Group is therefore not in a position to influence the price of services. The Fraport Group is therefore not in a position to influence the price of services.

The Fraport Group is also a founding member of the new Federation of the German Air Traffic Industry (BDL), which started work on 1 July 2011. http://www.bdl.aero/). BDL focuses on the importance of air traffic as an economic factor for Germany and has defined its mission statement as follows: "BDL is the world’s largest aviation industry organization. We represent the importance of the aviation industry as a factor for the economy, the environment and security." BDL is also active in the development of the European Single Sky initiative and its national counterpart, European Air Traffic Management (EATM). BDL promotes the interests of its members through various means, including the following:
- Participating in the development of European and national aviation policy
- Representing the interests of its members in the European Union and other international organizations
- Providing advice and support to its members on regulatory and technical issues
- Organizing conferences and seminars
- Providing training and education programs
- Conducting research and development projects
- Promoting the interests of its members through public relations and media relations

The Fraport Airspace Information System (AIS) is a comprehensive air traffic management system that provides real-time information on the status of aircraft in flight and on the ground. The AIS is used by air traffic controllers to manage the flow of traffic and to ensure the safe and efficient operation of the airport. The AIS is also used by pilots and other air traffic participants to plan their flights and to make informed decisions. The Fraport Airspace Information System is a key component of the airport's air traffic management services, and is an integral part of the airport's overall mission to provide safe and efficient air traffic services.

The Fraport Group has a team of health and safety specialists who are responsible for the implementation of the Health and Safety Policy. The Health and Safety Policy is designed to ensure the health and safety of all employees and the public, and to minimize the risk of accidents. The Health and Safety Policy is based on the principles of prevention, education, and the involvement of employees. The Health and Safety Policy is also designed to comply with all relevant laws and regulations, and to be consistent with the Fraport Group's corporate values. The Fraport Group is committed to the implementation of the Health and Safety Policy, and to the continuous improvement of the health and safety of its employees and the public.
<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PR3</td>
<td>Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.</td>
</tr>
<tr>
<td>PR4</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.</td>
</tr>
<tr>
<td>PR5</td>
<td>Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.</td>
</tr>
<tr>
<td>PR6</td>
<td>Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.</td>
</tr>
<tr>
<td>PR7</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.</td>
</tr>
<tr>
<td>PR8</td>
<td>Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.</td>
</tr>
<tr>
<td>PR9</td>
<td>Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.</td>
</tr>
</tbody>
</table>

For PR3:
- Numerous international and national guidelines and laws regulate air traffic. The Airport Users Directive is also applicable (for further information see [1]). The EU “Rights of Passengers” directive is also applicable (for further information see [2]). Fundamental principles are also defined in ICAO's [3]. 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). |

For PR4:
- No incidents were recorded for 2011. |

For PR5:
- We carry out monthly passenger satisfaction surveys. These are supplemented every quarter by comparative values from the ACI [4]. 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 experience with us. 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 meeting or a return phone call. In 2011 1,218 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 a continual process of dialog with government agencies. 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 on specific subject areas. We also have a continual exchange of ideas with government agencies. |

For PR6:
- Fraport is committed to self-regulation on advertising when making promotional statements and complies with the German Advertising Standards (Claim Code). 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 Standards (Claim Code). Among other things, this means that advertising material must not be misleading, deceptive, or in any way give the false impression of such, and must not represent a product or service in a way which is likely to mislead the consumer. |

For PR7:
- Sanctions, fines or warnings on account of infringement of advertising standards were not applied during the year under review. |

For PR8:
- Fraport did not record any substantiated complaints in 2011. |

For PR9:
- No breaches are known at Fraport AG.