

You are here: Indicators & Facts > GRI Index



GRI Index

Our Sustainability Report 2012 complies with the guidelines of the [Global Reporting Initiative \(GRI\)](#)] in the version G3.1. The Airport Operators Sector Supplement (AOSS) dealing specifically with airport operators was taken into account. The report meets the requirements for „[Application Level A+](#)“ and therefore fulfills the application level of the GRI guidelines.

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

You will find a complete overview of the GRI Content Index [here](#).

Profile



Strategy and Analysis

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

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

See also [“Foreword”](#)

– Trends which influence our sustainable development:

See [“Sustainability strategy”](#)

– Strategy:

The Group strategy [Agenda 2015](#) was developed on the basis of the Group vision and Group targets of Fraport AG adopted in 2004. Sustainability is one of the five core elements from which the strategic challenges and the necessary measures of the company to master them are derived ([for more information see Sustainability strategy](#)).

– Key events 2012:

The key events for Fraport in 2012 included the startup of operations at the Pier A-Plus.

– What we achieved in 2012:

Target attainment is measured in our Sustainability Program. See [“Sustainability Program”](#). The section “Business development 2012” in the Management Report of the Annual Report 2012 included information on the business development (see [Annual Report 2012](#), p. 37ff.).

– What we did not achieve in 2012:

Target attainment is measured in our Sustainability Program. See [“Sustainability Program”](#).

The section “Business development 2012” in the Management Report of the Annual Report 2012 included information on the business development (see [Annual Report 2012](#), p. 37 ff.).

– Assessment of performance in 2012 (targets compared with performance):

The attainment is measured in our Sustainability Program. See also [“Sustainability Program”](#)

– Outlook on the challenges for the coming year:

The challenges for the coming year lie in attaining the targets defined in the Sustainability Program for 2013. See also [“Sustainability Program”](#).

– Medium-term objectives:

The medium-term objectives are defined in the Sustainability Program (see [“Sustainability Program”](#)).



1.2 Description of key impacts, risks, and opportunities



– Approach for identifying the key issues (areas of action):

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

– Opportunities/risks:

For a description of the opportunities and risks see [“Opportunities and risks”](#)

Information on the opportunities and risks of the company are explained in the opportunities and risks report of the [Annual Report 2012](#).

– Targets and measures (Sustainability Program):

A comprehensive overview of all the issues including the associated targets and measures is provided in the Sustainability Program (see [“Sustainability Program”](#)).

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

See [“Opportunities and risks”](#)

– Management (governance) of the opportunities/risks:

The targets and measures are adopted in the Sustainability Board. The Sustainability Program serves the Sustainability Board for purposes of monitoring and controlling (see [“Organizational structure”](#)).

Within the framework of validation in conformity with EMAS, Fraport AG is certificated with conformity with statutory regulations, a systematic approach to corporate environmental protection, a continuous improvement in environmental performances, and provision of information to the general public about its environmental impacts and performances. Since 1999, the information has been provided in an Environmental Statement published on a regular basis. Comprehensive Environmental Statements are published every 3 years. In the interim, we report on annual progress in abridged Environmental Statements.



Organizational Profile

2.1 Name of the organization



Fraport AG



2.2 Primary brands, products, and/or services



– Brand: Fraport AG has a profile in the marketplace under the brand “Fraport”.

– Products and services: see [“Profile”](#)

– Operating limits: Fraport AG has an integrated business model. All products and services are exercised by Fraport AG and its subsidiary companies. All products and services are provided by Fraport AG and the subsidiary companies.



2.3 Operational structure



– Structure: <http://www.fraport.com/content/fraport/en/the-fraport-group/about-us/management—organization.html>

– Subsidiary companies and investments: <http://www.fraport.com/content/fraport/en/the-fraport-group/fraport-worldwide/subsidiaries-investments.html>

– Airports: <http://www.fraport.com/content/fraport/en/the-fraport-group/fraport-worldwide/our-airports.html>

– Consulting: <http://www.fraport.com/content/fraport/en/the-fraport-group/fraport-worldwide/consulting.html>

2.4 Location of organization's headquarters

– Headquarters: Frankfurt/Main

2.5 Number of countries where the organization operates

– Number of countries: 12

– Countries: see “[Profile](#)”

2.6 Nature of ownership and legal form

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

– Ownership: The shares in the company are listed on the Frankfurt Stock Exchange and are included in the MDAX, the index for medium-sized German joint-stock companies. On account of the stakes held by the State of Hesse and Stadtwerke Frankfurt am Main Holding GmbH, and the consortium contract between these two companies, Fraport AG is a company controlled by these shareholders. (See [basic data & shareholder structure](#)).

– 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 [basic data & shareholder structure](#).

2.7 Markets

– Markets: see “[Profile](#)”

– Destinations: see “[Destinations Frankfurt Airport](#)”.

– Customers: 40 million consumers live in the catchment area of 200 kilometers around Frankfurt Airport. The airport is in the conurbation area of the Frankfurt/Rhine-Main Region.

– Business activities without direct link to air travel:

- 1) [Airport retailing](#)
- 2) [Real estate management](#)
- 3) [Parking management](#)
- 4) [Energy and utility supply](#)
- 5) [IT-Services](#)
- 6) [Airport advertising](#)

The markets served by us do not differ in terms of the types of customers served. A corresponding breakdown is therefore not possible

Classification by number of airline customers is not possible with the available data collection methods.



2.8 Scale of the organization



The following data apply to the Fraport Group for 2012:

- Number of employees in the Fraport Group (31.12.2012): 22,276
- Number of all staff who work at the airport: around 78,000 (including Gateway Gardens & The Squire)
- Revenue: 2,442.0 million euros
- Total assets 9,640.6 million euros
- Shareholders' equity: 2,945.5 million euros
- EBITDA: 850.7 million euros
- Group result: 251.6 million euros
- Quantity of products and services: <http://www.fraport.com/content/fraport/en/our-expertise.html>
- Size of the airport site: 21 km²

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:

- Center runway: 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: 482,242
- Number of airlines which have flown to the airport during the period under review: 158
- Number of destinations that were flown to during the period under review: 408

See also [Annual Report 2012](#), p. 47 and p. 77 ff



2.9 Significant changes regarding size, structure, or ownership



See [Annual Report 2012](#), p. 37 and p. 88 ff



2.10 Awards received



See ["Indexes, awards & memberships"](#)



Report Parameter

3.1 Reporting period



See ["Publication cycle and reporting periods"](#)



3.2 Date of most recent previous report



See ["Publication cycle and reporting periods"](#)



3.3 Reporting cycle



See ["Publication cycle and reporting periods"](#)



3.4 Contact point for questions regarding the report



See ["Imprint"](#)



3.5 Process for defining report content and stakeholders



– Identification and prioritization:

The selection and weighting of the issues presented in our Sustainability Report are carried out on the basis of the principles formulated in the Global Reporting Initiative (completeness, materiality and inclusion of stakeholders). The material issues are identified and prioritized in the Materiality Matrix. See also ["Reporting contents and stakeholders"](#) und ["Materiality Matrix"](#).

– Inclusion of stakeholders:

The key issues are developed in dialog with stakeholders. The results of these dialogs are included periodically in the development of the Materiality Matrix. See ["Materiality Matrix"](#).

– Validation:

The completeness and quality of the report are regularly audited in the ranking of sustainability reports by the Institute for Ecological Economy Research – [IÖW/future Ranking](#). The conclusions drawn by Fraport from the ranking are included in the conceptual approach of the subsequent report.

See also ["Our stakeholders"](#)



3.6 Boundary of the report



See ["Scope of reporting"](#)



3.7 Limitations on the scope of the report



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 2012](#).

More extensive information on our environmental impacts is included in our [Environmental Statements](#) within the scope of EMAS certification.



3.8 Joint ventures, subsidiaries, outsourced operations



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 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.

See also ["Principles of reporting"](#)



3.9 Data measurement techniques



See ["Data collection"](#)



3.10 Re-statements of information provided in earlier reports



The Group personnel indicators for the years 2010 and 2011 were partly adjusted retrospectively on account of deviations in consolidation (see ["Personnel"](#)). This is noted appropriately in the footnotes for the relevant cases.



3.11 Significant changes from previous reporting periods



– Scope and limits of reporting: No changes

– Measuring methods: From 2012, the environmental indicators will be collected by the same methods as those used for the financial and personnel indicators (see ["Data collection"](#)).

– Changes in the group of consolidated companies: see [Annual Report 2012](#), p. 88 ff



3.12 GRI Content Index



This document.



3.13 External assurance for the report



See ["Independent opinion"](#) and ["Auditor's Report on the financial statements"](#) (see [Annual Report 2012](#), p. 175 ff)



Governance, Commitments, and Engagement

4.1 Governance structure



In accordance with German legislation, Fraport is governed by a dual management system. The Executive Board manages the company with responsibility for sustainable growth in the interests of the company, i.e. taking account of the requirements of the shareholders, its employees and the other stakeholder groups associated with the company. The Executive Board develops the strategic direction of the company, defines it together with the Supervisory Board and ensures implementation. The Executive Board is responsible for compliance with the statutory regulations and internal company guidelines and ensures compliances within the Group. The Executive Board also ensures appropriate risk management and risk controlling within the company. The Supervisory Board appoints, monitors and advises the Executive Board. Fundamental decisions for the company require the consent of the Supervisory Board. The Supervisory Board has 20 members and has equal shareholder and employee representation. The shareholder representatives are appointed by the shareholders at the Annual General Meeting. The employees are elected by the employees in accordance with the regulations of the Co-determination Act. The period of office is five years. More detailed information on the individual members of the Supervisory Board, the composition and work of the committees is provided in the Annual Report 2012 (see [Annual Report 2012](#), p. 18 ff). A list compiled by the Supervisory Board relating to diversity aspects is provided in the section "[Indicators & Facts](#)"

4.2 Independence of the Chair of the highest governance body

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

4.3 Independent members of the highest governance body

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

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

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

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

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

See also [Annual Report 2012](#), p. 18 ff

4.5 Linkage between compensation for members of the highest governance

body, senior managers, and executives and the organization's performance +

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 Remuneration Report in the Annual Report 2012 of Fraport AG (see [Annual Report 2012](#), p. 18 ff)

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 +

The approach to conflicts of interest is dealt with in the [Fraport Corporate Governance Code](#) (see p. 10, subitem 4.3 und p. 16, subitem 5.5).

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 staff members 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. 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.

Each Member of the Supervisory Board has an obligation to act in the interests of the company. No Member of the Supervisory 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. Each Member of the Supervisory Board must immediately disclose to the Supervisory Board any conflicts of interest, which may arise as a result of a consultancy or governance-body function with customers, suppliers, lenders or any other business partners. The Supervisory Board will then submit a report informing the Annual General Meeting about any conflicts of interest which have occurred and the measures that were taken to remedy them. Material and not just temporary conflicts of interest in the person of a Member of the Supervisory Board will lead to the termination of the office. Contracts with consultants and other contracts for services of a Member of the Supervisory Board with Fraport AG require the consent of the Supervisory Board.

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

The structure of the management and governance bodies of Fraport AG is based on German joint-stock legislation. The Supervisory Board meets at least four times a year. Once a year, it reviews the efficiency of its activity. This enables

issues to be identified that require the initiation of individual career development measures. For further information see [“Statement on Corporate Governance”](#) pursuant to Article 289a German Commercial Code (HGB) and the Corporate Governance Report in the Annual Report 2012. 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 [Annual Report 2012](#), p. 35 and p. 18 ff).

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

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.

In 2003, Fraport introduced a Values Management System based on fundamental values, such as probity, integrity, trustworthiness, responsibility, transparency and fairness. A document entitled “Values Management System” defines the aspiration to conduct of integrity within the framework of compliance with statutory legislation and loyalty to the interests of the company, and provides clearly defined rules of conduct for dealing with gifts and favors. Since 2005, this document has been a central element of the Compliance Management System. As such it has been a constituent element of the employment-contract agreement of employees and managers at the parent company in Frankfurt and at the majority shareholdings.

In 2007, Fraport made a commitment to the UN Global Compact principles. Following on from these standards, we decided in 2012 to develop the content of the Values Management System which had been primarily focused on anti-corruption measures up to that point. The new Codes of Conduct for Employees and Suppliers are a constituent element for the realignment of values-based compliance (see [„New Codes of Conduct for Employees and Suppliers”](#)). These are being gradually introduced in the Fraport Group from 2013.

Fraport has different management systems which support responsible corporate governance. They are incorporated under the umbrella of the Integrated Management System (IMS). This includes environmental, job-safety, and quality management. Since 2012, the Integrated Fraport Risk and Compliance Management System (FRisCo) has existed alongside the IMS (FRisCo) (for more information see [“Management systems”](#)).

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 [„Other publications”](#)).

The Group company agreement entitled “The Conduct of Partnership, Diversity and Equality at the Workplace” defines the principles for antidiscrimination, equal opportunities, the advancement of women into management positions and diversity for Fraport. These principles are a key element for decision-making on personnel appointments, training measures, organizational changes and structuring work time.

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

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

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 dialogs form the basis for this program (see [“Organizational structure”](#)). 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.

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

The Supervisory Board meets at least four times a year. Once a year, it reviews the efficiency of its activity (see ["Corporate Governance Report"](#) according to Article 289a German Commercial Code (HGB) and the "Report of the Supervisory Board" in the [Annual Report 2012](#)).

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

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 ["Governance"](#)).

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

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

Security is a key condition for air traffic. This principle applies equally to passenger traffic and airfreight. This is why security management has always been a top priority at Fraport. Increasingly advanced technologies and more and more personnel are being deployed at Frankfurt Airport to guarantee the security of passengers, baggage and cargo. The security of people working at the airport is also a top priority. The Security Management System (SMS) at Fraport AG is an instrument set up in conformity with the ICAO standards and recommendations. It records and evaluates all events relevant to security in airport operations and potential weak points in the operating processes. The SMS is directed toward all users at Frankfurt Airport, the relevant processes, procedures and responsibilities are defined in a manual accessible to all internal personnel (see ["Security and safety in air traffic"](#)).

4.12 Externally developed charters, principles, or other initiatives

– Voluntary initiatives (selection):

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

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, antitrust agreements, rules on child labor and forced labor, and compliance with human rights, environmental protection and health promotion, and fair working conditions. The companies signing up to the agreement have made a commitment to promoting the "Business Conduct Rules" with their suppliers with the best possible effectiveness.

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

Equal opportunities, diversity and getting the work-life balance right for career and family are key elements of our employment policy. Fraport signed the Charter of Diversity in December 2007 (for further information see ["Diversity"](#)).

Since 2002, Fraport has been a member of [Transparency International German Chapter](#).

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 and at the end of 2012, 65 airports had received accreditation. The highest level of 3+ can be reached in four stages. In 2011, Frankfurt Airport was accredited to Level 3 and Antalya was accredited to Level 2. Antalya was accredited to Level 3 in 2012 (see ["Best Practice examples"](#) and ["Worldwide sites > Antalya > Environmental protection"](#)).

– Mandatory initiatives:

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

see also ["Indexes, Awards and Memberships"](#)

4.13 Memberships



Fraport pursues its interests through membership of the industry organizations [Task Force for German Commercial Airports](#), Airports Council International (ACI) [Europe](#) and [World](#). Fraport is also a founding member of the [Federation of the German Air Traffic Industry](#). 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 (for more information see section ["Our stakeholders"](#) and ["Stakeholder commitment Fraport AG"](#)).

4.14 List of stakeholder groups



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.

4.15 Selection of stakeholders



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 78,000 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.

see also ["Dialog"](#)

4.16 Approaches to stakeholder engagement



Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular

exchange of views with our stakeholder groups (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.

see also [“Dialog”](#)



4.17 Key topics and concerns that have been raised through stakeholders



– 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.

– Resulting key issues:

The first Sustainability Program was derived from this Materiality Matrix in 2010. This focused on the areas of action with maximum priority:

- Safety and security in air traffic,
- Noise abatement,
- Climate protection,
- Customer satisfaction,
- Appeal as employer and
- Profitability of investments.

Over the course of 2011, targets and measures for all other areas of action were formulated:

- Air quality,
- Conservation of nature and resources
- Retaining and creating jobs,
- Occupational health and safety
- Compliance/governance,
- Procurement,
- Intermodality,
- Training and career development,
- Regional commitment and
- Sustainable construction.

In 2012, the Materiality Matrix was revised. During this process, the area of action sustainable construction was integrated in a different area of action. A comprehensive view of all the issues, including the associated targets and measures is provided in the [“Sustainability Program”](#).

– 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.



Economic Performance Indicators

■ Core indicator ■ Additional indicator

● Completely covered ● Partly covered ● No Information ◆ Not relevant for Fraport

Management Approach EC

Targets and performance:

We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the area of action "[Profitability/Investments](#)".

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 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 (for further information see [Annual Report 2012](#)).

Organizational responsibility:

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

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 2012](#), p. 57 ff).

Aspect "Economic performance":

For information on the economic performance of the Group see [Finance](#) and [Owners](#).

The subsection "Business development 2012" in the Management Report of the Annual Report 2012 comprises the information about the business development in 2012 (see [Annual Report 2012](#), p. 37)

Information on the opportunities and risks for the company is provided in the Opportunities and Risks Report of the Annual Report 2012.

Aspect "Market presence":

Fraport AG operates on four continents as a full-service provider in airport management through investments and subsidiary companies (see "[Profile](#)" and "[Our Airports](#)")

Aspect "Indirect Economic Impacts":

The airport is an important economic factor for the Frankfurt/Rhine-Main Region. Thanks to its central location and the link with the airport, this region has been transformed into one of the most dynamic and most highly integrated international economic zones in Europe. Our economic value added benefits the various stakeholder groups in the company, for example staff members and shareholders. It is therefore a good benchmark for the community benefit of our business activities. 61 percent of our value added and the biggest share goes to our staff members in the form of wages, salaries and social benefits, around 15 percent 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 "[Value added for the Region](#)" and "[Value added](#)"). Wichtige Engagements,

meist auf sozialem Gebiet, werden auch von unseren Beschäftigten und unseren Konzerngesellschaften im Ausland geleistet ("[Worldwide sites](#)").

Reporting on airport services in regions where operation tends to be directed toward public rather than economic interests is not relevant for Frankfurt, because the corresponding services are not included in the portfolio of the company.

EC1 Direct economic value generated and distributed



See "[EC1 Direct economic value generated and distributed](#)"



EC2 Financial implications due to climate change



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.

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.

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. Out of 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 Frankfurt/Rhine-Main Region.

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.

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 (41.6 percent) already go by rail when traveling to and from the airport.

A statement on the financial effects of climate change is not possible.



EC3 Coverage of the organization's defined benefit plan obligations



The scope of the company's social benefits and welfare expenses for employees is presented under "[Indicators](#)".

All employees working for the Fraport parent company under collective agreements are insured with the supplementary pension scheme (ZVK) Wiesbaden from the time they start working for the company. All employees receive a supplementary pension under the collective payscale rules. The employer is responsible for financing most of this

insurance. Furthermore, employees can top up their company pension plan by making their own contributions through salary conversion. 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 "[Working conditions and co-determination](#)" und "[Worldwide sites > Lima > Employees](#)").

See also [Annual Report 2012](#), p. 111 ff

EC4 Significant financial assistance received from government



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

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



Frankfurt Airport is defined as a significant business site, since 90 percent of the employees in the Group work at this site. There are collective payscale agreements in virtually 100 percent of all the Group companies. These agreements exceed local minimum wage standards (see "[Worldwide sites](#)"). In accordance with the collective agreement for public service workers, no gender-specific criteria may be taken into account when assessing activities. Criteria such as knowledge and skills, responsibility, level of difficulty of the activity or management responsibility must form the basis for assessment. Only the actual job is assessed and not the person who is carrying out the activity.

EC6 Practices of spending on locally-based suppliers



Frankfurt Airport is defined as the significant business site and the Frankfurt/Rhine-Main Region is defined as local. In 2012, Fraport AG awarded orders to companies with a total volume amounting to some € 733 million. 51 percent of all purchase orders amounting to a volume of more than € 465 million were awarded to contractors in the Frankfurt/Rhine-Main Region. More than 81 percent of all orders were below an 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.

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

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

A01 Passengers



See "[Indicators](#)"

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.



AO2 Aircraft movements



See ["Indicators"](#)



AO3 Cargo tonnage



Siehe ["Indicators"](#)



EC7 Procedures for local hiring



Frankfurt Airport is defined as a significant business site, since 90 percent of the employees in the Group work at this site. Fraport has no corporate policy covering the entire organization and does not implement a procedure for preferring local residents in recruitment. In foreign subsidiary companies, employees from within the country are generally employed on account of the specifics of the business. Only a small number of managers are seconded from the parent company.



EC8 Infrastructure investments and services provided primarily for public benefit



As an operator of the German airport with the biggest volume of traffic, we have a particular commitment to the Frankfurt/Rhine-Main Region. We have a strong track record over many years of contributing to a wide variety of sporting, social, cultural and ecological activities. These include donations and sponsoring for numerous clubs, cultural activities, charitable organizations and educational institutions. For further information see ["Voluntary engagement"](#). You will find an overview of the outgoings for donations, sponsoring and the Environmental Fund under ["Indicators"](#).

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

Our employees at our Group sites abroad also engage in volunteering, see [Antalya](#), [Lima](#), [Varna](#) and [Burgas](#).



EC9 Indirect economic impacts



The airport is an important economic factor for the Frankfurt/Rhine-Main Region. Thanks to its central location and the link with the airport, this region has been transformed into one of the most dynamic and most highly integrated international economic zones in Europe. A workforce of some 78,000 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 2012, Fraport AG awarded orders to companies with a total volume amounting to some € 300 million, to the particular advantage of smaller companies mostly based in the Frankfurt/Rhine-Main Region. These orders enable Fraport to indirectly support an estimated 25,000 jobs in the commissioned companies. In 2013, 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

See also [“Retaining and creating jobs”](#), [“Value creation”](#) and [“Airport Expansion”](#).

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.



Ecological Performance Indicators



Management Approach EN

Targets and performance

See ["Sustainability Program > Environment"](#).

Policy:

see [Environmental Statement 2011](#), Section "Environmental Policy", p. 9

Organizational responsibility:

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

Training courses and awareness measures:

The Central Unit Personnel Services (PSL) is responsible for training and career development of employees, environmental auditors and managers on environmental issues. This unit also carries out the statutory training courses in the area of hazardous goods transport and radiation protection. See [Environmental Statement 2011](#), Environmental Policy, p. 9

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.

Aspect "Materials":

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.

Environmental Management Systems exist in all other airports where Fraport holds a majority shareholding. The systems at the Lima and Antalya sites are also certified in conformity with ISO 14001 (see ["Management systems"](#)).

Other materials used can be found under ["EN3 Direct energy consumption"](#), ["EN8 Total water consumption"](#) and ["AO6 Airfield surfaces and deicing agents"](#) zu finden.

Aspect "Energy":

Our comprehensive environmental management encompasses the aspect 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.

Environmental Management Systems exist in all other airports where Fraport holds a majority shareholding. The systems at the Lima and Antalya sites are also certified in conformity with ISO 14001 (see [“Management systems”](#)).

Measures are described under [“Climate protection”](#) and in the [“Sustainability Program”](#).

Aspect “Water”:

Our comprehensive environmental management encompasses the aspect water. 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.

Measures are described under [“Conservation of nature and resources”](#) and in the Sustainability Program Section [“Conservation of nature and resources”](#). Indicators are presented under AO4 “Quality of storm water” (see [“Environment”](#)).

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 of sprinkler systems, WC flushing and watering of landscaped areas. There is a complete service-water supply system in CargoCity South. In the north of the airport, Terminals 1 and 2 are supplied with service water. The supply of service water in Terminal 1 and the neighboring office buildings are currently still undergoing expansion.

Aspect “Biodiversity”:

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.

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

Aspect “Emissions, effluents and waste”:

At the Fraport parent company, 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. 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 or reuse unavoidable waste as much as possible. Frankfurt Airport separates waste including paper, glass, packaging waste (DSD green-dot waste) and residual waste. The collected waste is either fed into advanced sorting systems where any contaminants are separated out and the recyclable materials are then conveyed to the recycling plant or the recently modernized waste incineration power plant operated by the City of Frankfurt. The steam generated here by combustion is used for the production of electricity and district heating.

The hazardous waste created at Fraport is collected separately and channeled away for recycling as far as possible. If there are no options for recycling, this waste is fed to a suitable incineration plant for thermal recovery or disposed of by chemical or physical means in a suitable treatment plant. This also applies to material that has been confiscated in security. The statutory regulations are strictly applied for 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 reductions of emissions, wastewater and waste see [“Sustainability Program”](#).

An operational waste system exists at all Group airports where we have a majority shareholding. The waste is disposed of in the system in conformity with the statutory national regulations in the relevant country. The concrete disposal is also regularly inspected within the framework of certification at our airports in Antalya and Lima in conformity with ISO 14001.

Aspect “Products and services”

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](#) and we pursue them in a range of different measures and projects, for example for [Climate protection](#), with our [Biodiversity strategy](#) and within the scope of our global environmental management (see [Environmental Statement 2011](#), p. 6). We are also continuing our efforts to promote noise abatement.

Aspect “Compliance”:

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. Compliance is also part of the environmental management systems implemented at Group airports where we have a majority shareholding. These systems at the Antalya and Lima sites are each certified in conformity with ISO 14001.

For more information see [“Management systems”](#).

Aspect “Transport”:

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 traveling to and from the airport rose by 3 percent in 1999 to around 20 percent in 2012. The share of total public transport was 23.6 percent in 1999. In 2012, 36 percent of originating passengers used rail transport to travel to and from the airport (metropolitan railway, regional trains, regional express, ICE, IC, long-distance trains). If buses are included, the share was 42 percent. The environment program of Fraport AG in 2008 projected a target value of 38.9 percent for the year 2020. This target was already attained some time ago (see [Environmental Statement 2011](#), p.23 ff.)

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

You will find indicators on intermodality under [“Indicators & Facts > Indicators > Environment > Transport”](#).

Aspect “Intermodality”:

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 2012, 36 percent of all originating passengers used the train to travel to and from the airport. If buses are also included, the share was 42 percent. 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 30 percent of the workforce in 2012.

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.)

Most public transport at our other airports where we hold a majority shareholding is provided by the use of buses. The share of bus travel in the Group overall is 68 percent.

Indicators on intermodality are included under [“Indicators & Facts > Indicators > Environment > Transport”](#).

Overall:

The success of our company is measured by a number of factors including how we comply with our environmental responsibility in the air-traffic industry. This is why protecting the environment and the environmental compatibility of our activities are top priorities for us. The focus of our actions is provided by measures to avoid, reduce and mitigate environmental impacts that arise or could arise as a result of the operation of the airport. The Executive Board of Fraport AG adopted an Environmental Policy for the entire Group in spring 2008. This policy is based on the principles of the UN Global Compact. The policy commits Fraport to take an environmental approach in conducting its business activities at all the sites it operates. Fraport AG strives to protect the environment and guarantee safe and healthy working conditions for its employees. Our environmental management activities guarantee compliance with statutory legislation and regulations. It also fosters continuous progress on all environmental issues. As we strive to meet our responsibilities to the environment, we motivate our employees to take a responsible approach to natural resources at all our sites. Appropriate training measures support their actions. The long track record of experience enjoyed by Frankfurt Airport in environmental protection over many years provides a tangible benefit for all Group sites, for example in the form of training courses and technical support, including assistance on the ground. Our business model fosters a caring approach to environmental problems while also taking account of aspects such as the cost efficiency, economic feasibility and sustainability of our environmental programs. We work toward developing and disseminating environmental technologies by applying ecological criteria to the selection of products and services. We publish an annual Environmental Statement about our environmental activities and achievements. We make the Environmental Statement accessible to all our employees and other stakeholders. Our comprehensive system of environmental management focuses on the issues of noise abatement, climate protection and energy efficiency, intermodality, air quality and conservation of nature and resources with the issues of biodiversity, water consumption, wastewater, soil and ground water, hazardous goods and hazardous substances, and waste. Environmental management at Frankfurt Airport has been validated in conformity with the European Eco-Management and Audit Scheme (EMAS) since 1999. Our airport was the second in Germany to open its doors to the critical scrutiny of independent experts – and this validation process has been repeated each year. Since 2002, have also received certification under the international environmental standard ISO 14001. The regular and comprehensive review expresses our conviction that an airport of our size can only be competitive and successful in the long term, if it transforms sustainable environmental policy into reality and make this transparent in the public domain see [Environmental Statement 2011](#).

For targets and performance see [“Environment”](#).

Aspect “Noise”:

On its own responsibility, 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 (2011 and 2012). This differentiation is particularly evident at night because an additional night surcharge is payable, irrespective 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.

Already before the new Runway Northwest came into operation, flight procedures for reducing noise were being tested. The procedures had been developed by a group of experts, made up of representatives from the local communities, aviation companies, air traffic control, the airport (Fraport AG), politicians and academics, based in Forum Airport and Region (FFR). The aim of active noise abatement is to reduce the noise directly at the source, to decrease the noise emissions reaching the ground, in particular for areas subject to high-impact noise, and to achieve better distribution of noise pollution. The action plan comprises seven measures for reducing noise. These were expanded by a package of 19 measures signed on 29 February 2012 and entitled entitled “Together for the Region – Alliance for more Noise Abatement 2012” (<http://www.fraport.com/content/fraport/en/sustainability/aircraft-noise-infoservice/active-noise-abatement.html>). Fraport took responsibility for the development and implementation of the measures Dedicated

Runway Operations – DROps and raising the approach angle by 0.2 degrees within the scope of continuous cooperation in the expert committee.

The DROps procedure envisages bundling of take-offs on defined take-off runways or departure routes depending on the direction of operations. The overall objective is to create selective noise breaks and achieve a reduction in the noise nuisance to people living near the airport. The procedures were alternated with DROps being used on uneven dates and the conventional operating concept being used on even dates. This procedure was adopted in the period from 11 p.m. to 5 a.m. before the prohibition on night flights came into force. DROps “early morning” is the extension of the pilot operation to the period between 5 a.m. and 6 a.m. The trial operation started on 28 June 2012.

Raising the approach angle by 0.2 degrees compared with the previous angle increases the distance above the residential areas on the approach to the Runway Northwest and should result in a reduction of noise pollution. Fraport AG has equipped the Runway Northwest with two instrument landing systems for the approach angle 3.0 and 3.2 degrees. On approaches with a tailwind and poor weather conditions, the previous angle of 3.0 degrees should initially be retained. The necessary approvals still have to be obtained and verifications need to be provided that the increased approach angle does not put safe operation at risk. Trial operation started in October 2012.

Active noise abatement is supplemented by measures of passive noise abatement. On the basis of the Act for Protection against Aircraft Noise, the Hesse State Government enacted a Noise Abatement Zone Directive for Frankfurt Airport. This defines noise abatement zones. Furthermore, a comprehensive Regional Fund totaling some 265 million euros was set up to finance additional benefits providing private households and eligible public institutions with passive noise abatement measures. Funds are also being provided from the Regional Fund so that claims for passive noise abatement can be brought forward. This measure enables people entitled to reimbursement to submit their claims now rather than in 2016 (statutory date for claims). The budget is provided by the State of Hesse and by Fraport.

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 Runway Northwest 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.com.

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 2012 in the section “[Noise abatement](#)” and in the Sustainability Program, Section “[Noise abatement](#)”.

EN1 Materials used



Fraport is a service provider and not a manufacturing company. The consumables used are entered under AO6 “Aircraft and pavement deicing/anti-icing fluid”.

See “[AO6 Aircraft and pavement deicing/anti-icing fluid](#)”.



EN2 Recycled input materials



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.



EN3 Direct energy consumption



See “[EN3 Direct energy consumption](#)”.



EN4 Indirect energy consumption



See "EN4 Indirect energy consumption".

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



EN5 Energy saved



See "Climate protection" and "EN5 Energy saved due to conservation and efficiency".



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



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 [Climate protection](#)). 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



Since autumn 2012, Fraport has gradually been introducing CO2 Controlling at the Frankfurt site. This is a controlling tool for measuring and managing energy consumption. It creates transparency, helps to reduce energy costs and hence to improve energy efficiency. This tool enables us to monitor whether the strategic CO2 targets are being attained and to identify irregularities at an early stage. At the same time, CO2 Controlling facilitates the reduction of investment risks and allows successes in implementation to be communicated within the company and in the public domain. The database is provided by the energy consumption data recorded in a highly nuanced approach for the parent company on buildings, systems or equipment. All energy sources, such as electricity, district cooling, district heating, gas and fuel for vehicles and fuel for combustion are taken into account. Planning and construction based on life-cycle cost is implemented when portfolio buildings are refurbished and energy efficiency is enhanced. This is also the case for new buildings. This results in optimization of life-cycle costs and hence energy savings in the early phases of planning. The absolute amount of energy saved under EN5 "Energy saved due to conservation and efficiency improvements" should continue to be taken into account.

The strategic networking of the airport with other carriers, also called intermodality, has a long track record at Fraport extending back to the 1970s. For example, in 2012 35.5 percent of all passengers used the train (ICE, long-distance and regional trains, or metropolitan railway) to travel to and from the airport. If all public transport is included, the share was 41.6 percent. The environmental program of Fraport AG in 2008 projected a target value of 38.9 percent for the year 2020. The challenge is to retain this value despite the growing 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 41.2 percent of the workforce in 2012. 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.



EN8 Total water withdrawal



See [“EN8 Total water withdrawal”](#).



AO4 Quality of storm water



See [“AO4 Quality of storm water”](#).

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



EN9 Water sources affected by withdrawal of water



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.



EN10 Percentage and total volume of water recycled and reused



There are no production processes at the airport from which process water can be recycled. Service water is shown under [“EN8 Total water consumption”](#).



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



A total area of owned land amounting to 22.44 square kilometers and an operational area of 18 square kilometers within that area means that based on area our airport in Frankfurt/Main is one of the most compact major airports in the world. By making optimum use of our operational area, we contribute to keeping the utilization of natural areas in the densely populated Frankfurt/Rhine-Main Region as low as possible.

Unoccupied areas at the airport are landscaped wherever possible.

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 unde [“EN11 Land in or adjacent to protected areas of high biodiversity value”](#).



EN12 Impacts on biodiversity



The environmental impact audit at Frankfurt Airport verified that overall no sustainable negative impacts were caused to directly adjacent conservation areas. This has been verified since 2010 during the course of monitoring biotopes and species (see [“List of areas with measures”](#)).

EN13 Habitats protected or restored



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”](#)). Regular monitoring of fauna and flora is a constituent element of the plan approval notice and it outsourced to an external agency.

See also [Conservation of nature and resources \(Biodiversity\)](#) und [“Voluntary engagement \(Environmental Fund\)”](#).

EN14 Strategies for managing impacts on biodiversity



Our business activities and natural biodiversity can be harmonized. Areas that are close to nature and their inherent biodiversity are preserved and promoted as far as this is possible within the operational constraints. Any impairments are kept as restricted as possible. Where substantial impacts occur, at least equal mitigation or equivalent replacement is carried out and we ensure long-term preservation of function. Fraport has made a commitment to long-term preservation of biodiversity at Frankfurt Airport and has also decided to promote projects beyond the confines of the airport relating to the preservation of biological diversity in the Frankfurt/Rhine-Main Region and in Hesse through its Environmental Fund. Our Fraport Diversity Strategy” presented here explains our principles on this important and complex matter. It also documents diversity projects at the airport and in the region which we are carrying out ourselves or funding with financial support. International agreements for protection of biodiversity, such as the Convention on Biological Diversity (CBD), European directives, such as the Fauna-Flora Habitat Directive, and the Bird Protection Directive, and national legislation, such as the Federal Nature Protection Act are important foundations in conjunction with the actions taken in our valuable areas of nature.

See also [“Biodiversity”](#) and [“Environmental Fund”](#).

EN15 Red List species and national conservation list species



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 Assessment has to be carried out when this occurs and appropriate mitigation or replacement measures have to be implemented.

Species on Germany's Red List of endangered species exist at Frankfurt Airport. Plants and animals which are endangered at other locations have settled on the areas between the 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.

EN16 Greenhouse gas emissions



See "EN16 Greenhouse gas emissions".

EN17 Other relevant indirect greenhouse gas emissions



See "EN17 Other greenhouse gas emissions".

Air traffic in the landing and take-off cycle up to an altitude of 3,000 ft generates the greatest emissions (around 940 thousand t CO₂). This is followed by the transport of originating passengers to and from the airport (around 270 thousand t CO₂), the energy consumption by infrastructure and vehicles operated by third parties at the site (approximately 180 thousand t), and finally by the business journeys carried out by staff members at Fraport AG (approximately 1 thousand t CO₂). The airport charges based on NO_x emissions also exert an indirect impact on the emissions of air traffic. The unique intermodal link to the local metropolitan rail network and the national long-distance transport by regional and long-distance trains means that passengers can be transferred from private transport and short-haul flights to rail travel. Marketing by a Fraport subsidiary and selective stakeholder engagement exert an impact of the CO₂ emissions of third parties. Business trips are essentially necessary through air travel to our subsidiary companies.

EN18 Initiatives to reduce greenhouse gas emissions



Climate protection is one of the most important challenges for the air-traffic industry. As an airport operator, we support the four-pillar strategy of the air-traffic industry with measures for climate protection in air traffic. In this context, we focus our efforts on areas which we are able to directly influence. These essentially relate to technical improvements in buildings and installations, process optimizations and economic tools such as airport charges dependent on noise and emissions (see „Climate protection“).

Climate protection is identified as one of the areas of action highlighted in the Sustainability Program as a top priority for Fraport (see "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 percent, increasing safety tenfold and reducing air safety costs by half (<http://www.sesarju.eu/>)

As a member of the Air Transport Action Group (ATAG) through ACI, the global association of companies involved in air traffic, Fraport supports their targets: reduction of CO₂ by 1.5 percent per year by 2020 and carbon-neutral growth until 2050. This means reducing CO₂ emissions in the year 2015 by 50 percent compared with 2005 throughout the sector (<http://www.atag.org/>).

The International Civil Aviation Organization (ICAO) adopted an improvement in fuel efficiency of 2 percent 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 2009. 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. Our investment, Antalya Airport, has also reached Level 3.

See also "EN5 "Energy savings"

EN19 Emissions of ozone-depleting substances by weight



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 NO_x, SO_x, and other significant air emissions



Fraport AG emits approximately the following amounts each year

NO_x: 264 tons

Benzene: 0.4 tons

PM₁₀: 9.3 tons

These data are derived from the zoning plan documents. Determining the data was extremely complex and expensive so that this procedure has not been repeated again. In future, the data are to be subject to continuous reporting and the necessary processes are currently being put in place. We are unable to influence other air emissions with our measures and they are therefore not significant.

For further information see [“EN20 NO₂, SO₂ and other air emissions”](#).

We are unable to influence air emissions other than those defined in EN 20 with our measures in the course of our business activity and they are therefore not significant.



EN21 Total water discharge



See [“EN21 Water discharge”](#).

Processed water is not produced at Fraport AG.



EN22 Waste by type and disposal method



See [“EN22 Waste by type and disposal method”](#).

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



EN23 Significant spills



See [“EN23 Significant spills”](#).



AO5 Air quality



See [“AO5 Air quality”](#).



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



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

The pavement and aircraft deicing agents used at Fraport are treated in water treatment plants.



EN24 Waste deemed hazardous under the terms of the Basel Convention Annex



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). The disposal of these wastes is carried out according to the relevant national regulations. We have no information on international transport of such waste.



EN25 Biodiversity value of discharges of water and runoff



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.



EN26 Initiatives to mitigate environmental impacts



Our commitment to environmental protection and environmental compatibility is directed toward preserving the conditions necessary for living in our natural environment. The focus of our actions relates to measures for avoiding, reducing and mitigating the environmental impacts that arise or could arise as a result of the operation of the airport. The content focuses of our environmental management are in the areas of noise abatement, climate protection and biodiversity. We have defined strategic targets to achieve these aims in our Sustainability Program (see ["Sustainability Program"](#), areas of action ["Environment"](#) und ["Community"](#)) and we pursue these targets by implementing various measures, for example for climate protection (see ["Climate protection"](#)), with our biodiversity strategy and within the framework of our global environmental management. We are also continuing our efforts on noise abatement (see ["Noise abatement"](#)).



EN27 Packaging materials



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



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



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

EN29 Environmental impacts of transporting



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 [“Intermodality”](#)).

A list of indicators is provided under [“EN29 Significant environmental impacts of transport and traffic”](#).

EN30 Total environmental protection expenditures and investments



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.

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



See [“AO7 Number and percentage change in the number of people residing in areas affected by noise”](#).

Social Performance Indicators



Labor Practices and Decent Work

Management Approach LA

Targets and performance:

We summarized our targets and the measures adopted to achieve them in the [Sustainability Program](#) under the areas of action "Appeal as employer", "Training and career development", "Occupational health and safety", "Retaining and creating jobs" and "Diversity".

Policy:

Pursuant to responsible corporate governance, we have made a commitment to compliance with internationally recognized standards of conduct, such as those defined in the principles of the UN Global Compact, the OECD principles and the ILO core labor standards. In 2013, Fraport published two in-house codes of conduct to establish these principles even more firmly within the company. These two codes commit employees and suppliers to compliance with these fundamental principles. The Fraport Policy forms the overarching structure for all commitments and the codes of the Group based on specific thematic areas (see [„New Codes of Conduct for employees and suppliers“](#) and [„Fraport Policy“](#)).

Responsibility:

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

Training courses and awareness measures:

The Fraport workforce receives regular training on occupational safety and accident prevention. Examples during the year 2012 are the Occupational Safety Day with our apprentices and a Management Forum on raising the awareness of management employees for effective hazard prevention in the workplace. Special events were offered to our managers on the issues "Hazard assessment in accordance with the Occupational Health and Safety at Work Act (Arbeitsschutzgesetz)", "Operator Guidelines", "New Workplace Rules" and "Mental stresses". Similar to previous years, we also initiated an "Annual General Meeting for Occupational Health and Safety" in 2012. Under the slogan "Your Safety in our Hands", the 230 employees attending the meeting were given practical tips on driving a car safely in road traffic and on the apron, and dealing with stress and psychological strains.

The comprehensive training package was expanded in 2012 by developing an e-learning module for the administrative areas of Fraport AG. This facilitates efficient learning and takes account of individual needs and learning speeds (see ["Occupational safety"](#)).

Monitoring and tracking:

We have made a commitment at all Group sites to compliance with the most important internationally recognized codes of conduct – the principles of the UN Global Compact, the OECD principles and ILO core labor standards. The Integrated Management System (IMS) commits the participating member companies in the Fraport Group to undergo reviews on the basis of random samples in internal audits. Environmental, job-safety and quality management are managed under the umbrella of the IMS. The aim of the IMS at Fraport AG is to maintain or improve the quality of the internal business processes (see ["Management systems"](#)).

Key opportunities and risks:

The Fraport Group has a comprehensive Risk Management System. This ensures that material risks are identified, continuously monitored and delimited within the framework of the existing options (see [Annual Report 2012](#), p. 57 ff).

Aspect “Employment”:

Fraport is one of the biggest employers in the Frankfurt/Rhine-Main Region. Fraport AG also operates 13 airports on four continents in the form of majority and minority shareholdings, as well as under management contracts (see [“Worldwide sites”](#)). As a company operating on the global stage, we are committed to the values and standards of conduct enshrined in the principles of the UN Global Compact, the ILO core labor standards and the OECD principles for multinational companies. We developed a Code of Conduct in 2012 with the aim of making the associated obligations even more transparent. This code is binding on all employees of Fraport AG. At the beginning of 2013, it came into force in the parent company and will gradually be introduced throughout the Group (see [“Employees”](#) and [“Values and commitments”](#)). 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.

Aspect “Labor/management relations”:

Fraport has a long tradition as a company with a social perspective and a partner-centered approach. Our aim is not simply to be a big employer in quantitative terms. We also want to be just and fair by rewarding our employees for performance and commitment. This involves giving them fair wages and salaries, and a package of benefits that goes beyond pay. We offer a high level of job security, good working conditions based on collective payscale agreements, career and personal development options, and a highly developed corporate ethic defining the management style.

The operations of Fraport AG and its subsidiary companies are primarily carried out with the companies' own employees. 95 percent of these are employed and paid under collective agreements. The risk of strikes that could lead to disruption of the operation of the airport is therefore extremely low. This also includes all areas relevant to security, such as security 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.

Aspect “Occupational health and safety”:

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 [“Occupational health and safety”](#)).

Noise at work and hazardous substances are defined as material risks for occupational health and safety at Frankfurt Airport:

Occupational noise and hazardous substances are defined as significant health and safety risks for all employees at Frankfurt Airport. Various noise events are recorded and weighted against time in order to assess the noise exposure of employees. Apart from the background noise, which is especially present during the continuous handling at the position, noise is mainly analyzed where it directly impacts on members of staff when they are carrying out their work. These individual “modules” can then be used to calculate individual stress profiles for workplaces as well as for individual employees. This evaluation then identifies the extent to which measures are required to reduce the noise pollution. The T-O-P hierarchy of measures is used to implement the measures. This means that application of Technical and Organizational measures takes precedence over Personnel measures.

Handling of hazardous substances by our employees – and by employees of third-party companies – is carried out in accordance with the 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 datasheets) have been revised and adjusted to the statutory regulations. In 2012, Occupational Safety carried out 140 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 pass through a professional 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 and opportunities are explored to prevent and avoid accidents (see [“Occupational health and safety”](#)).

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

Aspect “Training and education”:

See [“Training and career development”](#) und [“Personnel Development”](#)



Aspect “Diversity and equal opportunity”:

As a cosmopolitan company with an international perspective, Fraport is well aware of the diversity of its employees. Diversity enriches cooperation and promotes innovation and creativity. This is why diversity is a strategic issue for Fraport which the Group systematically fosters in its Diversity Management program. We respect and promote personal differences and work toward ensuring that this is reflected in dealings with each other. The Group company agreement “Conduct of Partnership, Diversity and Equality at the Workplace” formed the platform for defined key principles such as freedom from discrimination and equal opportunities. For further information see [„Diversity”](#).



Aspect “Equal remuneration for women and men”:

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. To this end, Fraport has applied to take part in the Logib-D consultancy funded by the Federal Ministry for Affairs, Senior Citizens, Women and Youth (BMFSFJ) in 2013.



LA1 Total workforce



See [“Personal – LA1 Total workforce”](#).

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.



LA2 Employee turnover



See [“LA2 Employee turnover”](#).

A breakdown of the turnover rate by gender cannot yet be reported for the Group sites because the data are not available. We want to address this issue over the medium term. A survey of new appointments by age group is not yet possible due to technical reasons but the aim is to collect these data in the future.



LA3 Benefits provided to full-time employees



Fraport offers employees a series of non-payscale benefits (see [“Working conditions and co-determination”](#) and [“Rewards & benefits”](#)).

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.

See also [“Worldwide site”](#)



LA15 Return to work after parental leave



See [“LA15 Return to work after parental leave”](#).

Presentation of the indicators for the Group is currently not possible due to differing legal systems. It is not possible to collect data for the number of employees who were still employed at Fraport AG twelve months after the end of their

parental leave. We would like to address this issue over the medium term.



LA4 Employees covered by collective bargaining agreements



See ["LA4 Percentage of employees covered by collective bargaining agreements"](#).



LA5 Minimum notice period(s) regarding significant operational changes



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.



LA6 Percentage of total workforce represented in formal joint management-worker committees



See ["LA6 Percentage of employees in Job Safety Committees"](#).

For information on Job Safety Committees at Fraport see ["Stakeholder dialog"](#).



LA7 Work-related fatalities and absenteeism



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 occupation diseases and absences can be found under ["LA7 Occupational diseases and absences"](#).

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 are not available for this. We would like to address this issue over the medium term.



LA8 Education and training regarding serious diseases



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 [here](#).

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 styles. Information on a generally healthy life style, health hazards for example resulting from HIV/Aids or noroviruses, and programs for giving up smoking.

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

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

LA9 Health and safety topics covered in formal agreements with trade unions

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 "[Occupational health and safety](#)").

LA10 Average hours of training per employee

See "[LA10 Training and career development time for each employee](#)"

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

LA11 Programs for skills management and lifelong learning

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 more information see [Training and career development](#).

LA12 Percentage of employees receiving regular performance and career development reviews

See "[LA12 Percentage of employee receiving a regular performance review](#)".

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

LA13 Composition of employees

See "[LA13 Composition of employees](#)".

The data were previously not recorded by employee categories. We would like to address this item over the medium term.

Information on the persons in governance bodies based on gender and age groups and belonging to minorities is not yet possible for the Group because the data are not available in the subsidiary companies. The aim is to collect these data in future.



LA14 Ratio of basic salary and remuneration of women to men



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. To this end, Fraport has applied to take part in the Logib-D consultancy funded by the Federal Ministry for Affairs, Senior Citizens, Women and Youth (BMFSFJ) in 2013.



Human Rights

Management Approach HR



Targets and performance:

We summarized our targets and the measures adopted to achieve them in the [Sustainability Program](#) under the areas of "Diversity" and "Procurement".

Policy:

Pursuant to responsible corporate governance, we have made a commitment to compliance with internationally recognized standards of conduct, such as those defined in the principles of the UN Global Compact, the OECD principles and the ILO core labor standards. In 2013, Fraport published two in-house codes of conduct to establish these principles even more firmly within the company. These two codes commit employees and suppliers to compliance with these fundamental principles. The Fraport Policy forms the overarching structure for all commitments and the codes of the Group based on specific thematic areas (see [„New Codes of Conduct for employees and suppliers“](#) and [„Fraport-Policy“](#)).

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 2012](#), p. 57 ff).

Responsibility:

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

Training course and awareness measures:

The General Equal Opportunities ACT (AGG) forms a platform for our dealings with members of staff. All managers of Level 1-4 and the employees in human resource services receive regular training over the course of the year in relation to this legislation (see ["Compliance with human rights"](#)).

Fraport developed e-learning courses in 2012 with the aim of meeting the increased compliance requirements. Introduction of these courses commenced in February 2013. They are intended to support the positive Fraport values culture and assist our members of staff in correct conduct. They also serve to inform them about the wide range of topics in the area of compliance (see ["Values and commitments > Best Practice example"](#)).

Monitoring and tracking:

We have made a commitment at all Group sites to compliance with internationally recognized codes of conduct – the principles of the UN Global Compact, the OECD principles and the ILO core standards. The Integrated Management System commits the participating member companies to undergo reviews on the basis of random samples in regular

internal audits. Environmental, occupational-health and quality management are organized under the umbrella of the IMS. The objective of the IMS at Fraport AG is to maintain and improve the quality of all internal business processes (see "[Management systems](#)").

Aspect "Investment and procurement practices":

Significant factors for selection of suppliers include the principles for awarding orders based on Article 97 of the Act against Restraints on Competition (GWB) of the Federal Republic of Germany. When services are put out to tender, Fraport AG guarantees compliance with national and international laws. This is again confirmed in legally binding terms when the contract is signed.

Since the beginning of 2013, we have supplemented this with a Code of Conduct for the suppliers of Fraport AG and we expect our suppliers to comply with this code. It is based on the principles of the UN Global Compact and is a constituent element of all tenders and contracts (see "[New Codes of Conduct for employees and suppliers](#)").

Aspect "Non-discrimination":

As a cosmopolitan company with an international perspective, Fraport is well aware of the diversity of its employees. Diversity enriches cooperation and promotes innovation and creativity. This is why diversity is a strategic issue for Fraport which the Group systematically fosters in its Diversity Management program. We respect and promote personal differences and work toward ensuring that this is reflected in dealings with each other. The Group company agreement "Conduct of Partnership, Diversity and Equality at the Workplace" formed the platform for defined key principles such as freedom from discrimination and equal opportunities (see "[Diversity](#)").

Aspect "Freedom of association and collective bargaining":

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 percent of the employees in the Fraport Group are covered by collective pay agreements.

Aspect "Child labor":

The Fraport Group rejects any form of forced labor and is committed to the abolition of child labor. The minimum age permitting full-time employment in compliance with the relevant national regulations is observed within the Fraport Group.

Aspect "Prevention of forced and compulsory labor":

The fundamental responsibility for combatting human trafficking or smuggling of migrants is with the Federal Police. Fraport provides support here as far as possible, for example 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 are exchanged, the relevant data protection officers are asked to review the data and approve the transfer.

At the request of the government agencies, various security systems are in place depending on the infrastructure, processes and risks. One example is short-term identification blocks (10 minutes). This procedure prevents repeated use of an ID card at the gates. Where possible, employee transfers between Schengen and Non-Schengen zones are installed very close to border control posts.

Clear guidelines and regulations on misuse for all ID card holders are provided in the Airport Use Rules and the ID Card rules. These include withdrawal of ID cards / access authorizations.

The fundamental responsibility for combatting human trafficking or smuggling of migrants is with the Federal Police and not with Fraport.

Aspect "Security practices":

The Air Security Act (LuftSiG) came into force in 2005 and regulates the checks carried out on air passengers and their baggage (Article 5). It also defines the security measures that have to be taken by airport operators (Article 8) and the airline companies (Article 9). The air security measures in accordance with Article 5 LuftSiG are the responsibility of the Federal Police. The police have appointed Fraport AG, FraSec GmbH and another service provider to carry out the air security checks. This primarily includes personal and hand-baggage checks, and the checks carried out on baggage checked in.

The security obligations of the airport operator related to maintaining security and order on the site of the airport as a prerequisite for guaranteeing unimpeded operation workflows. The entire airport site must satisfy the defined safety standards. These are based on the requirements of the Air Security Act (LuftSiG) and the 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 for enforcing checks on people and goods at access points to critical parts of the airport. 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 the checks. For purposes of carrying out the obligations incumbent on airport operators in accordance with Article 8 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.

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. Boarding cards have included 2D bar codes for some time now and these store personal data about the passengers. The systems for processing the data were developed by Fraport in cooperation with customers and Data Protection and they were implemented so that personal data are only displayed to the inspecting personnel for checking purposes but are not stored, or otherwise processed or used for any other purpose. This is not necessary for the operation of the airport. In order to be in a position to guarantee safety at airports, one of the measures required is that personal access rights must be administered and checked. At Frankfurt, this is carried out using a new ID card administrative system and new access checking systems will be used in future for the gates and for all other access points to operational and security areas. Fraport AG has implemented organizational and technical measures directed toward the protection of data, in order to keep data secure against misuse. Alongside 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.

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.

Aspect “Indigenous rights”:

Fraport respects the rights of indigenous people. During the period under review, there were no incidents affecting the rights of indigenous people (see [HR9 “Violations involving rights of indigenous people”](#)).

Assessment:

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 commits the participating member companies in the Fraport Group to undergo reviews on the basis of random samples in regular internal audits. Environment, occupational-health and quality management are organized under the umbrella of the IMS. The objective of the IMS at Fraport AG is to maintain and improve the quality of all internal business processes (see [“Management systems”](#)).

Remediation:

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”](#)). For this reason, no improvements had to be made.

HR1 Investment agreements that include clauses incorporating human rights concerns



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.

Fraport complies with its responsibility in the supply chain and also expects the same compliance from its suppliers and service providers. Our Code of Conduct for Suppliers formulates rules for business relationships with the companies of Fraport AG and applies to all suppliers and service providers with which there is a direct business relationship (see ["> New Codes of Conduct for employees and suppliers"](#)).



HR2 Suppliers that have undergone human rights screening



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.

Contrary to a manufacturing company, Fraport AG has a heterogeneous requirement structure. The needs of Fraport AG range from architectural services, through erection of complete buildings to their repair, from office materials through computer center services, to aircraft tow-tractors. Fraport ensures when putting individual services out to tender that national and international laws and agreements are applied. This is again confirmed in legally binding terms when the contract is signed. Fraport complies with its responsibility in the supply chain and also expects the same compliance from its suppliers and service providers. Our Code of Conduct for Suppliers formulates rules for business relationships with the companies of Fraport AG and applies to all suppliers and service providers with which there is a direct business relationship (see ["New Codes of Conduct for employees and suppliers"](#)).



HR3 Total hours of employee training concerning aspects of human rights



The objective of the General Equal Opportunities Act (AGG) is to prevent or eliminate any disadvantages being suffered by employees for reasons of race or on account of ethnic origin, gender, religion or beliefs, a disability, on account of age or sexual identity. The managers of levels 1-4 and the employees in human resource services are therefore regularly trained over the course of the year in relation to the General Equal Opportunities Act (AGG). Apprentices and trainees should also be comprehensively informed about the AGG (see ["Human rights"](#)).

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



HR4 Incidents of discrimination and corrective actions taken



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



HR5 Freedom of association and collective bargaining



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

In accordance with Fraport's fundamental values of probity, integrity, trustworthiness, responsibility, transparency, loyalty, and fairness, we aspire to act with social, economic and ecological responsibility in our business dealings. Our Codes of Conduct commit our own employees and all the suppliers and service providers of the Group to these standards (see ["New Codes of Conduct for employees and suppliers"](#)).



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



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

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. We are consistently working to integrate the internationally accredited standards in the areas of human rights, work, environmental conservation, and anti-corruption within our processes. This is why we decided in 2012 develop the conduct rules underlying the Values Management System into Codes of Conduct for employees and suppliers and to complement them with the additional principles of the US Global Compact. Our Code of Conduct for Suppliers formulated rules for business relationships with the companies of Fraport AG and applies to all suppliers and service providers with which there is a direct business relationship. Similar to the Code of Conduct for Employees, this code addresses the issues of compliance, working conditions, and human rights and was supplemented by the aspects of environmental conservation and climate protection (see [“New codes of conduct for employees and suppliers”](#)).



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



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.

The Fraport Group categorically rejects any form of forced or compulsory labor and has made a commitment to compliance with the most important internationally recognized codes of conduct to promote corporate governance – the principles of the UN Global Compact, the OECD principles and the ILO core labor standards. We are consistently working to integrate the internationally accredited standards in the areas of human rights, work, environmental conservation, and anti-corruption within our processes. This is why we decided in 2012 develop the conduct rules underlying the Values Management System into Codes of Conduct for employees and suppliers and to complement them with the additional principles of the US Global Compact. Our Code of Conduct for Suppliers formulated rules for business relationships with the companies of Fraport AG and applies to all suppliers and service providers with which there is a direct business relationship. Similar to the Code of Conduct for Employees, this code addresses the issues of compliance, working conditions, and human rights and was supplemented by the aspects of environmental conservation and climate protection (see [“New Codes of Conduct for employees and suppliers”](#)).



HR8 Percentage of security personnel trained in the organization's policies



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



HR9 Incidents of violations involving rights of indigenous people



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



HR10 Operations that have been subject to human rights reviews



The total number of investment companies of the Fraport Group classified by countries can be found here (see ["Profile"](#)).

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



HR11 Number of grievances related to human rights



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.



Society

Management Approach SO



Targets and performance:

We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the areas of action "Noise abatement", "Air quality", "Compliance/Governance" and "Regional engagement". See also ["Sustainability Program"](#).

Policy:

The material field of action here is noise abatement, see section ["Noise abatement"](#).

Responsibility:

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

Training course 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 of noise, flight routes and noise abatement.

Monitoring and tracking:

A material area of action is noise abatement. For more information on aircraft noise monitoring see ["Monitoring of active noise abatement"](#) and ["Aircraft noise monitoring"](#).

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 2012](#), p. 57 ff)

Aspect "Local communities":



More than 57 million passengers each year and 20,700 employees – Fraport AG operates a leading international air-traffic hub in Frankfurt and therefore makes a major contribution to the economic power and prosperity of Germany and the Frankfurt/Rhine-Main Region. Fraport Airport is Germany's biggest workplace with around 78,000 employees and it creates employment opportunities for many thousands of additional jobs in the region. At the same time, aircraft noise impacts negatively on the people who live near the airport. Both positive and negative aspects provide the reasons for our significant social responsibility (for more informations ["Value added for the region"](#) und ["Noise abatement"](#)).

Aspect "Corruption":



Fraport has implemented a Whistleblower System at many of its sites. This is an important tool for identifying or uncovering breaches in codes. In 2009, Fraport introduced the [electronic Whistleblower System BKMS®](#) in the parent

company. Fraport employees, business partners and customers have the opportunity to submit confidential reports about irregularities around the clock using an Internet-based communication platform. Access to the system is provided through the Fraport website. This means that information on corruption, economic crime, and infringements of standards of conduct can be notified in confidence throughout the world at any time. The anonymity of the whistleblower is systematically ensured. The factual content of every notification is intensively reviewed and sanctions are introduced as necessary. The Whistleblower System was implemented at our Group subsidiary Fraport Twin Star Airport Management AD in Varna and Burgas in 2009, at our Antalya site in 2010, and in Lima in 2011.

On 1 December 2011, Fraport also appointed an external lawyer as an ombudswoman. She additionally accepts reports on company-related crimes, inadmissible business practices and serious infringements of regulations. The ombudswoman is bound by a lawyer's obligation of confidentiality and is available as a contact to individuals inside and outside the company who do not wish to approach the responsible internal offices within the company.

Since 2003, employees at the Frankfurt site have also had an internal ombudsperson they can turn to.

You will find additional information on the Whistleblower Systems under "[Whistleblower Systems](#)".

Aspect "Public policy":

Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups (see "[Our Stakeholders](#)" and "[Stakeholder-Engagement Fraport AG](#)").

See also [SO5 "Political positions and lobbying"](#).

Aspect "Anti-competitive behavior":

"Ensuring sustainability" is one of the five core elements of Agenda 2015 (see "[Sustainability strategy](#)"). Sustainability management at Fraport is based on internationally accredited standards such as the principles of the UN Global Compact, the OECD principles for multinational companies and the core labor standards of the International Labor Organization. Fraport's own principles and internal guidelines are also binding, for example Codes of Conduct for employees and suppliers and the [Fraport Corporate Governance Code](#).

For more information see "[Values & Commitments](#)".

Aspect "Compliance":

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 governance. The Fraport Code also includes the essential rights of the shareholders who provide the company with the necessary equity capital and bear the entrepreneurial risk. The Fraport Code is firmly based on the German Corporate Governance Code and is regularly reviewed and revised to meet the recommendations and ideas of the government committee. The last revision was carried out on 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](#).

SO1 Operations with implemented local community engagement



Frankfurt Airport is a key business location. Frankfurt Airport is an outstanding economic and location factor for the Frankfurt/Rhine-Main Region and beyond. The airport is a magnet attracting companies and a training center. It is also the biggest workplace in Germany with a workforce of 78,000 employees. Many export-oriented companies and a total of 500 German or European branches of major international and multinational companies have selected the area around the airport as their location. The companies in turn attract numerous service providers who create further employment. We offer the 35 million consumers living within an area of 200 kilometers around the airport opportunities to travel to 295 destinations throughout the world (for more informations "[Value added for the region](#)" and "[Retaining and creating jobs](#)").

Fraport AG makes an important contribution to creating regional value and to social stability at its sites. In 2012, we paid our employees around 948 million euros in wages and salaries and deducted approximately 120 million euros in direct taxes. In the business year 2012, we generated total revenues amounting to around 2.442 billion euros. 51 percent of our orders with a total volume of 733 million euros were placed with companies in the Frankfurt/Rhine-Main Region. It is important to remember here that airport operators are sector contractors and are precluded on legal grounds from granting preference to companies from the surrounding area when they place orders (see "[Value added](#)").

We are positioned in a field of tension at our main location in Frankfurt. On the one hand, we are responsible for tens of thousands of jobs, the economic importance of the biggest airport in export nation Germany and the prosperity of the Frankfurt/Rhine-Main Region. On the other hand, the downside to this is the noise impact for those sections of the population who live in the region around the airport.

We are committed to taking responsibility and we incorporate all the aspects of this field of tension within our entrepreneurial actions to maximum possible effect. This is particularly important against the background of a foreseeable increase in the volume of traffic. We therefore defined concrete goals for noise abatement, such as improving the noise situation in the neighboring residential areas and reducing the number of people impacted by noise, and initiated further measures in 2012 (for more information [“Noise abatement”](#)).

We also make a contribution towards creating regional value at all our other airports where we have a majority holding, see [“Wordwide sites”](#). Overall, this corresponds to a share of 100 percent.

Fraport regularly has open stakeholder dialogs (see section [“Our Stakeholder”](#) und [“Stakeholder engagement Fraport AG”](#)).



SO9 Operations with significant potential or actual negative impacts on local communities



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 [“Value added for the region”](#)). A significant aspect here is aircraft noise (see also [“Noise abatement”](#)).



SO10 Prevention and mitigation measures implemented in operations



We are positioned in a field of tension at our main location in Frankfurt. On the one hand, we are responsible for tens of thousands of jobs, the economic importance of the biggest airport in export nation Germany and the prosperity of the Frankfurt/Rhine-Main Region. On the other hand, the downside to this is the noise impact for those sections of the population who live in the region around the airport.

We are committed to taking responsibility and we incorporate all the aspects of this field of tension within our entrepreneurial actions to maximum possible effect. This is particularly important against the background of a foreseeable increase in the volume of traffic. We therefore defined concrete goals for noise abatement, such as improving the noise situation in the neighboring residential areas and reducing the number of people impacted by noise, and initiated further measures in 2012 (for more information see [“Noise abatement”](#)).



AO8 Number of persons displaced, by the airport operator



During the reporting period there were no cases in the Group (incl. Group investments) where people were resettled or forced to leave their homes.



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



All key business units and subsidiary companies (corresponding to the circle of consolidated companies) have been completely investigated for risks relating to corruption. In future, all audits carried out by the Group Audit Department at the Business Units and the subsidiary companies will also review the effectiveness of the Internal Control System (ICS) for the individual business processes and subsidiary companies audited also with a view to the possible risks of corruption. An average of about 25 audits take place each year.

SO3 Percentage of employees trained in anti-corruption policies and procedures



A total of 1,525 employees including 55 new managers had participated in the training programs up until 2011. The proportion of trained managers at Fraport AG is therefore nearly 100 percent. 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. The main focus in 2012 was on preparation of e-learning training sessions which were rolled out to an extended circle of employees from February 2013 onward. In line with the new training concept, 3,532 employees from the Executive Board to clerks were trained on a variety of issues relating to values-based compliance. In 2013, this circle of employees will receive an introductory course on values-based compliance, on the culture of trust, on the Code of Conduct for employees, and on dealing with gifts and invitations. Working through these training courses is mandatory.

SO4 Actions taken in response to incidents of corruption



In 2012, six allegations of corruption were made at the Fraport parent company and three allegations of corruption were made in the Fraport subsidiaries. Investigations were carried out into these allegations. The allegation was confirmed in one case involving a subsidiary and the employee in question was dismissed. An investigation into the facts at another subsidiary has not yet been completed. The allegation of corruption could not be confirmed in all the other cases following an appraisal of the evidence.

SO5 Public policy positions and lobbying



Fraport has a broad network of institutionalized, structured communication media to promote dialog and a regular exchange of views with our stakeholder groups (see ["Our Stakeholder"](#) and ["Stakeholder engagement of Fraport AG"](#)).

Fraport pursues its interests through membership of the trade organizations [Task Force for Germany Commercial Airports](#), [Airports Council International Europe](#) and [World](#). Fraport is also a member of the Federation of the [German Air Traffic Industry \(BDL\)](#). 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.

See also ["Indexes, awards and memberships"](#) and ["Retaining and creating jobs"](#).

SO6 Contributions to political parties and politicians



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

SO7 Legal actions for anti-competitive behavior



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.



SO8 Significant fines for non-compliance with laws and regulations



No significant fines were levied on Fraport in 2012 on account of breaches of statutory regulations.



Product Responsibility

Management Approach PR



Targets and performance:

We summarized our targets and the measures adopted to achieve them in the Sustainability Program under the areas of action "Safety and security" and "Customer satisfaction" (see "[Sustainability Program](#)").

Policy:

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

Responsibility:

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

Training courses and awareness measures:

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

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

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

Monitoring and tracking:

The satisfaction of our customers is a top priority in our Materiality Matrix. We are continually working on improving our tested service profile in order to retain and further enhance customer satisfaction. Specifically, we have decided to provide more comfort to more than 57 million passengers traveling through Frankfurt every year. The corresponding activities were bundled in the initiative "Great to have you here!". For more information see "[Customer satisfaction](#)".

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 2012](#), p. 57 ff)

Aspect “Customer health and safety”:

The top priority for air traffic is safety (see [“Materiality Matrix”](#)). 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 [“Safety and security in air traffic”](#)).

Another key area of action is noise abatement (see [“Noise abatement”](#)). Aircraft noise is a key issue for residents in the communities near Frankfurt Airport. 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 Runway Northwest. Active noise abatement is an effective tool for reducing the negative impacts experienced by neighbors of the airport from aircraft noise (see [“Active noise abatement”](#)). 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 [“Passive noise abatement”](#)).

A Bird Strike Management system is in place in order to prevent the risk of bird strike at Frankfurt Airport and at the Group airports.

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

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

Aspect “Product and service labeling”:

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 (for more information see [“Management systems”](#)).

Numerous international and national guidelines and laws regulate air traffic. [The Airport Users Directive](#) and [The EU “Rights of Passengers”](#) are also applicable. Fundamental principles are also defined in extensive ICAO regulations governing air traffic and ground handling services (see <http://www.icao.int/>). The Air Security Act came into force in 2005 and regulates the checks carried out on air passengers and their baggage (Article 5). It also defines the security measures that have to be taken by airport operators and the airline companies (Article 8–9).

The satisfaction of our customers is a top priority in our Materiality Matrix. We are continually working on improving our tested service profile in order to retain and further enhance customer satisfaction. Specifically, we have decided to provide more comfort to more than 57 million passengers traveling through Frankfurt every year. The corresponding activities were bundled in the initiative “Great to have you here!”. For more information see [“Customer satisfaction”](#).

Aspect “Marketing communications”:

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.

Aspect “Customer privacy”:

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 (see [“Management systems”](#)).

Aspekt „Compliance“:

We include observing laws and internal rules under the term compliance. In 2011, we started to implement an integrated system for compliance management, risk management and the Internal Control System. The preventive character of the Values Management System successfully introduced in 2003 is supplemented by the more comprehensive Compliance Management System (CMS). The further development of the CMS is based on the new auditing standard promulgated by the Institute of German Auditors (Institut der Deutschen Wirtschaftsprüfer, IDW) PS 980, which defines the conditions for an appropriate framework document and provides the necessary fundamental elements. Fraport pursues an integrative, risk-based approach in developing solutions for more in-depth links between the sub-systems Compliance Management, Risk Management, and Internal Control System. This approach is based on the internationally recognized COSO II Framework. For this purpose, a supporting IT Tool was introduced at Fraport AG in 2012. Networking of the individual subsystems in organizational terms will be guaranteed by the bodies Risk Management Committee and Compliance Board. The latter will formulate uniform specifications and will address concrete compliance incidents. The Compliance Board reports to the Executive Board which also regularly receives an overview of the material Group risks. The Executive Board uses this information to inform the Supervisory Board.

In October, 2012, the Executive Board tasked the Central Unit Corporate Compliance, Risk and Values Management with organization of Compliance Management to reflect the increasing importance of compliance for the success of our company.

We interpret the Compliance Management System as a systematic tool for ensuring conduct within the company that complies with laws and internal rules. Preventive and organizational measures are intended to minimize the liability risk for the company, its management and governance bodies, and each individual member of staff. The value-based corporate culture continues to be the basis for the Compliance Management System (see [“Compliance & Values Management”](#)).

Aspect “Business continuity and emergency preparedness”:

The Strategic Business Unit “Flight and Terminal Management, Corporate Safety and Security” has set up a cross-department , new Business Continuity Management where emergency management is integrated and more in-depth plans are worked out. These plans are then to be put into action if major incidents occur. 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 consellers and as a care team. The emergency and crisis management comprises the following elements (see [“Airport and Aviation Security”](#)):

- Emergency planning
- Crisis care
- Emergency Response and Information Center (ERIC)
- Emergency Information Center (NIZ)
- Emergency exercises
- Airport Fire Brigade
- Airport safety
- Security Control Center
- Medical Services

The Fraport Group has a comprehensive Risk Management System. This ensures that material risks are identified, continuously monitored and delimited within the framework of the existing options available to an acceptable level (see [Annual Report 2012](#), Opportunities and Risk Report). 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.

Aspect “Service quality”:

The service quality is being increased by the following tools:

1. Fraport passenger survey (see [Customer satisfaction](#))

- Each month more than 2,400 passengers are asked about their satisfaction with Frankfurt Airport overall and about their satisfaction with individual criteria (e.g. waiting time at the security checks or friendliness of employees at the information desks). The survey is carried out at the gates and is linked with the frequent flyer survey “Fraport Monitor”.
- Analysis: In each case, an evaluation for global satisfaction and the individual aspects is carried out for the proportions of passengers (on a scale where 1 is best and 6 is worst) which selected one of the best assessment options (so-called “Top Box”). Example: The global satisfaction calculated on the basis of this method amounted overall to 88 percent in 2011, i.e. 88 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

- 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.

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.

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

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

This service is the response by Fraport AG taking account of the EU Directive. Responsibility for providing assistance service at the airport has been transferred by the airline companies to the airport operators in order to ensure a uniform quality standard for the assistance service to passengers with special needs and restricted mobility. FraCareServices GmbH has more than 400 specially trained employees and looks after passengers requiring support in making their way to and from the aircraft (for more information see <http://www.fracareservices.com/english/>).

PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement

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, as well as employees (see “Safety”).

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

No incidents were recorded in 2012

AO9 Wildlife strikes



See “AO9 Number of wildlife strikes per 1,000 flight movements”.



PR3 Product and service information required by procedures



Numerous international national guidelines and laws regulate air traffic. The [Airport Users' Directive](#) is also applicable. The EU “[Rights of Passengers](#)” are also applicable (for more information see <http://www.icao.int/>). Fundamental principles are also defined in extensive ICAO regulations governing air traffic and ground handling services (for more information see <http://www.icao.int/>). The Air Security Act came into force in 2005 and regulates the checks carried out on air passengers and their baggage (Article 5). It also defines the security measures that have to be taken by airport operators and the airline companies (Article 8–9).

See also “[Safety practices](#)” and “[Safety and security in air traffic](#)”.

Fraport is a service provider company, the specified aspects are therefore of downstream relevance.



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



No incidents were recorded for 2012.



PR5 Customer satisfaction



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).

Fraport also has a comprehensive feedback and complaints system so that our customers can tell us about their experiences. We are totally accessible to our customers. They can contact us by Facebook, Twitter, email, phone, letter, in person or using our feedback terminals. The aim is to ensure that every complaint is answered within the space of five days. In 2012, 4,100 complaints were received. This is about 700 complaints more than in the previous year, which is due to the much easier procedure for complaining through social media channels and the FRA Airport App. 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.



PR6 Standards and voluntary codes related to marketing



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.

Fraport does not sell any products whose sale is prohibited in specific markets.



PR7 Incidents of non-compliance with regulations concerning marketing communications



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



PR8 Complaints regarding breaches of customer privacy



Fraport did not record any substantiated complaints in 2012.



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



No breaches are known at Fraport AG.


