



Fraport Slovenija

Sustainability Report *2018*



Sustainability Report 2018



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Fraport Slovenija in Figures 2018



1,818,229

Total number of passengers, 1,812,411 of passengers in public traffic



483

Number of employees on 31 December 2018



34 28

Scheduled routes

Charter routes



35,512

Total number of aircraft movements, 26,045 of aircraft movements in public traffic



25,907 t

Total cargo

12,378 t

Air cargo

Sustainability reporting

Each year we draw up an independent sustainability report, which is complementary to the annual report. This is our fourth report in a row. Sustainable development is one of our key values, on which basis we implement our mission and perform all corporate activities. We report about the aspects of our sustainable development which have been recognised as key aspects based on our materiality matrix. The report is drawn up in accordance with GRI standards (Global Reporting Initiative) - basic version. Reporting is comprehensive and transparent. The data are credible, balanced, clear and comparable to previous years, since we build our sustainability path in past-present-future dimensions. Stakeholders were also included in preparation of the report contents. We were striving for content relevance and placed the report contents within the scope of sustainability context. The company's top management is responsible for sustainable development and its reporting, and thus it delegates all its powers and responsibilities in accordance with the company's organisation chart. Colleagues from different professional fields participated in drawing up the sustainability report (see the Table on page 71). Primož Primožič, environmental expert, is responsible for the implementation of the project.



Address of the Managing Director

Traffic is on the Increase, huge Investments are ahead of us

On 24 December 2018, already 55 years had passed since the landing of the first plane on Ljubljana Airport. In 55 years, we accommodated approximately 42,700,000 passengers. More than 1,127,000 aircraft movements were made and approximately 529,000 tons of cargo were handled. Ljubljana Airport had recorded numerous ups and downs in its 55 years of operations. The airport operator has been constantly providing for the development of the airport infrastructure, improving the quality of the airport services and increasing its volume of traffic. Despite undergoing all its difficult situations, among which it is worth mentioning the times of Slovenia's war of independence when air traffic at the airport practically stopped, it can now boast with its steady growth in air traffic and its excellent business performance. The year 2018 was also marked by its high growth, and a wider area of the airport experienced a boom. The final number of passengers from 2017, which meant 1,688,558 passengers, was achieved on 25 November 2018. A record number of 1,818,229 passengers travelled via Ljubljana Airport in 2018, which was 7.7% more than the year before. The number of aircraft movements rose 3.1%, and there were 25,907 tons of cargo handled, which was up by 7% from the year before. A significant growth of passenger traffic in the first half of the year was mainly due to the air carrier Adria Airways. However, also foreign air carriers were increasing the number of their flights over the whole year in different ways - by improving the sale of empty seats, providing additional frequencies of flight routes or even by introducing new ones. In 2018, there were 11 scheduled air carriers flying to Ljubljana Airport, thus providing 34 various scheduled flight routes. The record volume of flights was followed by the record financial results. The company's operating revenues generated in the amount of 46,483,000 euros were 11% up from the same revenues generated in 2017.

The operating profit in 2018 in the amount of 14,503,000 euros exceeded the operating profit from 2017 by 24.1%. The company made the net profit of 11,807,000 euros, which was up by 23% from 2017. Last year, the procedures for the expansion of the passenger terminal were initiated. In October, a public procurement was published for the construction, craft and installation works (CCIW). Due to some changes in the legal practice within the scope of public procurement, which could significantly affect the procedure itself, the company decided to reject all six applications for the tender and to issue a new tender of public procurement including some additional amendments. The completion of the facility will be postponed for several months due to the reissue of the tender. However, it is expected to become available for use in summer 2021. Airport management is a well-accomplished and mature economic area where it is difficult to stand out from the competition, despite a high level of development and a steady growth. We have responded to this with a challenge to start Fraport Aviation Academy, which was officially established in 2016 with the purpose of introducing a wide range of training ranging from aviation to crisis management, as well as protection and rescue. With the development strategy adopted in 2017, the Aviation Academy has become one of the fourth strategic pillars of Fraport Slovenija, beside aviation, cargo and commercial services. Well-thought investments in its growth and expansion of its core business are raising the competitive position of Fraport Slovenija, enhancing its brand and consolidating its present and future business operations. In 2018, construction works for the new training centre were initiated, and in March 2019 this slightly more than six million euros worth investment was completed to serve its purpose. The new training centre completes the facilities of the business logistics zone next to the airport, which experienced a real boom in 2018.

The boom was mainly due to the completion and opening of the new by-pass road around the airport. Some global logistics companies are already opening their huge logistics facilities in the zone, and it is our aim to find a suitable investor for a hotel facility this year. Therefore, there are some eligible initiatives to place the railway connection Ljubljana Airport–Ljubljana City back into the state spatial plans, as it used to be a couple of years ago.

A quick growth recorded in recent years also presented a real staffing challenge. 55 new employees were recruited last year. We needed to confront a growing shortage and overload of our staff, and at the same time we were aware of the importance of the staff working in a service industry. This was the main reason why we invested an enormous amount of effort not only in the recruitment process but also in improvement of work conditions and employee satisfaction. Firstly, we revised our collective agreement and regulated wage disparities, and secondly, we increased the total wage bill by approximately 15%. On the way to achieve this goal, we did not fully agree on certain items. However, we managed to settle our disagreements with a dialogue and a promise to continue eliminating the existing deficiencies in 2019. Our goal is not only to employ the best candidates but also to retain employees by providing them excellent work conditions in order to make them feel well at their workplace and not to think about changing their job. Our efforts referring to this specific area have already been recognised by our immediate environment. In 2018, we became a proud holder of the award within 'best employer' category, awarded by the public agency SPIRIT Slovenija to the best foreign investors or companies with foreign capital which achieved exceptional results and thus contributed to the development of the Slovenian economy. Award ceremony was organised for the thirteenth time in a row.

Shortly after the new year, our company had been listed among the best respectable employers in the country for the sixth time, fourth time in a row, upon receiving the award 'respectable employer'. On the whole, we are expecting a slight slowdown in traffic growth, which exponentially rose in the years 2017 and 2018. It is crucial for a company to invest in favourable economic times in its infrastructure, equipment, organisation and employee satisfaction, and set up solid foundations for less optimistic times to come. There is the investment cycle ahead of us, which will be mostly marked by the construction works for the expansion of the passenger terminal and by analysing scenarios and decisions made on investing in freight transport infrastructure. In a less extended area and in a wider area of the airport, there are several minor but important construction works underway simultaneously, including construction of the internal road network, renovation and extension of the facility intended for airport firefighters and construction of a hangar intended for storing aircraft maintenance tools and equipment.

Fraport Slovenija is undergoing an exceptionally lively business and infrastructure development period now. Although sustainable development is considered one of our core values and is therefore embedded in the company's DNA, I am convinced that awareness and responsibility for the social and natural environment in times of rapid growth and intensive changes becomes even more important than normally. We reveal the sustainable and ethical attitude through our sustainability report, for which I believe it is a transparent and clear reflection of our planned sustainable path. Sustainable cooperation with the environment and the society will continue to be built in the way to create new opportunities and add value to all. We believe, namely, this is the only right approach in the long run.

Zmagoslav Skobir,
Managing Director




Information on significant changes in the reporting period and after the end of 2018

2018

January

On 26 January, a new regional road Kranj - Spodnji Brnik was opened. The construction of the road started in the middle of 2016 and was completed at the end of 2017. The total value of the project was 5.5 million euros. Fraport Slovenija, as a co-investor of this project

(with the Republic of Slovenia and the Municipality of Cerklje na Gorenjskem), contributed 1.2 million euros.

On 31 January, the airport operator Fraport Slovenija adopted the new Airport User Regulations, which must be known to all the passengers, users and airport employees.

February

On 1 February, the Slovenian torch arrived at the airport, which remained lit until the end of the Olympic Games. Ljubljana Airport as a Golden Partner of the Slovenian Olympic Committee was decked out with the five-ringed symbol of the Olympic Games. Beside the torch, we also provided a book of wishes at the airport for our travellers and airport visitors to write in their wishes and to express their support of our athletes, heroes who flew from our airport to the distant Korea.

March

On 9 March, the company signed an amended Collective Agreement of Fraport Slovenija with Trade Union Aerodrom Ljubljana, which came into effect for all employees of the company upon the date of its signature, and it has been applied since 1 April 2018.

On 25 March, the company announced transition to summer timetable and seven planned new flight destinations, along with a solemn opening of the new flight connection to the Bulgarian capital Sofia.

May

After a successful external audit of our occupational safety and health system, Fraport Slovenija obtained ISO 45001.

June

The operation of the small municipal waste water treatment plant of Fraport Slovenija, which had operated since 1979, was brought to a halt. The entire airport complex was connected to the treatment plant Domžale-Kamnik.

July

On 1 July, the new president Holger Schäffers took over the management of the Investor's Committee.

On 25 July, the amended Collective Agreement was also signed by the other two representative trade unions.

August

On 2 August, the low-cost air carrier EasyJet established a new scheduled flight connection to Berlin.

October

On 15 October, a public procurement for the implementation of CCIW of the extension of the passenger terminal was submitted.

After 15 years of break, the Russian air carrier Aeroflot came back to Ljubljana Airport with its aircraft Sukhoi Superjet 100, and it began with its daily flights to Moscow **on 28 October**. Due to its network of flights, Aeroflot's connection to Moscow is for Slovenian passengers an excellent starting point for travelling across Russia and to countries of the former Soviet Union and Asia.

November

On 25 November, the record number of 1,688,558 million passengers was exceeded, which was the number of passengers at Ljubljana Airport in 2017.

On 28 November, Fraport Slovenija became a proud holder of the award in the 'best employer' category, awarded by the public agency SPIRIT Slovenija to the best foreign investors or companies with foreign capital which achieved exceptional results last year and thus contributed to the development of the Slovenian economy.

December

On 7 December, British Airways announced to increase the number of its flights to Ljubljana Airport at the height of the summer 2019. From 15 July to 2 September, the air carrier is going to fly to the airport London Heathrow twice a week, which is one of the world's busiest hubs and provides further travel to places all around the world.

On 24 December, 55 years passed when the first plane landed at Ljubljana Airport in 1963. In 55 years, approximately 42,700,000 passengers flew via the airport, and there were over 1,127,000 aircraft movements recorded and around 529,000 tons of cargo handled.

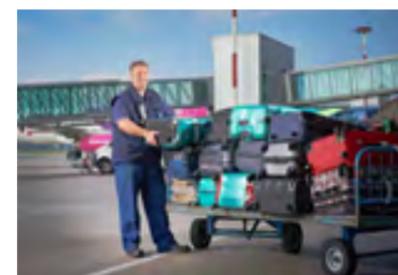
At the end of 2018, the company successfully completed the project Initial Airport Operation Plan (IAOP), which replaced the existing traffic-information system and flight information display system. The project was co-financed by the European Commission within the CEF programme (Connecting Europe Facility), a programme designed to promote growth, employment and competitiveness by funding infrastructure investments across the entire Europe.

2019

January



Due to some changes in legal practice within the scope of public procurement, which might relevantly affect the public procurement procedure of CCIW for the extension of the passenger terminal, the company decided to reject all six applications for their published tender and to issue a new public tender, including some amendments.



On 22 January, Fraport Slovenija had for the sixth time, and fourth time in a row, received a reward of a respectable employer, awarded by the employment portal MojeDelo.com. Several thousands of jobseekers participated in the professional in-depth survey, who also ranked Fraport Slovenija among the top most respected employers in Slovenia this year.

March

On 6 March, the training centre of Fraport Aviation Academy was inaugurated. Slightly more than six million euros worth investment is a response to the training needs in the fields of aviation, crisis management, protection and rescue for participants of Fraport Group and the wider market.



Training centre inauguration (from the left): Thomas Uihlein (director of Fraport Aviation Academy), Alenka Bratušek (Deputy Prime Minister and Minister of Infrastructure), Michael Müller (executive director of labour relations of Fraport AG) and Zmago Skobir (managing director of Fraport Slovenija)



May



In May, a beehive with 10 hives was placed in the territory of the airport. "Fraport Slovenija Beekeeping" project was organised in collaboration with Beekeeping Association of Slovenia. We arranged our beekeeping with a local beekeeper. The harvested honey will be given to our business partners as business gifts. All bee products will be analysed, and the analyses will be the base to ascertain the environmental effect of our main activity.

June

After the completion of the public tender and the selection of the contractual provider of CCIW for the extension of the passenger terminal, we signed a contract on the execution of these works with representatives of the selected performer, the company GIC Gradnje from Rogaška Slatina **on 27 June**. This formal signature has enabled the actual commencement of the long-awaited and necessary extension works. The new terminal will eliminate the bottlenecks of the existing infrastructure and improve standards for passengers. The design for the new terminal was created by the Plan B architectural office and combines visible concrete elements, glass and wood.

Basic Information about the Company

Name of the company:

Fraport Slovenija, upravljanje letališč, d.o.o (Fraport Slovenija).

Main business activity:

Fraport Slovenija is the operator of Ljubljana Jože Pučnik Airport (Ljubljana Airport). Its core business comprises airport management and operation, development of the airport infrastructure, provision of ground handling services and various commercial activities.

Headquarters and locations of the company's operations:

Zg. Brnik 130a, 4210 Brnik – Aerodrom. All company activities take place at the headquarters of the company.

Ownership structure:

Fraport Slovenija, d. o. o. is 100% owned by the German company Fraport AG Frankfurt Airport Services Worldwide (Fraport AG).

About the company

The company Fraport Slovenija, which operates Ljubljana Airport, is an economically viable and environmentally and socially responsible company with its 55-year tradition. Ljubljana Airport is the central Slovenian international airport which provides 97% of the total air passenger traffic in Slovenia. The location of the airport is ideal for development of flight connections and aviation-related activities, since it is located at the junction of the traffic flows between the Pannonian Basin and the Po Valley, and the corridor from Middle East to the European Union, running through the Istanbul strait. The gravitation area of Ljubljana Airport includes Slovenia, the southern part of Austria, the northeastern part of Italy and a part of Croatia, accounting for over four million inhabitants of the area. In addition to its central national importance, the airport also has the character of a regional airport and a hub for the Balkan Peninsula, both in passenger traffic and transport of express shipments. The airport with its 3,300 m long takeoff and landing runway is well-equipped with modern technology which allows landing in conditions of reduced visibility according to ICAO IIIB category. The company Fraport Slovenija has sufficient land at its disposal, which enables a further airport expansion and development of complementary activities.

Company management and control

Zmago Skobir is the managing director of the company. He graduated from the Faculty of Law, the University of Ljubljana, and passed the bar examination at the Higher Court in Ljubljana, and his specialisation at the Faculty of Law in Belgrade. He has a wealth of experience of many years in the field of aviation and tourism. The company also has three procurators, who are also chiefs (director) of division. These are: Robert Gradišar, chief operating officer and procurator, dr. Babett Stapel, chief commercial, financial and administrative officer and procurator, and Thomas Uihlein, director and procurator of Aviation Academy. The company's business activity and the work of the management board are supervised by a three-member Investor's Committee. The committee consists of: the chairman Holger Schäffers, dr. Pierre Dominique Prümm and Kai Peter Holger Zobel, all from the company Fraport AG.

Committees and organisations where we actively participate

In 2018, we continued being active as a member of various expert groups operating under ACI Europe (Airports Council International Europe). The company is involved in the Advisory Group within the Policy Committee with its task to prepare strategic guidelines for ACI Europe management and to coordinate and provide links to other committees and work groups.

We continue to act as members of Aviation Security Committee, which deals with issues of protecting civil aviation at airports and proposes new solutions in this field. We also continue our membership in Regional Airport's Forum and in Digital Communications Forum.

Mission

We provide connectivity of Slovenia by creating inspiring services and customer friendly experience and sustainable airport management.

Vision

- Our vision is to be:
- efficient and prime-quality regional gateway;
 - exciting retail experience platform;
 - major air cargo airport in the region;
 - leading skills academy of aviation industry.

Values

Sustainable development

We are aware of the responsibility, as employer and economy factor, which we have for our employees, society and environment and other interested parties.

We act sustainable and base our actions on economic, environmental and social criteria.

Value enhancement

We aspire a sustainable enhancement of the company's value in all fields of service.

Airport safety

Through continuous risk detection and management we reduce the likelihood of personal injury and material damage.

High performance

Our integrated business model ensures business excellence applying safe, efficient and high quality processes.

Figure 1: Organisation chart (valid from 17 June 2019)



Opportunities and challenges of aviation sustainable development in Europe

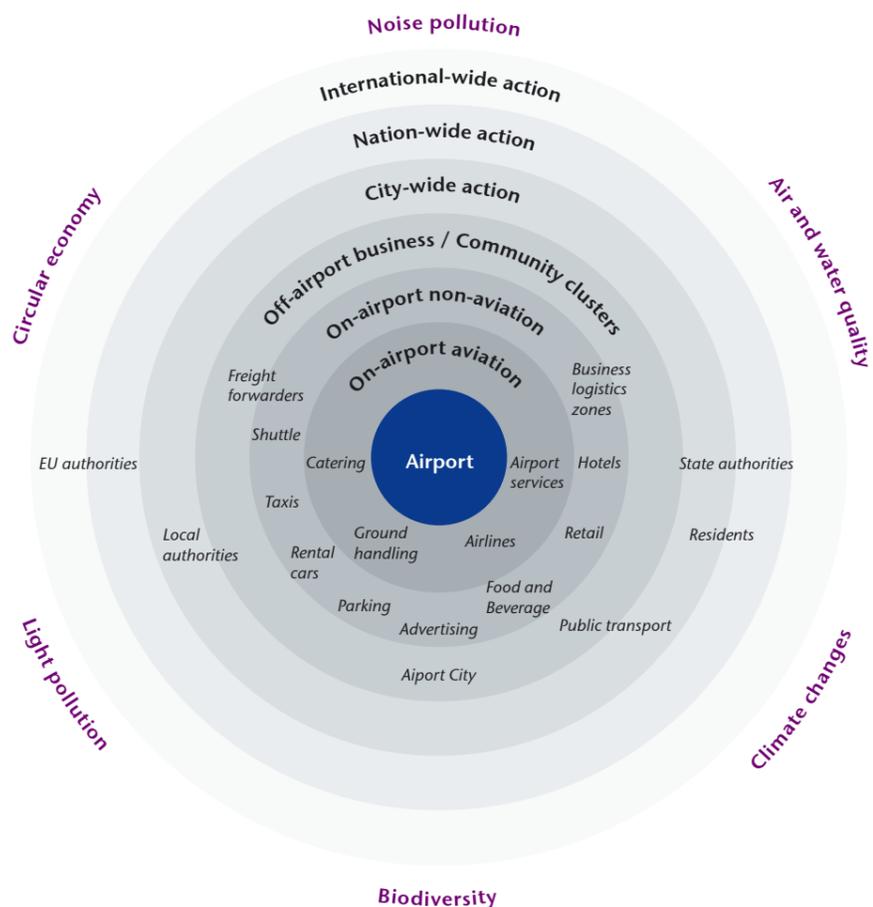
Aviation is considered an important economic activity in the EU and an increasingly important mode of transportation for both the economy and the citizens. The connectivity is becoming better and better and even more accessible, and is an important promoter of development and quality of life. Aviation has numerous multiplicative effects on the economy. It contributes to a growing number of jobs, encourages regional development in all areas, and it stimulates investment. The latest European Aviation Environmental Report 2019 announces a further growth in aviation until 2040. Air traffic growth has numerous positive effects, but also some serious challenges which may not be overlooked. Therefore, the EU is striving for its aviation industry to contribute to reducing its carbon footprint and other environmental impacts in the context of the Paris Climate Agreement.

Aviation industry currently accounts for 3% of the global carbon emissions. Therefore, the EU has adopted a strategic long-term vision titled A Clean Planet for All, in which it advocates a competitive, carbon-neutral and modern prosperous society by 2050. However, there is a long way to accomplish this goal. Air traffic in the segment of commercial flights increased by 20% from 2014 to 2017 according to the number of kilometres it made, and it increased by 60% from 2015 to 2017. CO₂ emissions increased by 10% in the period 2014–2017, and NO_x emissions increased by 12%. It is however encouraging that the average fuel consumption in commercial flights dropped by 8% in the period 2014–2017. Some experts also predict a further reduction in carbon footprint coming from aviation, based on the use of new energy solutions, such as sustainable fuels and electrification.

A significant environmental aspect in aviation is also noise pollution. The total noise pollution in the EU in the period 2014–2017 increased by 14%. However, it is an encouraging fact that noise burden of an individual airplane reduced by 1% on average in the same period.

Sustainable challenges in aviation demand synergy in the field of cooperation of all players in the aviation industry, including airports. Airports have been for several years connected to the programme scheme Airport Carbon Accreditation Programme (ACA), which is striving for carbon neutrality of airports. Fraport Group has had an active role in endeavours for systematic decarbonisation for several years now.

Figure 2: Sustainable effects and airport challenges



Importance of sustainable development

Fraport Group is building its business activity on values of social responsibility and sustainable development. It manages its stakeholder relations and sustainable indicators in all local companies, thus encouraging creation of best sustainable practices of the airports.

Fraport Slovenija takes on its own responsibility in the fields of economy, ecology and social matters. By doing so, it strengthens a wider social welfare. Our development encourages development of the environment where we live.

The development level of the business and infrastructure of the company Fraport Slovenija directly affects the local and wider environment in the economic, social and environmental settings. It encourages creation of new jobs, entrepreneurship and infrastructure. We are committed to act in the manner of not endangering the natural and social environment. So, by carrying out several different activities in the environment where we operate and live, we will strive to give something back and to make the environment richer.

Our business activity also has some negative impacts on the environment. We are striving to timely recognise such negative impacts, and to manage them fully and reduce them perpetually.

The company's top management is responsible for the adoption of the company's sustainable strategy and its programme. All employees, in accordance with their powers and responsibilities, are included in the implementation of our sustainable programme.

Fields of priority sustainable activities of the company / United Nations 2030 global sustainable goals

<p>3 GOOD HEALTH AND WELL-BEING</p>	<p>Occupational health and safety Air quality Noise reduction</p>	<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>Air quality Noise reduction Sponsorships and donations in the local and national environment</p>
<p>4 QUALITY EDUCATION</p>	<p>Attractive and responsible employer Value creation and cooperation in the region where we operate Fraport Aviation Academy</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>Occupational health and safety Efficient use of energy Renewable energy sources Preserving the environment and protecting the nature</p>
<p>5 GENDER EQUALITY</p>	<p>Ensuring a work environment characterised by diversity, equal possibilities and respect Ensuring a balance between work and private life</p>	<p>13 CLIMATE ACTION</p>	<p>Efficient use of energy Renewable energy sources Sustainable mobility</p>
<p>6 CLEAN WATER AND SANITATION</p>	<p>Preserving the environment and protecting the nature (also water resources)</p>	<p>15 LIFE ON LAND</p>	<p>Preserving the environment and protecting the nature (particularly birds)</p>
<p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>Efficient use of energy Renewable energy sources Sustainable mobility</p>	<p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>Fraport Slovenija as a member of the international Fraport Group, is an active supporter and implementer of the internationally adopted standards, guidelines and principles, in particular UN Global Compact principles, the commitment to reducing air emissions from international aviation, guidelines for transition to a circular economy, General Declaration of Human Rights, United Nations Conventions and ILO fundamental labour standards, as well as OECD guidelines for multinational corporations.</p>
<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>Economic efficiency Growth and development of Fraport Group Attractive and responsible employer Value creation and cooperation in the region where we operate</p>		
<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>Customer satisfaction and quality of services Growth and development of Fraport Group</p>		

Integrated risk management enables us to contribute to the sustainable development of the wider society.



Integrated governance system

We regularly strive to achieve a high quality level in order to ensure appropriate airport development in line with the requirements of air carriers, passengers and other business partners. The company's top management and all employees are committed to the management systems, so we operate in compliance with ISO 9001, ISO 14001 and ISO 45001 standards. All three systems are interconnected and part of an integrated governance system. Our good work is reflected through a positive assessment of all external audits of our partners and inspectors. In 2018, we successfully went through 97 inspections, 13 external audits performed by air carriers, and external audits of quality system management and environmental management system, and the occupational safety and health system, in accordance with ISO standards. Where necessary, we prepared corrective and preventive measures to prove that our operations were carried out in accordance with all statutory requirements and the requirements in the field of aviation. The company's operations are regularly checked through internal controls in order to achieve business compliance and to seek for new improvement opportunities. Internal auditors dedicated 109 hours to scheduled internal controls.

Compliance management system

Compliance management system (CMS) guidelines of Fraport Slovenia are based on Fraport Group compliance management system. CMS is considered a systematic procedure aimed at ensuring the conduct throughout the company to be consistent with laws and regulations. CMS comprises prevention and detection of eventual non-compliance, as well as reaction to incidents and risks identified. It helps protect the company, its employees and owners against eventual financial damage, liability claims and reputation damage. Early preventive measures are performed in order to reduce any identified risks in business compliance. In particular, this comprises clear and appropriate internal regulations, specific communication measures, exemplary behaviour on the part of the management, and fostering our culture of ethical values. We implement appropriate instruments to detect misconduct. Examples include basic elements of the internal control system, such as separation of functions and the principle of dual control for key processes. An appropriate reaction of the management to cases of misconduct is necessary in order to rectify such misconduct, to protect the company's interests and safeguard the credibility of the company's CMS. We improve the company's long-term CMS with the prevention-detection-reaction cycle. The effectiveness of the company's CMS is annually checked through management review.

Risk management system

The company is involved in Fraport Group risk management system which allows risk identification and analysis at an early stage, and risk management by means of adequate measures. The company's management is responsible for risk management. However, all employees, in accordance with their authorities and responsibilities, take over risk management for specific professional fields. We regularly implement measures to reduce any risks associated with the reduction of air traffic hazards caused by birds, security actions and weather conditions.

Currently, a plan of continuous operations is in force, which involves response measures in emergency for employees or individual business-related critical functions. The plan also determines alternative procedures of how to get the operations back to normal conditions. Risk management is supported by internal controls. The objectives of the internal control system are harmonisation with the applicable legislation and regulations, achieving strategic objectives and implementing the company's strategy. As it is the practice at group level, COSO methodology is taken into account in internal controls for the purpose of identifying, measuring and managing the risks arising in business processes.

Safety of airport and flight operations

Safety of airport and flight operations, passengers, ground staff and the rest of the airport users is of key importance for Ljubljana Airport. Safety management system (SMS) has been in place since 2016. The purpose of SMS is to maintain or improve the level of safety at airport. In line with SMS we:

- determine safety objectives in order to constantly raise the level of safety in the company;
- determine safety indicators which we use to measure our performance and efficiency;
- promote safety reporting,
- ensure that all employees are provided with adequate information and training in order to enable them to work safely;
- ensure that employees are qualified enough and have financial and other type of support in order to perform the our safety policy;
- define safety responsibilities for all the company's staff;
- establish, maintain and encourage positive safety culture through the free exchange of information on safety.

Our airport infrastructure and operative procedures are in compliance with various international and national safety requirements, standards and recommendations (ICAO, EU, EASA, ACI), which we regularly check through controls, and internal and external audits. Cooperation with other entities at the airport is also significant for us. Therefore, the airport's safety group Aviation Safety Action Group (ASAG) has been operating for several years, which defines and ensures the implementation of jointly agreed safety measures.

Promotion of safety

Promotion of safety and upgrade of safety culture remain our priorities. In 2018, we performed a safety campaign with the purpose to raise employee awareness of the factors which could affect safety and quality of work. The emphasis of the campaign was mainly on the human factor at work in the airside of the airport. As part of the campaign we presented each month one of the key factors on special for this purpose designed safety posters. All posters were displayed throughout the company. Each poster exhibited and focused on one of the main factors for the emergence of accidents and incidents. There were also some tips presented of how to reduce a negative impact of the presented factor on safety and quality of work.

In 2018, we performed the basic and refresher (specific) safety training for our employees regarding their duties and work assignments. In the field of safety awareness we were active in raising awareness of the holders of yellow airport identification cards who work in the airside of the airport about potential hazards they face during their work.

In the past record year we did not record any case of intrusion into the taxiways or the takeoff and landing runway. We also did not record any damage to aircraft, thanks to our operative staff.

We can still note an increasing number of attempts to transport hazardous substances in postal consignments, which we detect and stop their transport in time and send them back to their senders. The number of bird strikes compared to 2017 has slightly increased, but it still remains in acceptable limits.

Culture of justice

A high level of safety is central to safe and quality performance of our services. Through continuous upgrading of safety standards, the company encourages all the employees to proactively and preventively report about and warn about any potential or actual hazards at work in the airside of the airport. The same applies for reporting about incidents, accidents, safety deficiencies or observed questionable safety-related circumstances.

Safety reporting is based on the so-called 'culture of justice' in compliance with the Regulation (EU) 376/2014 on the reporting, analysis and follow-up occurrences in civil aviation. Culture of justice in the company has been supported and implemented with the Non-punitive reporting policy statement.

Safety reports submitted by employees are a valuable source of information used to improve safety. Independent reporting of employees is provided through various different types of electronic safety reporting. A classic paper safety reporting (by using Safety Boxes) is also available. Within safety reporting we ensure confidentiality of the person reporting and the persons being mentioned in safety reports. Safety reporting can also be anonymous.

We strive every day to create a trusted environment where employees can report on safety events or unacceptable practices freely and without fears of possible consequences. In doing so, we wish to emphasise that there is a clear dividing line between the acceptable and unacceptable safety behaviour which we do not support in our company.

Unacceptable safety behaviour includes a deliberate violation, a serious non-compliance with a risk factor, a serious lack of professional accountability, work under the influence of alcohol or any other psychosomatic substances. In such cases the principle of non-punitive policy, which has been in practice since the adoption of the SMS, does not apply.

Table 1: Safety objectives

Organisational safety objectives
1. Bird strikes (for common buzzard) – maintaining or improving the index in 2019/2020 (normalized for 10,000 operations) compared to 2017 and 2018.
2. Damage to aircraft above 5,7 t – major (incapable of flying) – 40% reduction of index in 2019/2020 (normalized for 10,000 operations) compared to 2017 and 2018.
3. Actual runway/taxiway incursions – 25% reduction of index in 2019/2020 (normalized for 10,000 operations) compared to 2017 and 2018.



Airport security

Airport security consists of the measures and methods intended for the protection of civil aviation against any acts of unlawful interference, such as terrorism, sabotage, the risk of life and property, various threats, etc. As an operator we are responsible for ensuring the required level of security at Ljubljana Airport. Basic security measures are implemented in accordance with the European and the national legislation. Additional measures are performed in the light of the existing threats and threat assessment, drawn up by the competent national authorities.

In accordance with relevant rules in aviation we provide the equipment for the protection of civil aviation which is used to perform preventive security measures, while the security measures are performed by the contracting security service.

In accordance with the adopted quality assurance programme we constantly check the efficiency of service provision in the field of the protection of civil aviation, and we warn to eliminate any eventual discrepancies.

We ensure a high level of air traffic security, whereby we strive to make all security measures as less annoying as possible for passengers as well as for other airport users, and to assure travel of all our passengers as less stressful as possible, irrespective of the security measures we implement. Beside the above mentioned security measures, the airport is additionally protected with the integrated access control system and a video surveillance system which prevent unauthorised access to protected areas of the airport and help detect and clarify eventual incidents. Currently, there are around 230 cameras installed in the area of the airport, including thermal-imaging cameras to control the area at night and in cases of poor visibility. One of major investments in the field of security in 2018 was replacement of the whole access control system at the airport, including the system to produce airport identification cards. A special radar to detect eventual intruders was installed for the needs of ensuring appropriate movement control in protected areas of the airport and for the need of protecting the airport fence.

At the end of 2018 an additional x-ray device was bought to check parcel consignments in the logistics centre.

We constantly follow the development of the technology used in the field of civil aviation protection, since we are well aware of the fact that cutting-edge equipment additionally improves security, and helps prevent eventual incidents.

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Protection of information

The company Fraport Slovenija is aware of the importance of information and secure information system, so the company adopted in 2016 a Master security policy on information management and information system owned by the company. The aim of protecting information is to prevent or reduce eventual consequences of security incidents to the minimum and to assure the continuity of the company's operations. Upon establishing the system of information management and information security we have also established the principle of information confidentiality, availability and integrity. The information security management system is built on the basis of recommendations of ISO/IEC 27001 standard. All employees of the company, their contract workers, students, other external partners with their employees or partners being or coming in contact with information owned by the company or declared by the company as significant for its operations, are committed to information security.

Professional secrecy, data protection and privacy

We are striving for transparent communication in terms of respect of professional secrecy. Employees are aware they have to cherish confidentiality of data related to the business activity and business secrets of the company, and to act in compliance with Personal Data Protection Act. The company is aware of the importance of data protection and therefore adopted and issued the Data protection manual based on Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation), and on Personal Data Protection Act (Official Gazette of the RS. No. 94/07). Rules on protection of personal data define the technical and organisational measures and protocols to protect personal data in the company Fraport Slovenija.

These measures and protocols are designed to prevent unauthorised access, alteration, deletion or any other damage or loss of personal data, to process personal data fairly and lawfully, and to ensure respect for all other principles of the protection of personal data. Data protection manual defines appropriate measures for the protection of personal data in order to ensure the lawful, fair and transparent processing of personal data which is based on the applicable Slovenian and European legislation in the field of personal data protection. There is also an authorised person in the company who is in charge of personal data protection.

All employees are committed to personal data protection.

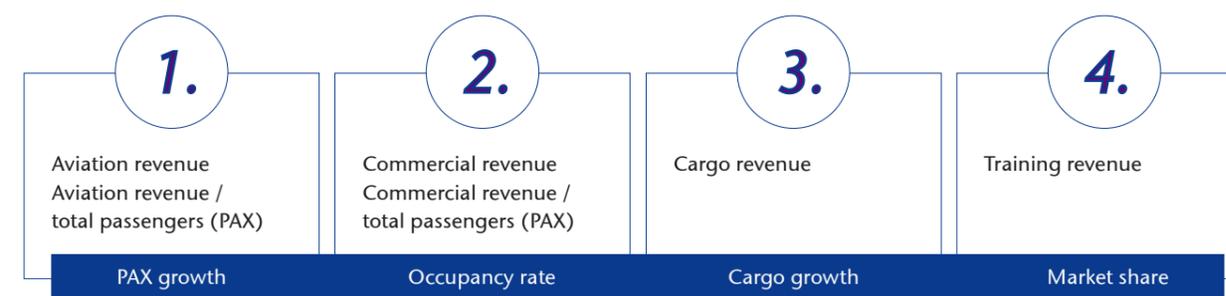
Company's Strategy and Business Performance

There are four key strategic pillars, supported by a human resources policy, to implement the company's mission and vision, which will also be the main revenue streams by 2025.

Strategic pillars by 2025



Strategic key performance indicators (KPI's)



Strategic KPI's for monitoring	Value
EBITDA	2018 = 19.1 millions euros
Realized CAPEX / total CAPEX	RI in Q4 compared to YP = 63 % (realised investments in % at 31. 12. 2018 compared to yearly plan at 01. 01. 2018)
Customer satisfaction (in %)	2016 = 89% / 2017 = 87% / 2018 = 91%
Employees satisfaction (1 - the highest score, 6 - the lowest score)	2016 = 3.2 / 2017 = 3.44 / 2018 = 3.1

In Harmony

The ambitious airport development plans are aligned with the interests of other stakeholders in the social and natural environment. Through our further development we will continue to make an important contribution to the well-being of the wider environment. This is our strategic sustainable commitment.

Strategic objectives by 2025

To achieve the company's mission and vision, the company has set the following strategic objectives by 2025:

- increase in passenger, aircraft and cargo traffic;
- increase in revenues, particularly from company's commercial services;
- provision of key investments in infrastructure and equipment in order to enable a further traffic development;
- provision of development opportunities to logistics companies and reliable ground handling, which will enable us to become a priority hub for air cargo traffic in the Western Balkans;
- developing opportunities for investments in the airport city and attracting different companies;
- development of Fraport Slovenija as a recognised aviation training provider.

We are planning to care for 2.2 million passengers and handle approximately 40,000 aircraft movements at our airport in 2025. Cargo traffic is anticipated in the capacity of 49,000 tons.

The company does not solely rely on the development of one aviation segment, but it develops several types of aviation:

- scheduled flights (domestic and foreign carriers);
- charter flights (including long-haul flights);
- low-cost flights;
- air cargo flights;
- general aviation.

A significant part of our strategy are also diminishing our dependence on a small number of business partners and on only one business activity, and modernisation of the airport infrastructure.

We are planning to care for 2.2 million passengers and handle approximately 40,000 aircraft movements at our airport in 2025. Cargo traffic is anticipated in the capacity of 49,000 tons.

Plan for airport infrastructure development

The Master plan for the development of the airport is a strategic development document of airport by 2040 and provides coordination of phase spatial planning of the airport and influential areas beyond its borders. This document ensures that the airport is ready to meet the future needs of an increased traffic growth with space reservation, in light of its financial capability and admissible environmental effects. The Master plan envisages the key infrastructure projects that will be developed in the next period.

These projects are:

- passenger terminal;
- cargo terminal;
- maneuvering areas;
- the internal road system, and utility services and energy infrastructure.

Passenger terminal

The passenger terminal is a priority of the airport development, since the existing facility poses a bottleneck, particularly in the summer season and in peak hours when its capacity limits are already reached. The extended new part of the passenger terminal will be functionally connected to the existing surfaces and is expected to be ready for use by the summer 2021. The surface of the existing passenger terminal will be extended by another 10,000 m², including a new departure hall with 14 check-in counters, five security screening lines, two baggage conveyor belts in the baggage reclaim area, a new baggage sorting line, a huge duty-free shop, a new business lounge and renovated catering facilities, and promotional surfaces. The capacity will be increased from current 500 to 1,250 passengers per hour. The next terminal expansion is envisaged after the year 2030, according to air traffic forecast.

The surface of the existing passenger terminal will be extended by another 10,000 m².

Figure 3, 4: Conceptional design of new passenger terminal



Plan B

Figure 5: Expansion plan of the Airport City



- Area 1: LT1 / 14 approx. 2.2 ha
- Area 2: LT1 / 10 approx. 2.7 ha, LT1 / 11 approx. 2.3 ha, total size approx. 5 ha
- Area 3: LT1 / 21 approx. 2.6 ha, LT1 / 24 approx. 3 ha, total size approx. 5.6 ha
- Area 4: LT1 / 6 approx. 1.1 ha
- Area 5: LT1 / 2 approx. 0.5 ha
- Area 6: LT1 / 2 approx. 0.8 ha

Cargo terminal

High growth in cargo traffic has been recorded in recent years, and this trend is expected to continue. The capacities of the cargo terminal are already filled. The biggest challenges are caused by daily cargo volumes in peak days when daily capacities are more than three times exceeded. Expansion of the warehouse logistics complex of the company on the existing site is not possible due to its spatial restrictions. When the construction of the passenger terminal starts, we will focus on the cargo terminal, analyse in detail all possible scenarios of infrastructure development and adopt a decision about this investment. The main plan of the airport development envisages in its first phase 6,000 new m² of warehouses, separated apron for cargo aircraft management, and on the ground site of the airport there will be new access roads and a manipulation platform. The second phase is to be completed by 2028 and envisages an additional expansion of our storage capacities.

Maneuvering surfaces

The airport aprons are planned to be expanded in several phases, in light of the traffic needs. The expansion of the passenger apron is projected in three phases; the first phase in 2023, the second in 2031, and the third one in 2040. Aprons for maintaining aircraft will be expanded to the existing apron used for general aviation. So, a new apron for general aviation will need to be built to the west of the passenger apron. The cargo apron will be constructed and expanded parallel to the cargo terminal. The reconstruction of the takeoff and landing runway is envisaged in the period 2028–2031.

Other airport infrastructure

In the airside of the airport there are no major interventions planned, with the exception of the construction of the connecting road TWY J and the construction of verges along with the runways. We also plan to build some new facilities to store equipment for aircraft maintenance and for winter maintenance of the aircraft. On the ground side we plan to relocate the general aviation apron, the construction of business premises, renovation and expansion of facilities intended for firefighting and rescue services, and maintenance services.

Other investors will be allowed to construct aircraft maintenance hangars, to install a new control tower, to construct logistics facilities and facilities for storing aviation fuel, and to construct commercial facilities within the Airport City.

Airport City

With the planned Airport City, Fraport Slovenija wishes to transform the central Slovenian airport into a traffic terminal which will be a logistical, business and economic zone in the true meaning of the word - a junction of road, rail and air routes. The airport will become a city where various logistic functions of transshipping goods to different modes of transport will be performed. It will be intended for storing goods and for some other logistic needs of cargo handling. In Slovenia, there is a significant shortage of bigger pieces of land intended for production and logistic projects which would be adequately spatially and communally improved. The Airport City has been experiencing a real boom recently, and its growth has also been accelerated by the opening of the long-planned bypass road around the airport territory. We are striving to put all pieces of raw land into use.

Business activity

The year 2018 was really successful for Fraport Slovenija, since we completed it with the record number of passengers and the record volume of cargo handled, and introduced some new commercial activities. We exceeded the successful year 2017. The highlights of the year 2018 included the introduction of new flight routes, an increase in frequencies of the established routes, charter carriers, a purchase of new rental space and other commercial activities.

Table 2: Economic indicators in the period 2014–2018 (in euros)

Category	2014	2015	2016	2017	2018
Balance sheet total	106,075,424	112,614,155	116,809,665	109,706,000	124,512,598
Investments in fixed assets	91,267,011	89,305,107	86,254,776	85,555,704	92,298,039
Equity	92,781,304	100,110,897	102,385,495	93,545,931	105,480,183
Operating revenues	32,048,626	34,899,065	36,068,568	41,889,645	46,483,009
Net sales revenues	31,827,518	34,816,006	35,990,655	41,673,031	46,258,280
EBITDA	11,183,843	13,100,556	14,053,218	16,042,145	19,112,281
EBIT	6,695,484	9,142,293	9,978,103	11,686,200	14,503,347
Net profit	3,593,911	8,441,597	9,047,712	9,646,547	11,870,051
EBITDA/average fixed assets	0.139	0.159	0.174	0.198	0.230
EBITDA/operating revenues	0.349	0.375	0.390	0.383	0.411
Operating expenses/revenues	79.1%	73.8%	72.3%	72.1%	68.8%

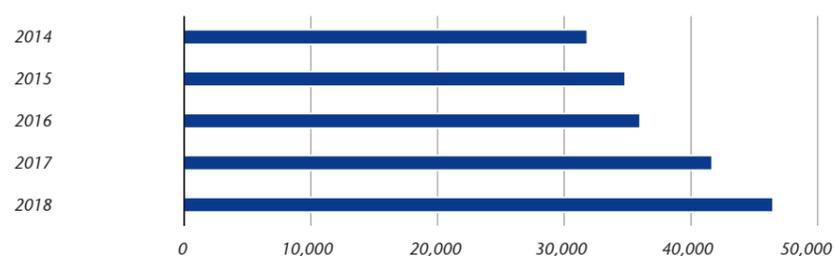
In 2018, the company generated almost 46 million euros of operating revenues, which is 45% more compared to the year 2014.

Operating profit before interest, taxes and depreciation (EBITDA) rose to over 19 million euros, and net profit grew to almost 12 million euros, exceeding the values acquired in previous years.

In the structure of operating expenses, we increased the level of labour costs by increasing the entire wage bill and the number of employees. We optimised other operating expenses and we have also been continuously investing in fixed assets. Sound investments in both the growth and the expansion of the company's main activity are improving the company's competitive edge, enhancing the brand and consolidating the current and future business performance.

In 2018, the company generated almost 46 million euros of operating revenues, which is 45% more compared to the year 2014.

Graph 1: Growth in operating revenues in the period 2014–2018 (in thousand euros)



Graph 2: Economic indicators in the period 2014–2018 (in thousands euros)

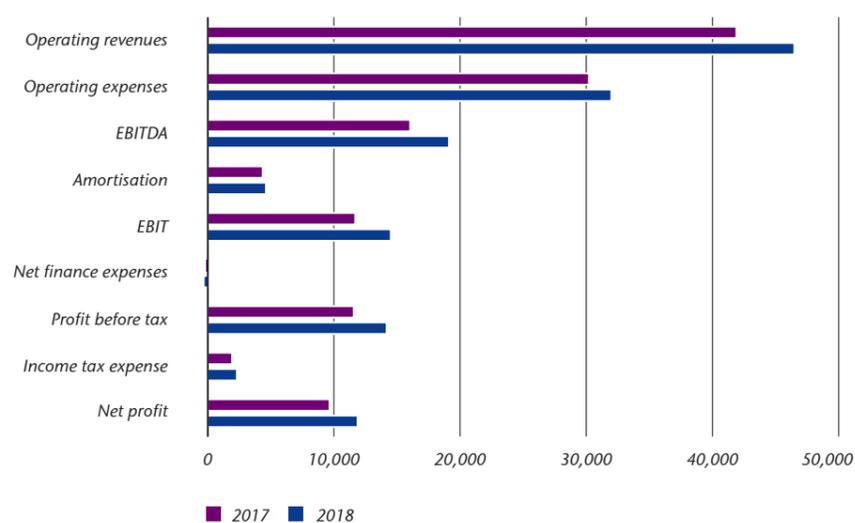


Table 3: Highlights of the company's business result

	2017	2018	Index 2018/2017
TRAFFIC			
Number of passengers	1,688,558	1,818,229	107.7
Number of aircraft movements	34,444	35,512	103.1
Cargo (in tons)	24,314	25,907	107.0
BUSINESS RESULT (in thousand euros)			
Operating revenues	41,890	46,483	111.0
Sales revenues	41,673	46,258	111.0
Operating expenses	30,203	31,980	105.9
EBITDA - business result before interest, taxes and depreciation	16,042	19,112	119.1
EBIT - business result from the operations	11,686	14,503	124.1
Net financial expenses	-113	-327	289.6
Profit before taxation	11,573	14,177	122.5
Net profit	9,647	11,870	123.0
Total comprehensive income in the period	9,605	11,937	124.3
Added value (operating expenses - costs of material and services - other operating expenses without revaluation operating expenses and provisions)	30,768	34,750	112.9
BALANCE SHEET (in thousand euros)			
Assets on 31 December	109,706	124,513	113.5
Capital on 31 December	93,546	105,480	112.8
EMPLOYEES			
Number of employees on 31 December	428	483	112.9
Average number of employees (number of hours worked)	410.3	460	112.1
INDICATORS			
EBITDA share in operating revenues (EBITDA margin)	0.38	0.41	107.4
EBIT share in operating revenues (EBIT margin)	0.28	0.31	111.8
Net capital profitability - ROE - in % (net profit/average capital without net profit of the accounting period)	10.36%	12.68%	122.5
Asset profitability - ROA - in % (net profit/average state of assets)	8.52%	10.14%	119

Table 4: Statement of the company's business activity

(in thousand euros)	31/12/2017	31/12/2018	Index 18/17	Shares (in %) 2017	Shares (in %) 2018
ASSETS	109,706	124,513	113.5	100.0	100.0
Long-term assets	86,089	92,866	107.9	78.5	74.6
Intangible assets and long-term prepayments and accrued income	9,230	9,955	107.9	8.4	8.0
Tangible fixed assets	76,326	82,343	107.9	69.6	66.1
Other fixed assets	533	568	106.5	0.5	0.5
Current assets	23,617	31,647	134.0	21.5	25.4
Cash	18,098	25,793	142.5	16.5	20.7
Short-term accounts receivable	4,787	5,287	110.4	4.4	4.2
Other short term assets	732	567	77.5	0.7	0.5
LIABILITIES	109,706	124,513	113.5	100.0	100.0
Capital	93,546	105,480	112.8	85.3	84.7
Long-term liabilities	9,222	9,815	106.4	8.4	7.9
Short-term liabilities	6,938	9,217	132.9	6.3	7.4

The presence of low-cost carriers increased, since they accounted for 19.7% of the passengers in public traffic in 2018.



Traffic

High growth in 2018 represented the record number of passengers and the record volume of cargo handled. In the same year, 1,818,229 passengers were handled at the biggest airport in Slovenia. The number of aircraft movements was 3.1% higher than the year before. With the introduction of new flight destinations to Brač, Dubrovnik, Düsseldorf, Geneva, Bucharest, Sofia and Berlin, Ljubljana Airport enhanced its role of a hub with good flight connections between the Balkans and Western Europe. Our airport provided scheduled flight connections to 34 airports in 24 countries in 2018. In the summer months air traffic increased significantly owing to charter flights to some tourist destinations. The presence of low-cost carriers increased, since they accounted for 19.7% of the passengers in public traffic in 2018. The growth in this segment is mainly attributable to some additional flights of the air carrier Transavia and the new destination Berlin, provided by EasyJet. There is an increasing number of passengers choosing Ljubljana Airport when travelling short direct distances, and also in cases of some more remote destinations which are also accessible via major European hubs. The traffic growth is also the consequence of an increased number of domestic and foreign air carriers, a current favourable economic climate and increasing visibility of Slovenia as a tourist destination.

Table 5: Traffic movements in the period 2014–2018

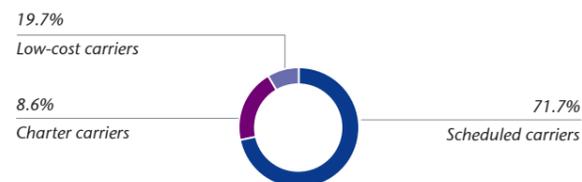
Traffic	2014	2015	2016	2017	2018
Number of passengers	1,338,619	1,464,579	1,411,476	1,688,558	1,818,229
Public traffic	1,307,379	1,438,304	1,404,831	1,683,071	1,812,411
Number of aircraft movements	31,405	32,894	32,701	34,444	35,512
Public traffic	22,361	23,212	23,181	26,045	27,231
Cargo (in tons)	18,983	18,852	19,802	24,314	25,907
Aircraft	9,833	10,143	10,379	12,327	12,378

Table 6: Movement of the number of passengers in the period 2014–2018

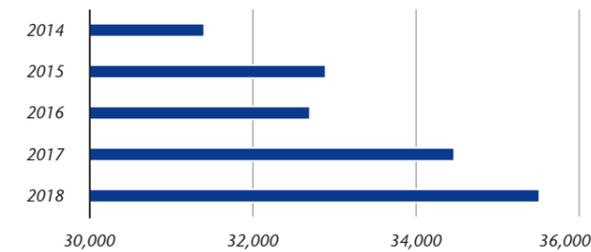
Passengers	2014	2015	2016	2017	2018
Public traffic	1,307,379	1,438,304	1,404,831	1,683,071	1,812,411
Scheduled carriers	1,156,146	1,297,124	1,306,280	1,557,412	1,656,661
Low-costers	157,152	171,076	204,316	305,632	357,173
Charter carriers	151,233	141,180	98,551	125,659	155,750
General aviation	3,200	3,639	3,811	4,506	4,671
Others*	28,040	22,636	2,834	981	1,147
Total	1,338,619	1,464,579	1,411,476	1,688,558	1,818,229

* Passengers having their school, position or technical flight.

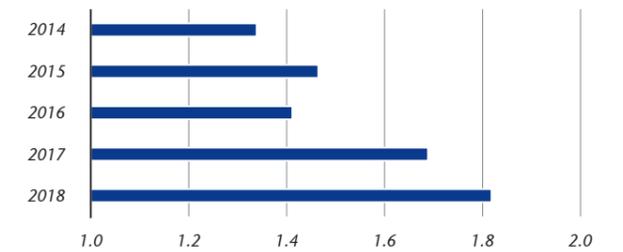
Graph 3: Number of passengers (in public traffic) according to types of carrier in 2018 (in %)



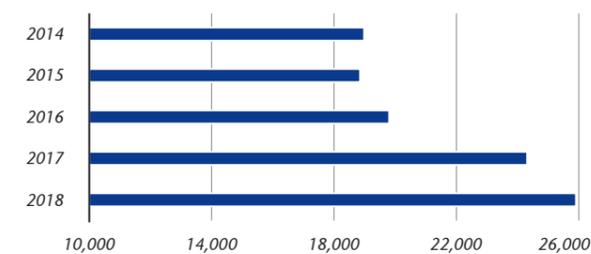
Graph 4: Number of aircraft movements in the period 2014–2018



Graph 5: Number of passengers in the period 2014–2018 (in millions)



Graph 6: Cargo in the period 2014–2018 (in tons)



Graph 7: Number of passengers travelling with low-cost carriers in the period 2014–2018

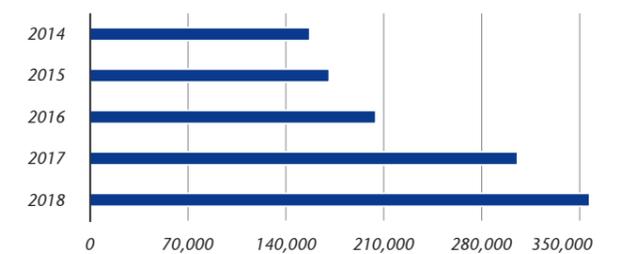


Figure 6: Network flight connections



Ljubljana Airport is well-connected across Europe and beyond, with 34 scheduled routes and 28 charter routes.



Airport Stars

A record number of passengers, more than 1.8 million, passed through Ljubljana Airport in 2018. Fraport Slovenia wanted to celebrate this milestone together with those who most significantly contributed to this success - its employees, business partners and, of course, passengers at the airport. Therefore, we prepared a special communication campaign and a handful of various activities to address the Airport Stars and include them in the campaign, and thank them for their contribution. In December, we prepared several events and gifts for our passengers just to indulge them in order to make them feel special, like true Airport Stars. We asked the masters of gift-giving, Santa Claus and his assistants, to help us spread the holiday atmosphere at the airport. Two elves were busy delighting our passengers with priority passage through the security checks, free entry to the business lounge or with indulging themselves in the L'Occitane boutique. We offered them Christmas biscuits and we toasted with champagne. In the international area of the passenger terminal we entertained them with a handful of activities.

By means of a device designed for easy mixing of different music genres, passengers could create their own tunes and save them on their personal devices. They could also test their skills of an aircraft game on a big screen. A special experience for passengers was created with the presence of an artist who sketched caricatures of passengers while they were waiting for their flight. They could take with this unique gift on board in a handy gift packaging, as a unique memory of their airport experience. The event was recorded in a video, which was premiered in social media, and also displayed on the company's website and in the airport's big screens. Decorations of the passenger terminal also added to the festive atmosphere. Huge stars in festive colours accompanied travellers in all parts of the terminal. Passengers and airport visitors could notice the message of the campaign on airport's advertising surfaces and in other forms of media. The Airport Stars were also employees who socialised at the New Year's party like true stars. They socialised with the photographer on the red carpet and celebrated the record with a midnight cake.

In December, we surprised them during their work with Santa's shooting team. They jointly identified who was, in their view, the Airport Star. The best reactions, caught in the video, were then collected and premiered at the party.

We expressed gratitude to our business partners by giving them printed and electronic star-themed greeting cards with champagne and home-made biscuits. They were also surprised in their premises with a sweet starry self-indulgence - cakes pops.

We continued celebrating our record also at the beginning of 2019. We invited followers of our social media and users of our website to join our prize-winning website game and to be the company of the basketball superstars Goran Dragić and Luka Dončić. Over 7,800 users wanted to fly from Ljubljana to Miami to see the first MBA match between these two Slovenian basketball aces. The campaign reached over 50,000 views in total. In order to express gratitude for their help in the campaign, we made more than 15,000 Airport Stars happy through this unique experience.

Personal Relations

Personal relations are at the heart of our values. Each individual is their own personality and therefore worthy of our full attention. We listen carefully to each one and try to individualise our services as much as possible.

Sustainable Communication

Our internal and external communication is well-planned and systematic. When communicating with different public audience we follow the principles of proactive, fair, transparent and non-discriminatory communication and timely response. The most vital place in communication of our company is communication with our customers and other airport users, with the owner (investor), media, buyers, suppliers, the employees and with the local community.

In communication we pursue the following objectives:

- strengthening a good company's image and credibility;
- raising awareness about the identity and advantages of our company;
- building trust in the company and loyalty to our brand;
- creating a direct dialogue-based relationship with users;
- highlighting our advantages;
- positioning our company as an advanced, well-organised and development-oriented organisation that intensively follows aviation trends and takes care of the needs and wishes of the airport users and provides them with comprehensive handling.

Communication is understood as a mutual flow of ideas, positions and evaluations, which is important for strategic business analysis and consensus-building. This way we identify opportunities for improvement, receive feedback, and connect individuals, groups, departments, society and the local communities.

Sustainable reporting is an important aspect of our communication. We proactively follow the development of communication trends among different stakeholders as well as communication channels. Thus we synergistically connect them into the communication web.

Materiality matrix

Strategic orientation of the parent company Fraport AG is based on a systematic dialogue with internal and external stakeholders. Since 2010, Fraport AG has been developing its materiality matrix which is used to show the company's key challenges. In 2018, based on an electronic survey, the company carried out another comprehensive evaluation of key topics made by all key stakeholders. Fraport Slovenija takes over the essential topics defined by the parent company, and it reasonably incorporates them into its environment. The key topics comprise five areas: corporate governance, economic enhancement, employees, social community and environment. From the point of view of Fraport AG's business, customer satisfaction and services quality are rated highest, which is also very important for strategic stakeholders. Management and compliance as well as company's reputation as an attractive and responsible employer are very important areas both to the company and to the stakeholders. Profitability is very important to Fraport AG and is given slightly less importance by strategic stakeholders. The company places the Group's growth and development among its highest priorities, while this is somewhat less important to the stakeholders.

Generally all categories of management are rated as very important, as are the categories of economic enhancement. Occupational safety and health as well as ideas and innovations, which fall under the field of employees, are rated as of medium importance. All categories of environmental areas have the same status (protection of environment and nature, climate protection, air quality) and communities (value generation and integration in the region, noise abatement).

It should be emphasized that, despite certain differences in importance for Fraport AG, all categories are important, otherwise they would not be included in the materiality matrix. All categories are carefully managed and progress is measured.

Sustainable reporting is an important aspect of our communication.

Corporate governance and compliance

Responsible corporate governance and compliance with the national and international laws and regulations and internal policies. Commitment to combating corruption and bribery.

Data protection

Protection of personal data against improper use and protection of the right to privacy of individuals.

IT security and airport security

Ensuring security of information systems (IT) which are essential to protecting the data. Maintaining high standards of operative airport safety and compliance with the statutory security obligations.

Customer satisfaction and service quality

Strong focus on customers and services. Increasing the Group's competitiveness.

Profitability

Ensuring profitability of Fraport Group with profitable investments and efficient use of the existing sources.

Growth and development in the Group

Growth, consolidation and expansion of the Fraport Group portfolio.

Ideas and innovation

Development of new products and more efficient processes.

Attractive and responsible employer

Protection of jobs, ensuring a work environment characterised by diversity, equal possibilities and respect. Ensuring a balance between work and private life, and development opportunities for employment, training and keeping employee loyalty.

Occupational safety and health

Keeping and promoting physical and mental health of the employees.

Value generation and engagement in the region

A positive contribution to the economical development of the region where the airport operates. Taking part in charity projects in the vicinity of the airport and keeping dialogue with our stakeholders.

Noise abatement

Improvements of the noise situation in the populated areas around the airport and maintaining the noise level within the legally permitted level.

Climate protection

In accordance with the Paris Agreement to reduce CO₂ emissions on account of increasing energy efficiency, producing and using renewable energy, and by using systems driven by alternative energy sources.

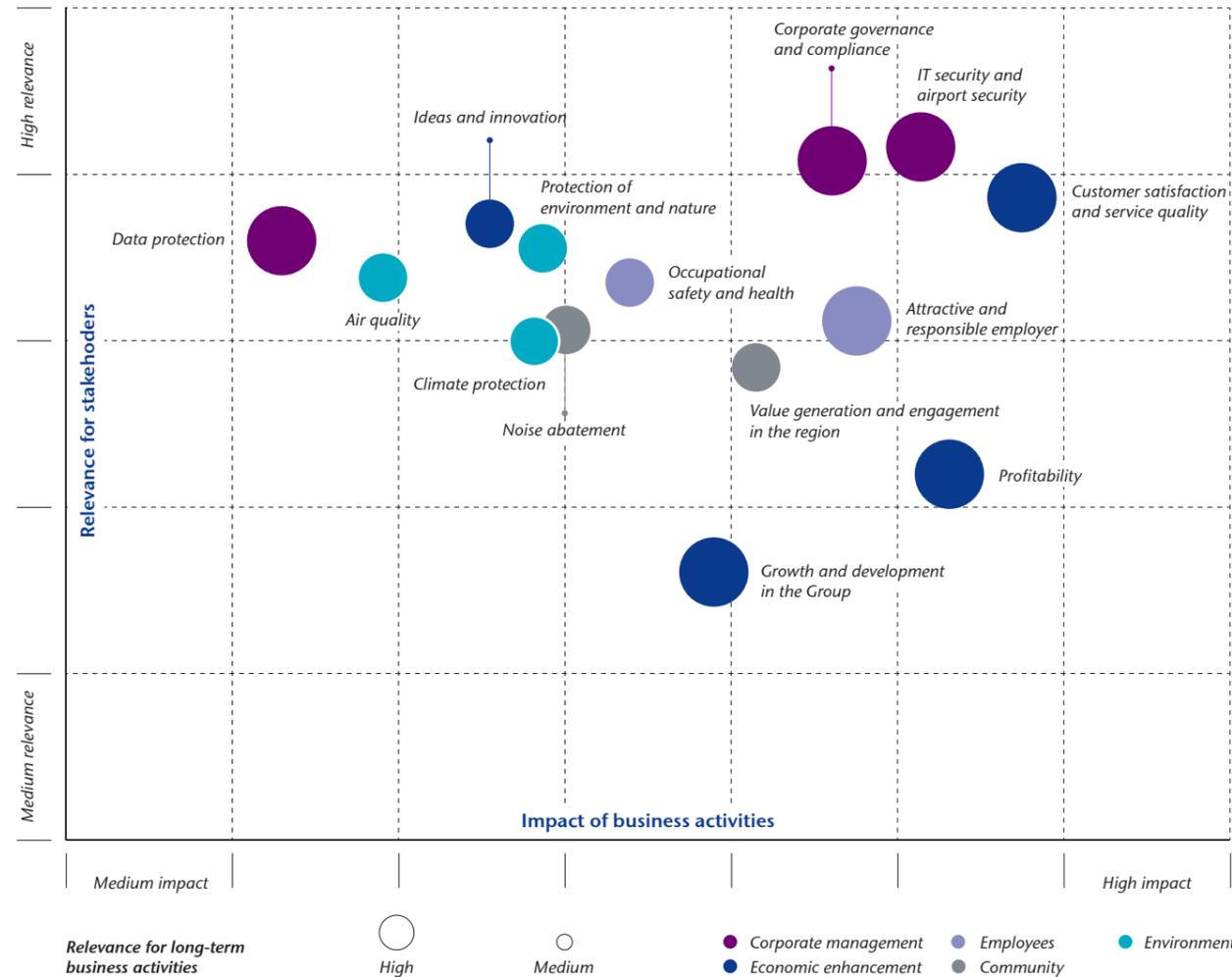
Protection of environment and nature

Careful use of natural sources and continuous improvement of environmental efficiency, such as reducing consumption of drinking water, preventing waste generation and increasing waste processing, soil and water protection, and maintaining biodiversity.

Air quality

Recording air pollutant emissions from aircraft operations.

Figure 7: Materiality matrix



Strategic stakeholders

Strategic stakeholders	Goals	Communication tools
Employees	Satisfied and motivated employees Positivity and openness among employees Successful business performance	Daily information on everything in connection with the company and employees over the intranet portal. Regular general and board meetings. Office hours of the management for employees. Bulletin boards. Annual social events for the employees and their children. Regular and open dialogue with the trade unions and works council. Answering employees' questions, expressing employees' opinions and suggestions. Employees' meetings. Organisation and co-financing social events. Fun Airport Festival. Social media.
Passengers and visitors	Giving maximum consideration to the wishes and needs of our passengers and visitors. Providing current information on our services and flights, which allows efficient information flow necessary for mobility of population.	Direct attitude of employees towards passengers and visitors. Website. Social media, video and digital presentations. Brochures, leaflets and other printed material. Systematic collection of questions, responding to opinions, suggestions, complaints and words of praise. Airport tours. Open days at the airport. Announcements about fresh news and attractive information for passengers and the general public in different media. Different methods of measuring passengers' satisfaction.
Business partners	Giving maximum consideration to the wishes and needs of our business partners. Achieving common sustainable goals and enhancing good business relations.	Personal communication over the phone, electronic devices and direct communication (in person, individual and group meetings). Printed material. Electronic presentations and other forms of presentation and promotional material. Social media.
Owners	Achieving business outcomes. Fair relations and long-term company's development.	Personal communication. Phone and electronic communication. Financial and business reporting. Annual and sustainability report, other business documents and presentations.
State and the EU bodies	Compliance with the statutory competences of the national authorities and the EU bodies in accordance with the principles of the rule of law.	We are involved in preparation of procedures of sectoral regulations in the phase of public consultation.
Local communities	Establishing and retaining good relations, high-quality environment, and developing social environment.	Sponsorships and donations for local events, organisations and individuals. Communication via media. Open days at the airport. Airport tours. Fun Airport Festival. Providing practical training. Responses and activities upon relevant topics and questions posed by local citizens (f.e. noise).
Media	Credible information on company's activities. Enhancing the company's reputation and prompt elimination of eventual communication noise.	Reports and press releases. In-depth material and presentations. Digital communication with media. Individual and group meetings with journalists in person. Press conferences and events for journalists (public stuns). Timely and honest answers to all questions. Checking and analysing all publications in media (press coverage).

Courage and Endurance

We see obstacles merely as a challenge and not as an insurmountable barrier.
We are courageous and persistent until the end.

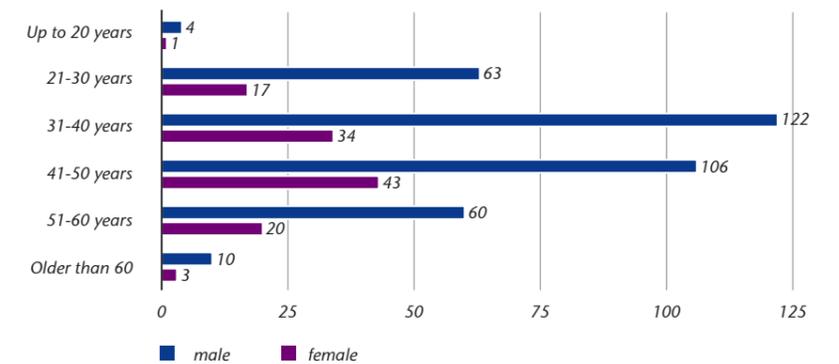


Sustainable Employees Relations

Business activity and strategic objectives of Fraport Slovenija require employees with topmost specialised knowledge, experience, affiliation and competences to cooperate and use innovative thinking. Without them the company could not make progress. Therefore, the company is constantly working on making its employees feel well and develop their capabilities. All this is provided for them through good working conditions, available continuous training and employee development, continuous and comprehensive communication, respect for high ethical standards, refusal of any form of violence at work, ensuring equal opportunities for all, promotion and provision of healthy lifestyle, supporting the sociable life of employees, and building a healthy and family-friendly working environment.

At the end of 2018 there were 483 employees in the company, which was almost 13% more than the year before, of which 474 employees for an indefinite period of time and nine for a definite period of time. As typical for this industry, prevailing employees in our company are men - just over 85%. With a strategic recruitment process and human resources management we provide such an age structure of our employees that can enable an intergenerational exchange of knowledge and experience. There are more than 17% of employees in the age group up to 30 years of age, slightly more than 32% of employees fall into the age group 31-40, and 31% of employees fall into the age group 41-50. There are slightly more than 16% of employees in the age group 51-60, and only almost 3% of employees are older than 60.

Graph 8: Number of employees according to age and gender on 31 December 2018



Employees according to the level of education

9% of employees have primary education (completed elementary school), slightly more than 17% of employees are qualified workers, 40% of employees have secondary education. Almost 32% of employees have tertiary level of education: 9% of employees have short-cycle higher education level, 10% of employees have completed professional college, slightly more than 12% of employees have completed a university study, and nine employees have a master's degree (2% of employees).

Table 7: Number of employees according to the level of education in 2017 and 2018

Levels of education according to SOK (Slovenian qualification framework)	31. 12. 2017	%	31. 12. 2018	%
Level II (completed elementary school)	44	10.28	45	9.32
Level III (incomplete secondary school)	0	0.00	0	0.00
Level IV (qualification for a certain job)	72	16.82	83	17.18
Level V (completed secondary school)	168	39.25	193	39.96
Level VI (completed a short-cycle high. edu. study)	35	8.18	44	9.11
Level VII (completed a higher education study)	42	9.81	49	10.14
Level VIII (completed a university degree)	61	14.25	60	12.42
Level IX (completed a master's study)	6	1.40	9	1.86
Level X (completed a doctoral study)	0	0.00	0	0.00
Total	428	100.00	483	100.00

Figure 8: Employees tree

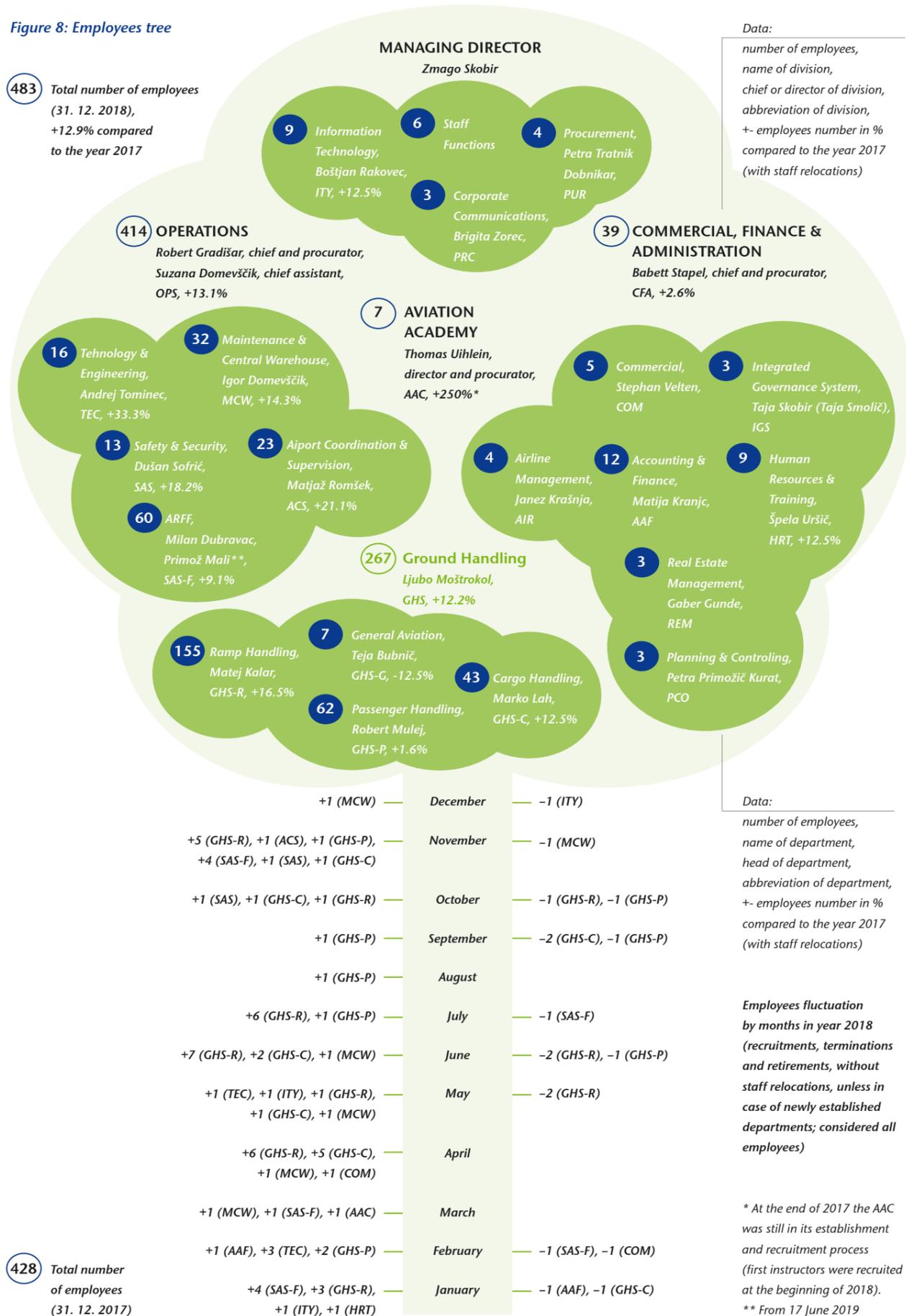


Table 8: Employee fluctuation in 2017 and 2018

Age class	Number of terminations (at will*) since 1. 1. 2017 to 31. 12. 2017	Number of terminations (at will*) since 1. 1. 2018 to 31. 12. 2018
Up to 30	1	3
31-40	4	7
41-50	0	4
51-60	0	0
Older than 60	0	0
Total	5	14

* Excluding retirement, death and terminations under Article 108 of the Labour Relations Act, considered are only employees employed for an indefinite period of time.

Company's job fluctuation is low. In 2018 only 14 employees of the company terminated their employment contract.

Providing equal career opportunities

As a company operating in an international environment, we promote employee diversity and act to ensure equal possibilities to all and we reject discrimination of any kind. Based on our employment policy and positive attitude to employees we ensure equal possibilities irrespective of their gender, race, skin colour, age, health status or disability, religious, political and any other belief, membership in the trade union or in the works council, national or social origin, family status, financial state, sexual orientation or any other personal circumstances.

Communication with employees

When communicating with the employees we strive to have well-informed employees. We keep our employees informed about the strategy, vision and mission of the company, and about some other significant information. We have a dialogue with them. The intranet portal has the central position when we communicate with the employees. Other tools used in communication with the employees are regular meetings and bulletin boards, and for new employees also induction rounds through the company's departments. The emphasis is on personal communication between the company's management and work colleagues, whereby also electronic ways of communication are used (e-mails, phones, digital applications, etc.). We regularly summon general meetings for all the staff, and the company's management also takes part in the works council meetings. We annually arrange meetings for our employees and their children, and we are in favour of socialising with work colleagues in different sporting and cultural events.

Code of conduct and Standards of behaviour

Guidelines for ethical and moral conduct of employees and other individuals working in or for the company are laid down in the company's Code of conduct for employees and Standards of behaviour. The company's Ethics committee has been operating since 2014 and has the authority to deal with eventual complaints about violations of ethical conduct or any other topic-related irregularities in the company. In 2018 there was no complaint recorded about violating the Code of conduct. Complaints about serious infringements of law can also be submitted or reported indirectly to the external human rights ombudsman of Fraport AG, whereby anonymity of applicants is assured.

Prevention of mobbing

We reject any maltreatment that would violate the dignity and hurt personality of employees. Our Rules on prevention and elimination of consequences of workplace harassment and ill-treatment ensures adequate measures in cases of violation. Professionally qualified and empowered representatives help employees in cases of addressing and preventing the issue of mobbing.

Child labour and youth work

The company rejects all forms of forced child labour. The legal age for work shall not be below the age of which children are obliged to attend formal school and in no case this age is below 15. Youth shall not be exposed to any hazardous situation or the situation which could adversely affect their health.

The new collective agreement

All employees are provided with a possibility of direct influence on their working conditions, and the rights and obligations of the employer and of employees, since the company's Collective Agreement and general acts are adopted by coordination between the management, the trade union and the works council of the company.

Since April 2018, there has been a wish to stimulate our employees additionally by adopting the new Collective Agreement, which has brought, among others, an increase in the company's wage bill and also the rules on employee rewards, incentives and promotions.

Measuring employee satisfaction

For the third time since joining Fraport Group, our company had measured its organisational climate and achieved the best results by then. Employees were most satisfied with their steady jobs, the work atmosphere, work quality and work organisation. Their satisfaction in 2018 improved by 0.34 or 11% compared to 2017, and it exceeded the result from 2016.

We wanted to improve internal communication and employee satisfaction, so we also conducted a survey in the form of focus groups in order to identify challenges, wishes and needs of the employees. Group discussions were attended by employees from all organisational units. Based on their suggestions, some management commitments and action plans of measures were adopted.

We informed the employees about the benefits in form of posters in order to allow them to enjoy those benefits as much as possible.

Committee for improvements

Committee for improvements cares for a systematic introduction of improvements in the company. It has operated since 2014. The committee consists of members from different company units, which additionally contributes to a variety of suggestions for introduction of new improvements.

Compliance management committee

Based on the decision made by the company's management, the Compliance management committee was established in 2018, composed of three members. The main task of the committee is to review statements about family members and to assess the nature of the conflict of interest and eventual consequences arising from the conflict. In the event of a conflict, the committee submits a reasoned decision on the interest and a proposal how to handle the conflict of interest. All decisions of the committee are adequately documented. In case a decision on the existence of a conflict of interest is positive, the proposals to handle such conflict are the following:

- organisational measures in respect of the control of work of the employee handled;
- functional separation of the activities of employees in order to prevent simultaneous involvement of a certain employee in various units, activities or services if this could arouse a conflict of interest;
- offer of another job in the company, where a conflict of interest does not or will not exist;
- rejection of a job application (in case another application for a particular position is submitted).

Committee addressed in year 2018 two infringements of compliance of company's operation.

Green team

Measures for greening the offices are part of our endeavours to continuously reduce adverse effects on the environment caused by our business activity. For doing this, we were awarded the European Green Office Certificate in 2013, and we have been renewing the certificate since then. We are also a holder of a special prize for the best green office management system. Within the European Green Office project also a Green team of the employees was established who committed themselves to take care of greening our office activities. The Green team members are incorporated in key areas of the company's operations (energy, water and fuel consumption, waste management, occupational health and safety, etc.). They continuously keep other employees informed and educate them about sustainable contents, encourage them for their cooperation and keep a close eye on realisation of their action plan.

In the company of the most respectable employers

In 2018, Fraport Slovenija had received for the sixth time, and the fourth year in a row, a reward for a respectable employer, which reaffirms that we work for the company which is positioned among the most respectable and attractive companies among the jobseekers. The survey, conducted for the eighth time in a row, included several thousands of candidates in the labour market who assessed reputation of individual Slovenian companies according to different assessment criteria, and ranked our company among the ten most respectable employers in Slovenia. We also received the best employer award which was awarded by the public agency SPIRIT Slovenia to the best foreign investors or companies with foreign capital that achieved exceptional results last year and thus contributed to the development of the Slovenian economy.

Family friendly enterprise

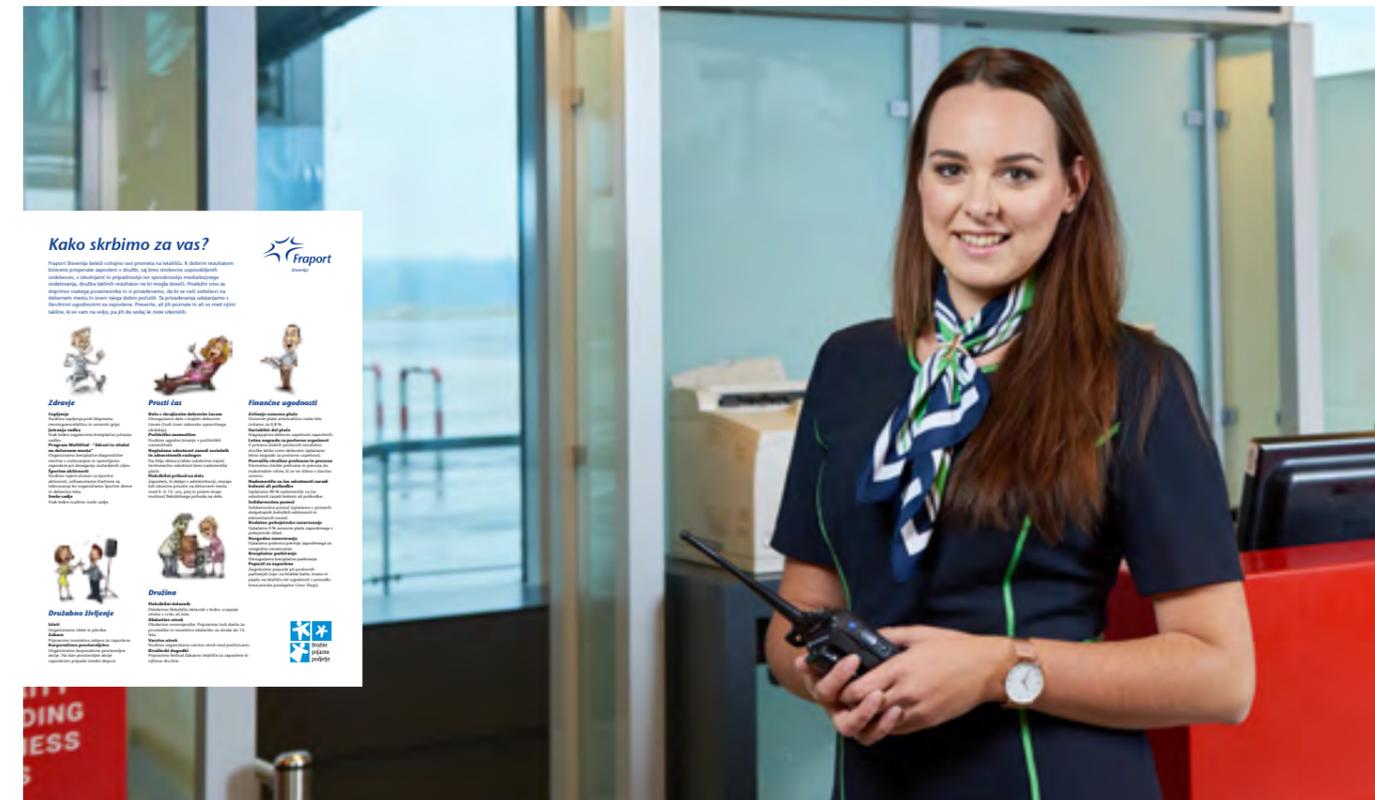
The company continued implementing all its family-friendly commitments, among which we wish to highlight a one-week active summertime childcare and corporate volunteering. An animated and diverse childcare programme took place at the Olympic swimming pool in Kranj Sport Park. Fraport Slovenija contributed 45 euros for each registered child of our employees, aged 4–10. Accompanied by well-experienced trainers and animators, children experienced various aquatic activities and became acquainted with some unusual sports and their rules. While walking around the city, they also visited some interesting places of Kranj, and they also developed their artistic skills in Pungert children's tower. During their activities they were served with healthy and varied meals.

In October, an action of corporate volunteering took place in the fairytale land Gorajste. 17 employees took part in it, who adorned the land with different colours. They arrange the place and its surroundings in order to be neat and tidy. They carefully painted the fences of bridges and staircases which lead to small houses of fairytale heroes. They also painted bird hatcheries in autumn colours and spruced up the landscape, so they took care of cleaning trees and bushes and helped removing old and disused facilities. The land of the fairytale heroes was ready for the Christmas gift-giving event for our children, which took place in December.

In 2018, Fraport Slovenija had received for the sixth time, and the fourth year in a row, a reward for a respectable employer.

Employee benefits

Over the years, we have created a raft of benefits in order to make our work colleagues feel well at the workplace. We assembled all the benefits in one place and informed the employees about them in form of posters in order to allow them to enjoy those benefits as much as possible. These benefits were presented in detail according to different areas: health, social life, free time, family and financial benefits. In addition, our company provides all the employees with co-financing of the collective voluntary supplementary pension insurance.



Health

- Vaccination
- Morning physical exercise
- Programme "Healthy and vital at the workplace"
- Sporting activities
- Fresh fruit

Social life

- Trips
- Parties
- Corporate volunteering

Free time

- Part-time working time
- Holiday accommodations
- Unpaid absence from work due to social or health issues
- Flexible working hours

Family

- Flexible working hours
- Giving gifts to children
- Child care
- Family events

Financial benefits

- Raising the base salary
- Variable part of the salary
- Reward for the company's business performance
- Reimbursement of transportation and food costs at the workplace
- Compensation for absence from work due to illness or injury
- Solidarity assistance
- Supplementary pension insurance
- Accident insurance
- Free parking
- Discounts for employees

Education and training as a strategic pillar

The airport activity requires high-skilled staff in different professional fields. Numerous global challenges and a rapid technological progress demand and encourage continuous upgrading of knowledge and competences of the staff in order to stay competitive.

The company Fraport Slovenija invests in knowledge and competences of its staff, not solely for the sake of its own competitiveness, but to place topmost knowledge as one of the strategic pillars of the company, which makes the company globally recognisable.

This pillar incorporates a number of internal and external modules of training, a highly competent Fraport Aviation Academy and a state-of-the-art training centre with cutting-edge technology.

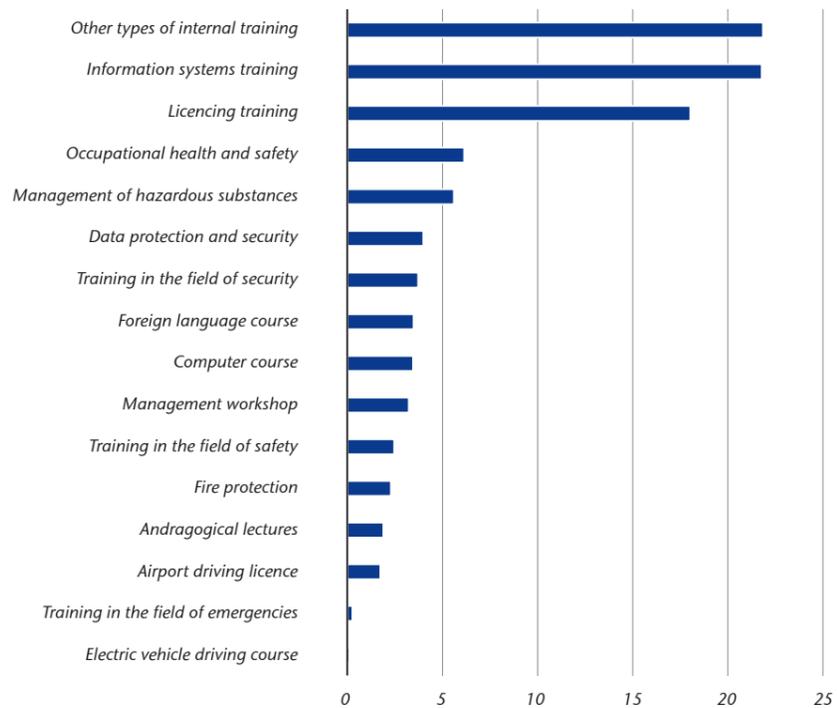
Training of employees

Advancement of knowledge and development of our employees play a significant role in Fraport Slovenija. In this regard, we take account of the current and future needs for fresh knowledge. Referring to this, we annually prepare educational plans for internal and external training within the company and educational institutions in Slovenia and abroad. The company's main activity requires a lot of specific knowledge and skills, most of which require licences that can be obtained from Civil Aviation Agency of Republic Slovenia. Regular training activities are the basis for obtaining and renewing the licences. All pieces of evidence in terms of training and education programmes of employees are available in their personal files. All procedures of specific knowledge or skills (operative and ground handling activities) are documented and regularly updated, and also aligned with requirements of regulations and air carriers. The company ensures that all specific knowledge and skills are widespread among employees, so there are always enough employees available in the company who possess specific knowledge in order to perform fundamental company's processes.

Table 9: Internal training in 2018

Type of training	Number of participants	Number of teaching hours	%
Other types of internal training	643	3,726.5	21.85
Information systems training	225	3,714.5	21.78
Licensing training	189	3,075	18.03
Occupational health and safety	196	1,047	6.14
Management of hazardous substances	211	955	5.60
Data protection and security	309	681	3.99
Training in the field of security	223	634	3.72
Foreign language course	269	594	3.48
Computer course	71	588	3.45
Management workshop	162	551	3.23
Training in the field of safety	163	420	2.46
Fire protection	332	390	2.29
Andragogical lectures	45	323	1.89
Airport driving licence	96	295	1.73
Training in the field of emergencies	15	45	0.26
Electric vehicle driving course	72	19	0.11
Total	3,221	17,058	100.00

Graph 9: Types of internal training in 2018 (according to hours in %)



On average, each employee participated in 37.1 teaching hours annually, which represents 8.2 hours more than the year before.



Internal training

Within the company's human resources & training department there were 17,058 hours of training performed for regular employees, attended by 3,221 employees. On average, each employee participated in 37.1 teaching hours annually, which represents 8.2 hours more than the year before. Most of the training were performed in the fields of fire safety and airport security, and management of hazardous substances. Other forms of training were performed in cooperation with external providers, mostly regarding computer training, andragogical training of lecturers and instructors, and learning foreign languages.

Training of external providers

In 2018, the employees attended 122 external training activities in total. The prevailing training among them were vocational training of employees dedicated to upgrading the knowledge of professional competences required for their job, and training of firefighters. 229 participants attended external training. They performed 7,086 teaching hours in total. 30.9 teaching hours were performed per individual participant, and 15.4 teaching hours per employee.

External training

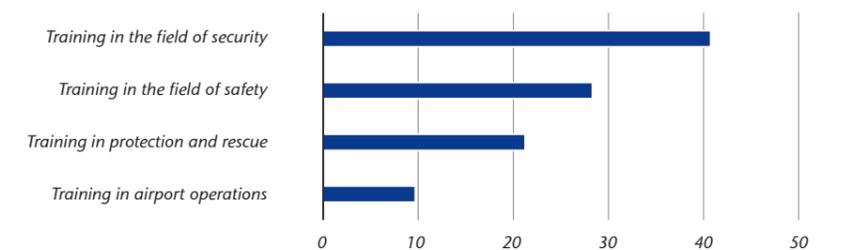
1,671 trainees from different companies were included in 85 external training in 2018, most of which attended the training in security and safety at the airport.

1,671 trainees from different companies were included in 85 external training in 2018.

Table 10: External training in 2018

Training	Number of participants	%
Training in the field of security	681	40.75
Training in the field of safety	473	28.31
Training in protection and rescue	355	21.24
Training in airport operations	162	9.69
Total	1,671	100.00

Graph 10: Types of external training in 2018 (according to the number of participants in %)





Up to four different training activities can take place on the testing ground, allowing the presence of up to 80 trainees.

Aviation Academy

Fraport Aviation Academy was established at Ljubljana Airport in 2016, with its main purpose to meet the educational needs of the airports within Fraport Group and the wider market. The Aviation Academy represents one of the fourth strategic pillars, and therefore one of the main sources of revenue for the company.

The academy provides a wide palette of training activities in the fields of aviation, crisis management, protection and rescue in cooperation with its partners (Ministry of Defence of the Republic of Slovenia (Protection and Rescue Centre in Ig and Aviation Accident and Incident Investigation Service, both operating under the auspices of this Ministry), Air Traffic Control Slovenia, Adria Airways Flight School, Faculty of Organisational Sciences in Kranj (University of Maribor), Frankfurt Faculty of Applied Sciences, the producer of firefighters' outfit and vehicles Rosenbauer Slovenija, Southern California Safety Institute (SCSI), Fraport AG, Fraport Twin Star, etc.). More than 36 types of training activities are currently available for all employees in aviation. They are being performed in different locations: at Ljubljana Airport, in Firefighting Training Centre of Frankfurt Airport, in premises of the training centre in Varna and Burgas, in premises of Protection and Rescue Centre of RS in Ig, in premises of our business partners and in other locations of some clients.

Aviation Academy instructors are highly qualified professionals coming from all around the world with rich experience in various professional fields, including civil and military aviation, and firefighting in industrial facilities. Around 100 instructors took part in the training activities in 2018. High quality and programmes following not only national and international recommendations and standards but also personal wishes of our trainees can meet the needs of even the most demanding customers. The training activities of Aviation Academy are designed on the basis of the Slovenian and international legislation and, among others, comply with the guidelines and manuals of European Aviation Safety Agency (EASA), International Civil Aviation Organization (ICAO), National Fire Protection Association (NFPA), International Air Transport Association (IATA) in International Fire Service Training Association (IFSTA). Aviation Academy is also a member of the US National Fire Protection Association (NFPA), International Association of Fire and Rescue Services (CTIF), and it cooperates closely with the Slovenian-German Chamber of Commerce and Civil Aviation Agency of Republic Slovenia. The Aviation Academy received an additional certificate by the latter at the end of 2018, allowing it to implement training for heliport operators and further expand its range of services.

Thomas Uihlein, Fraport Aviation Academy director, about its vision:

»The idea of the training centre has come true owing to the commitment of many work colleagues from Fraport Group and collaboration with our partners. However, we have just stated out. Our long-term objective is not merely providing knowledge and skills, but also integrating different aviation areas into one educational concept. It is our vision in Fraport Aviation Academy to become the leading educational institution of the global aviation industry.«

Training centre



In August 2018 we initiated the construction of a new training centre at the airport, which was completed and opened in March 2019. The new facility is a more recent version of Frankfurt facility and offers a wide range of training activities for employees inside Fraport Group and also for other interested customer from around the world. The value of the total investment in the new centre was approximately six million euros. The facility extends on around 500 m² and offers five classrooms, a new emergency-control centre, Rosenbauer tactical driving simulator for steering the airport firefighting vehicle, several virtual environments to qualify the staff in the field of firefighting and rescue, a garage and a place for socialising in different events.

Events in 2018



Broken wing

A traditional emergency response drill in case of a plane crash, called Broken wing, repeatedly took place at the area of the military part of Ljubljana Airport in June. In collaboration with General Police Directorate, the drill was organised by Military Aircraft Accident and Incident Investigation Commission, operating under the authority of the Ministry of Defence. The focus on this drill was detection and identification of hazardous substances. More than 70 trainees were included in the drill, and approximately 130 visitors watched the drill.



Each classroom is equipped with an overhead projector, a laptop computer, an integrated sound system and a whiteboard. Beside the standard equipment, all classrooms provide tools for illustration and 3D scale models of pump systems, standpipe system, sprinkler systems and aircraft parts. The classrooms hold 12 to 80 trainees. The platform in size of 12,200 m² enables firefighting training with the use of the firefighting simulator in the size of the aircraft A320, Bell 412 mobile helicopter simulator, the latest Rosenbauer vehicle model Panther 6 x 6, CRJ200 aircraft for trainees to learn the basics of disabled aircraft recovery operations, and a simulator for fire safety training. Up to four different training activities can take place on the testing ground, allowing the presence of up to 80 trainees.



The new facility is a more recent version of Frankfurt facility and offers a wide range of training activities for employees inside Fraport Group and also for other interested customer from around the world.



Beside the professional public and guests from aviation investigation authorities in Serbia, Bosnia and Herzegovina, and Germany, the drill was visited and watched by the Slovenian Minister of Defence Andreja Katič.

Events of the International Association of Fire and Rescue Services

Aviation Academy representatives participated in two events of the International Association of Fire and Rescue Services; an annual meeting of representatives of airport fire departments and a seminar organised by the association in Brussels.



Intersec

The Aviation Academy presented again its services in the field of aviation and emergency management in January at Intersec Dubai, the world's leading trade fair for security, safety and fire protection, which was visited by more than 34,000 visitors from all over the world.

Occupational safety and health system

A high level of occupational safety and health of all employees is a strategic commitment of Fraport Slovenija. We ensure safe and healthy working environment for all employees and take all necessary measures to prevent accidents and harmful effects of our main activity on the health of our employees. In order to achieve even higher quality of occupational safety and health, we introduced in 2018 Occupational safety and health system, according to ISO 45001 standard.

- update and improvement of work equipment;
- update and improvement of personal protective equipment;
- improving cooperation with external providers of occupational safety and health by providing information and concluding written agreements and regular controls, and
- promoting occupational health (organising internal and external sporting events, various workshops, trips and other activities).

The most common reasons for this are different types of fall (tumble, stumble, slip) and sports injuries. There were in total 21 non-work related injuries in 2018.

Absence from work

There were 7,458.88 days of absence from work in 2018. 61% of all absences were due to sick leave, the second most frequent reasons were maternity leave and paternity leave (20%).

Maternity and paternity leave

There were eight female employees on maternity leave in 2018, and 18 male employees who decided to take paternity leave immediately upon the childbirth (in duration of 190 days). Ten employees took their 80 days of paid leave in order to care for their older children, and three employees took 32 days of unpaid paternity leave.

Ten boys and ten girls were born to our employees in 2018. The employees were rewarded with 150 euros for each newborn baby (3,000 euros in total).

Strategic objectives of occupational safety and health system

Our strategic objectives until 2025 are the following:

- maintenance of occupational safety and health system (ISO 45001);
- reducing the number and severity of injuries or damages through regular work safety training, additionally raising employee awareness and regular work process controls;
- improvement of work environment by providing regular measurements and work environment controls, adjustment of work environment to employees according to their needs (health aspect, etc.);

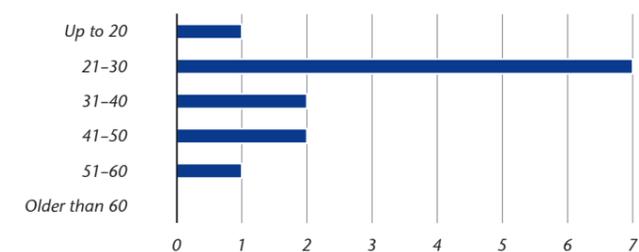
Occupational injuries

In recent years the number of occupational injuries has on average stood at around ten injuries per year. Although those injuries have been merely minor injuries, such as injuries to legs, arms and fingers, backaches and similar injuries, we are continuously striving to improvements in this field. Occupational diseases have not been recorded yet.

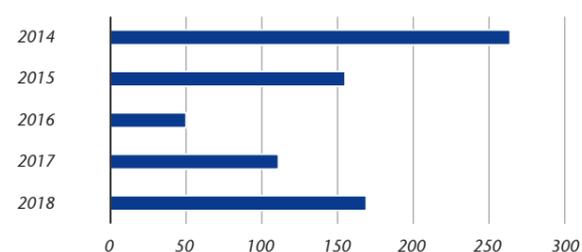
Non-occupational injuries

Similar to injuries at work we also monitor injuries that happen outside of work. There are 20 to 30 such non-work related injuries per year in the company.

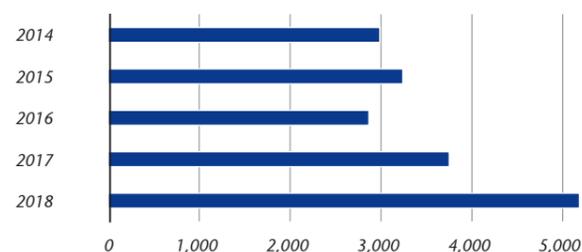
Graph 11: Occupational injuries according to age groups in 2018



Graph 12: Occupational injuries in 2018 (in days)



Graph 13: Sick leave and non-occupational injuries in the period 2014–2018 (in days)

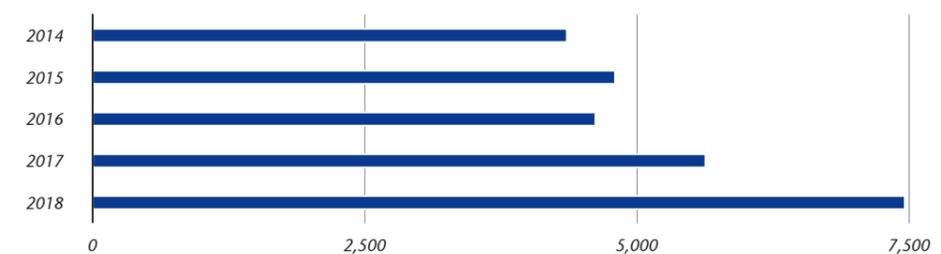


In 2018 there were 34 injuries (13 occupational and 21 non-occupational).

Table 11: Employee absence from work in the period 2014–2018 (in days)

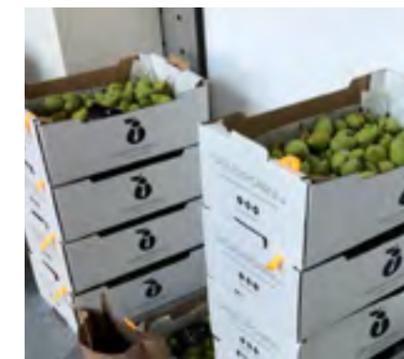
Absence from work less than 30 days	2014	2015	2016	2017	2018
Sick leave	2,102.75	2,419.38	2,433.38	2,812.75	3,381.00
Occupational injury	168.00	90.00	36.00	100.25	111.50
Absence from work more than 30 days					
Sick leave	360.00	593.00	235.50	659.75	1,214.25
Occupational injury	95.50	65.00	14.00	0.00	57.00
Non-occupational injury	15.00	228.00	197.50	278.25	589.00
Nursing care, escort, child rehabilitation training	182.00	246.63	345.13	323.63	357.13
Maternity or paternity leave	1,217.38	936.00	1,129.00	1,205.00	1,517.00
Disability leave	130.50	140.50	130.50	130.00	140.50
Blood donations	84.00	78.00	82.00	79.00	86.00
Other reasons	0.00	0.00	13.25	0.00	5.50
Total	4,355.13	4,796.51	4,616.26	5,588.63	7,458.88

Graph 14: Absence from work in the period 2014–2018 (in days)



Health promotion

We place a strong emphasis on promotion of active leisure activities. Each year we prepare a plan and provide resources for sports activities. In 2018 we took part in four running and one cycling events. All employees together made 951.9 kilometres of running and 991 kilometres of cycling in 2018. In June 2018, we organised a workshop focused on running in cooperation with an external partner. 12 our employees participated in it. The company's management is aware of the importance of good relations in the company, so it organised two sports days and two excursions for employees in 2018. Excursions, especially, play a significant role in getting to know each other and strengthening bonds among employees from different company units. We also organised three vaccinations against tick-borne meningoencephalitis attended by almost one third of all employees, and vaccination against seasonal influenza attended by seven employees.



To achieve a high level of occupational safety and health of employees we raise employee's awareness by organising topic-related regular training activities and by using a consistent control over the use of personal protective equipment.

The company encourages and actively supports employees to take on personal responsibility for maintaining their health.

Additional activities in 2018

Health and well-being of employees significantly contribute to increased productivity and creativity at the workplace and also in private life. For this purpose, the company has joined in the innovative educational and advisory programme WeltVital - Healthy and vital at work. Within the programme, a certain number of diagnostic measurements along with consultations have been made. All participants in the programme were individually addressed. For employees' better well-being and active start of their working day we organised a morning workout which took place twice a week at a location near the airport, and for tennis enthusiasts we provided the use of the court in Kranj four times a week. In order to promote a healthy lifestyle we have also introduced the 'fruit day'. On Wednesdays, different sorts of fruit from local producers are available to employees at the workplace.

In 2018 we have introduced the 'fruit day'.

Kindness

Our kindness touches our passengers, visitors and other partners. They depart with fond memories and love to return.



Sustainable Relations with Passengers, Contractors and Visitors

Passengers, contractors and visitors are at the heart of our business process management and strategic development planning. We are building our long-term relations with them. As the airport infrastructure operator and the sole ground operator at Ljubljana Airport we take care of the passengers, their luggage, aircraft and cargo. Within the commercial activities available at the airport we provide several retail shops and catering facilities, as well as transport services to and from the airport, advertising and car parks. We regularly monitor the needs and wishes of the airport users. At the same time, we wish to surpass their expectations and therefore we aim to adjust the capacities and quality of the airport infrastructure, and we also strive for efficiency of our business processes. A synergy of these processes is good quality of our services, satisfaction of the airport users, and good company performance.



Providing information for passengers

Particular attention is paid to clear and correct marking, since we care for the well-being of our passengers and for keeping them well informed. Passengers with reduced mobility are provided with necessary information in the information points and with signs showing them the way to find the staff who will assist them with all airport formalities and escort them to board their plane. In the covered car park there are several free parking places reserved only for persons with reduce mobility, which are visibly marked and in a close proximity of the lifts and the car park exit.

In case of outbreak of any contagious disease, passengers are informed about the typical signs of a particular disease and preventive measures on screens in the passenger terminal. There were no inconsistencies detected in labelling.

Transport to the airport

In 2018, the majority of the travellers arrived at the airport one or two hours before their flight. They were brought to the airport either by their relative or a friend. The second most common way to get to the airport is taking a taxi or driving to the airport. There are also some other ways of arriving at the airport, such as using airport shuttle service, public transport, rent-a-car or using electric car sharing. Most of the travellers who use their own car to get to the airport, normally use the airport covered car park or the outside parking area. They are most satisfied with a short distance they have to make from the parking area to the main airport building, as well with the arrangement and the marking of parking places. On the second place, there is satisfaction with the availability of free parking places, organisation and security of parked vehicles.



Premium services for passengers

Based on a special arrangement our passengers are offered premium services. Our highly qualified staff are available for such passengers from their first to their last contact with the airport. These passengers are provided with quick and discreet care by avoiding the passing through the terminal and spending their time at the airport more unconcerned and relaxed.

We wish to surpass the expectations of our passengers.



Children at the airport

The company pays special attention to children and families with children. Under special circumstances, children can travel by plane unaccompanied. In this case parents or caretakers bring the child to the airport, and another elderly person waits for the child at the destination airport. Parents or caretakers leave their children to the ground staff and the ground staff takes care of them and escorts them to the final boarding where the children are handed over to the flight cabin crew. Parents or caretakers should not leave the airport before the takeoff of the plane. This is necessary due to eventual flight cancellations or long delays at the takeoff. Kid's corners are neatly arranged in the Schengen and non-Schengen sections of the passenger terminal, where children can play while waiting for their flights. In the enclosed play area there are several aircraft-shaped toys, games and other features, and a large children's book collection. The toys and other playground equipment there may only be used under the supervision of an adult person. Families with smaller kids can use pushchairs at the airport, which they can collect at the check-in. At the check-in, they can leave their own pushchairs and use the airport pushchairs until boarding. The changing rooms for babies are located in women sanitary facilities.

Analysis of complaints and compliments

We appreciate opinions of our passengers about the quality of our airport services. That is why we regularly measure their satisfaction by questionnaires and by a systematic check of passengers' complaints and compliments. In 2018 we handled 81 complaints and 22 compliments given by passengers, airport visitors, air carriers' staff and other partners. We accurately analyse all received complaints and compliments, and where possible, we prepare adequate measures. Compliments were mostly related to kindness and professionalism of the staff at the check-in and also to an excellent organisation of tours around the airport. Compared to 2017, the number of complaints increased by 26%, mainly due to longer queues in the passenger terminal, taxi services and aircraft noise.

Graph 15: Passenger satisfaction with the security control in 2018 (in %)



Satisfaction with the security control - Sophie device

The company's mission is, among others, the provision of high quality airport services. Therefore, we decided to keep a close eye on passenger satisfaction with our security control. As a measuring method we took a user-friendly and convenient device named 'Sophie'. A respondent presses the buttons which indicate four different levels of satisfaction. They can simply and quickly express their satisfaction about the service they have received. The advantage of this method is measuring satisfaction directly after a passenger or other customer has been treated. In the period from 1 January 2018 to 31 December 2018 we recorded 143,764 replies, of which 84,394 (59%) passengers were very satisfied, 33,654 (24%) passengers were satisfied, 9,249 (6%) of them were dissatisfied and 16,467 (11%) were very dissatisfied.



Mystery shopping

Mystery shopping service provides anonymous customer relationship research, which we use to assess the attitude of the airport staff to their customers, whereby we do not obtain such data from real customers but from the so-called mystery shoppers. In 2018, we performed mystery shopping in the fields of food&beverage services, security control, Duty Free service and check-in procedures. The research was made in order to check the quality of the operations performed by our food & beverage (F&B) providers, security control providers and commercial services, and our check-in staff. The areas measured by the mystery shopper in F&B services were the following: food and beverages served, the procedure of serving, tidiness of the staff, additional sale, communication between the personnel and customers, and some other criteria defined by the mystery shopper. In 2018, all nine locations providing F&B services at the airport achieved the average score of 93.8%, based on 20 visits of the mystery shoppers (compared to 90.4% from 2017). These results confirm high quality of F&B services offered by our contractors at the airport. The areas measured by the mystery shopper in the field of security control were the following: orderliness of the security control place, kindness, tidiness and attitude of the security staff and some other criteria of the mystery shopper. The average score of the mystery shopper, based on 20 visits, was 87.87% in 2018 (compared to 77.61% in 2017).

Customers are particularly satisfied with the quality of F&B services.

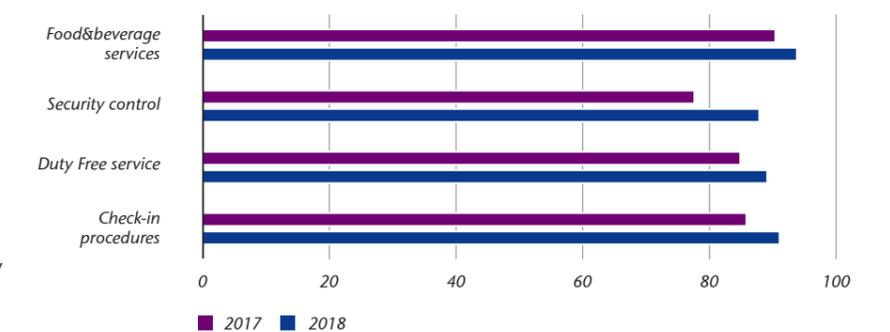
The areas measured by the mystery shopper in the field of Duty Free Shop were the following: orderliness of the shop, presentation of a product, additional sale, tidiness of the sales staff and some other criteria of the mystery shopper. The average score of the mystery shopper, based on 20 visits, was 89.12% (compared to 84.87% in 2017). The areas measured by the mystery shopper at the check-in desks were the following: orderliness of a check-in desk, check-in procedures, tidiness of the staff, and communication among the employees. The average score of the mystery shopper, based on 20 visits, was 91.07% in 2018 (compared to 85.84% in 2017).

These results were presented to all our contractors and the check-in staff, and we jointly determined corrective measures to improve the level of customer satisfaction.

In 2019 we started to perform the activity of mystery shopping activity also for taxi and rent-a-car services.

For our excellent result in the field of attitude to customers within mystery shopping activity, our company received a special reward for encouraging employees called "Mystery Shopping Star", awarded by the first and the biggest specialised Mystery Shopping Agency in Slovenia.

Graph 16: Mystery shopping in 2017 and 2018 (satisfaction in %)



Reliability

Our partners trust us to handle sensitive and demanding shipments. Our reliable service quality justifies their trust.



Sustainable Relations with Suppliers and Business Partners

Our attitudes to numerous business partners, including maintenance, suppliers of energy products and personal protective equipment, transport organisations, performers of operational monitoring and similar measurements, construction contractors and some others, are based on social responsibility and sustainable mission. We build our relations with suppliers based on the Code of ethics for suppliers, and we expect from all of our suppliers to commit themselves to compliance with the provisions of the Code.

Our suppliers and service performers shall comply with all applicable national laws and regulations, and other adequate internationally adopted standards, guidelines and principles, such as anti-corruption laws and regulations, international anti-monopoly legislations and regulations, and competition law. The working environment of our business partners must be safe, secured and hygienically safe. They should have an established system and take necessary measures to prevent accidents and adverse health effects. They must allow their employees the right to freedom of association and the right to bargaining collective agreements, and they shall not allow any form of forced, compulsory and involuntary prison work that could violate human rights. We expect from our business partners to comply with international environmental standards and statutory requirements. All our new tenants and contractors must agree on the new contractual provision with which a tenant or a contractor gets acquainted with our environmental protection policy, which is laid down in detail in Airport User Regulations or in our General terms and conditions of environmental protection. We systematically transfer all elements of our sustainable commitment into our supplier relations at all levels.

Prevention of corruption

We are committed to compliance with the international and local anti-corruption laws, and we reject all forms of corruption and bribery. In collaboration with our competitors we check pricing and conditions, and also various agreements or contracts which distort competition. In doing so, we are particularly attentive to any agreements or contracts with competition aimed at market sharing or allocating customers. Any form of anti-competitive behaviour is not tolerated. Therefore, we terminate our business relationship with such partners. We also check this when performing ABC supplier analysis.

Sustainable procurement policy

When selecting a supplier, we pay attention to sustainable indicators, so our supplier relationship, among others, is based on our Sustainable procurement policy. We procure office paper that is not bleached with chlorine, and is primarily made of wood that originates from sustainably managed forests (FSC, PEFC, SCI) or with a recognised environmental symbol or office paper from 100% recycled primary raw material.

Employees and external cleaning providers use for cleaning only environment-friendly cleaning agents with recognised ecolables. Electricity provided to the airport by suppliers, is generated from 100% renewable energy sources. We estimate that approximately 90% of our suppliers originate from the local environment or their registered office is located in the Republic of Slovenia.

Logistics centre

The airport logistics centre provides all participating business partners in the air cargo supply chain with quality services in the fields of cargo supply and other logistic services. Upon acquiring the status of a regulated agent, we meet all safety standards in reference to air cargo and mail handling. Air transport is most suitable for transporting temperature sensitive cargo. For this reason, the warehouse was equipped with additional air conditioning systems in order to ensure a required temperature regime throughout the year. Owing to a high quality of our services we have developed good business relations with a number of freight forwarding companies from Slovenia and abroad. We have obtained all customs authorisations to simplify customs procedures. This allows us and our business partners a quick cargo flow, which is essential for air transport.

Table 12: Cargo type and quantity in the period 2014–2018 (in tons)

	2014	2015	2016	2017	2018
Aircraft	9,820	10,144	10,379	12,327	12,378
Goods	8,774	9,015	9,093	10,961	10,903
Mail	1,046	1,129	1,286	1,367	1,475
Truck	8,936	8,427	9,202	11,362	13,128
Other	227	298	221	625	401
Total	18,983	18,869	19,802	24,314	25,907

Sensitivity to the Environment

In all areas of our business we strive to reduce our environmental footprint. With the use of our first electric passenger car we are widening the path to sustainable mobility.



Sustainable Relation to the Environment

Traffic belongs to those industries in contemporary society which plays a central role in development and quality of life and, at the same time, it leaves its environmental footprint in many different areas. There is a significant growth trend, in particular in air traffic. It is a gratifying fact that we have more and more levers to reduce the environmental footprint through our technological advancement and strategic management. All effects on the environment are managed with great responsibility in the company Fraport Slovenija. The Integrated governance system manual is considered the master document on environmental protection, which includes the environmental management system (ISO 14001), the company's environmental policy and the main environmental aspects, and their impacts and environmental objectives and programmes.

Environmental policy

The environmental policy, arising from the integrated governance system policy, incorporates environmental commitments, strategic objectives and policies, and action plans in individual professional areas which affect the environmental.

Environmental commitments

Our environmental commitments are the following:

- taking measures to reduce aviation noise and noise from other sources;
- reducing CO₂ emissions and other greenhouse gas emissions;
- promoting efficient consumption of energy, water and paper;
- taking measures to prevent pollution;
- introducing best cases of practice in the field of waste management;
- preserving biodiversity and natural values;
- reducing pollution and soil degradation;
- incorporating environmental guidelines into procedures of public procurement;
- encouraging a responsible and adequate conduct in relation to educating, informing and raising awareness of all employees about the aspects of their scope of work related to the environment;
- providing training for all individuals who might cause significant environmental impacts;

- informing about the corporate environmental policy all the company's business partners and other persons acting for or on behalf of the company, including contractors performing their work in the location of the company;
- compliance with the conditions imposed by the environmental legislation and other requirements;
- acquiring other environmental quality standards;
- providing human and financial resources necessary for the environmental management system and their related measures;
- encouraging transparency in communication and a dialogue with interested parties.

Strategic environmental objectives

In accordance with the environmental commitments and other requirements, we also define our strategic objectives, which are also part of the company's sustainability strategy. The central strategic objectives in key environmental areas until the end of 2025 are the following:

- environmental management system: keeping the documented system of environmental management (ISO 14001);
- noise protection: keeping noise at such a level to enable the local citizens an improved life quality;

- transition to a low-carbon society: carbon neutrality (the programme scheme ACA).
- waste management: reducing the share of mixed municipal waste to 25% in the total amount of waste;
- energy efficiency: reduction and replacement of energy products harmful to the environment (heating oil, gas and diesel fuel, electricity generated by thermal power plants) for ecologically more acceptable energy sources (natural gas, renewable energy sources);
- renewable energy sources: a growing proportion of renewables used (hydropower, geothermal power, solar and wind power, biomass, biogas).

Policies and action plans

In addition to the environmental commitments and strategic objectives we have also introduced policies and action plans according to individual specific areas:

- Green team's action plan;
- Mobility plan;
- Sustainable procurement policy;
- Carbon management plan;
- Energy strategy;
- Printing policy;
- Wildlife management plan.

Responsibilities, mechanisms and tools to assess meeting environmental objectives

The authorised Representative of the environmental protection and the Head of energy management are responsible for the implementation of corporate sustainability policies, while the top management examines realisation of these policies within the annual management review of ISO 14001 standard. The mechanisms and tools the company uses for monitoring and reporting on the progress in the field of environmental targets are the following:

- official monitoring performed by the authorised institution, all legal environmental aspects (monitoring noise emissions in the environment, regular measurements of flue gases from boiler rooms and other devices, reports on waste treatment and ozone-depleting substances);
- continuous assessment of important environmental aspects and related environmental targets (consumption of water, energy products, motor fuels, harmful materials, etc.);
- self-assessment - a system of internal audits and corrective actions, and opportunities for improvements;
- results of external audits (ISO, EGO);
- monitoring the implementation of the Carbon management plan (referring to ACA);
- review of environmental within the management reviews;
- Green team acting - taking care of the promotion of their activities in terms of greening the office activity and monitoring the implementation of the targets within their Action plan;
- honest, transparent and fair reporting on sustainable operation of the company:
 - Sustainability Report;
 - communications and press releases on the company's website and social networks;
 - informing and raising awareness of the employees on the intranet.

Strategic environmental objectives are also part of the company's sustainability strategy.

Planning the environmental management system

Compliance obligations

The activities performed in our company are subject to the binding legal requirements which are directly linked to the identified environmental aspects and therefore must be fulfilled. For this reason we have established the Register of legal and other requirements. The register is updated within 30 days after any changes made. Monitoring and reporting imposed by the legislation are collected in the Legal monitoring and reporting register, which determines the tasks and activities, the person responsible for the implementation of a task or an activity, deadlines, documentation, storage, a monitoring method of execution of a particular activity, and the current status of the task or the activity. The register is regularly updated. We also perform periodical assessment of compliance with the legislation and other requirements in three ways. In the field of environmental aspects, the system is designed in the form of the table called Register of environmental aspects, where complying with statutory requirements is one of the criteria to determine significant aspects. Two additional compliance evaluations are performed within internal audits and the management review.

Environmental aspects and the lifecycle model of a service

We implement, maintain and document procedures to identify and assess all the aspects causing environment impact. Therefore, we have established the Register of environmental aspects, which defines aspects, the importance of each aspect and the lifecycle model. The register also comprises a detailed description of criteria used for assessing the importance of each aspect. It includes aspects that can be directly managed, the aspects that can be only indirectly influenced, and also aspects which can be direct and indirect at the same time (cumulative aspects). In order to determine relevance of aspects, the following criteria are taken into consideration: legislative requirements, the economics and public opinion. According to these criteria, each aspect is marked with different colour: red, yellow and green. Important are those aspects which are marked with the red colour according to one or several criteria. Less important aspects are the ones marked with yellow or green colour.

All the aspects are categorised in the way to include the lifecycle of services. The lifecycle model of a service is defined in four phases according to its nature and specificity of our processes and services:

- service design and development;
- providing resources for the provision of services;
- the supplier chain and the distribution network;
- provision of services.

The register is updated and published once a year. In case of any changes made during the year, the register is amended, if necessary. The environmental aspects arising from cooperation with tenants, contractors, suppliers and business partners are generally managed via contracts or written agreements or arrangements.

Environmental objectives with programmes

The basis to determine objectives can be:

- the environmental policy;
- importance of an aspect;
- statutory or other requirements;
- savings;
- urgency of improvement;
- financial and technological capabilities.

Objectives should be determined for important aspects. Objectives can also be determined for the remaining aspects of lesser importance. However, they are not obligatory. Concrete programmes are then determined on the basis of objectives. More demanding or complex programmes are implemented through projects.

All objectives and programmes are collected in the Objectives register with programmes, which beside the objectives also comprises the programme description, communication activities, the person responsible for the programme, deadlines, measuring indicators, link with costs (if they occur), the implementation phase, the status of the objective, strategic performance indicators (if they are defined), and its relation to an environmental aspect. The register is updated and published once a year. In case of any changes made during the year, the register is amended, if necessary. Meeting the objectives and execution of programmes are reviewed once a year within the company's management review.



Two of the nine environmental objectives were implemented in 2018, various activities are underway to reach the others.

Table 13: Objectives with programmes for the period 2018–2025

No.	Objective	Programme description	Status
1.	Formalisation and improvement of relations with stakeholders regarding aviation noise emissions	Establishing an Airport Environmental Partnership group of relevant stakeholders (ATC, CAA, air carriers, etc.) Dealing with noise complaints	
2.	Reduction in relative carbon footprint (kg CO ₂ per PAX) by at least 10% regarding the 2015–2017 average	Measures to reduce fuel and energy consumption Establishing sustainable forms of mobility	
3.	Reducing the share of mixed municipal waste to 25% in the total amount of waste by the end of 2025	Construction of a new waste collection centre	
4.	Complete renovation of the heat supply system (in phases)	Construction of a new energy facility with the installation of cogeneration with natural gas + SPTE	
5.	Energy rehabilitation of old buildings (in phases)	Execution of rehabilitation works / additional insulation of facade and changing the fixtures (windows)	
6.	Performing energy review	Preparation and publication of a tender for energy review execution Drawing up the final report of energy review	
7.	Drawing up a long-term energy strategy	Preparation of an action plan about a long-term energy strategy	
8.	Gradual establishment of targeted monitoring of energy consumption	Procurement of targeted energy monitoring software	
9.	Implementation of the measures from the action plan for the management of wild faunas	Management of animal habitats (particularly birds) in the areas around the airport	

Noise protection

Noise is a constant companion to the airport and its activities, therefore we manage it carefully. Our environmental permit for noise emissions caused by the operation of Ljubljana Airport is valid until 30 November 2020. According to the decree regulating environment noise assessment, Ljubljana Airport belongs to smaller airports. For those airports the requirements of noise pollution are a bit stricter than for bigger airports with over 50,000 operations of air traffic annually. The main sources of noise on the territory of the airport are aviation operations (takeoffs and landings) on the runway. Passenger and cargo traffic, and also general aviation are considered as the source of noise at the airport. Other sources of noise are not taken into consideration when assessing our environmental impact.

In 2018, we have provided measuring terminals in four most exposed settlements under the landing or takeoff surfaces. The measurement locations were determined on the basis of previous manual noise measurements around Ljubljana Airport:

- location 1: measuring point Šenčur 1 (DWOR antenna - the company Air Traffic Control);
- location 2: measuring point Lokarje near a residential building on a private piece of land;
- location 3: measuring point Kranj, Oprešnikova street - in front of a residential house on a private piece of land;
- location 4: measuring point Šenčur 2, Rožna street.

In identifying aviation noise the most important parameters are the number of flights and the time of the noise burden of each flight. We monitor the number of flights via the aviation information system and the measuring system which completes the measured parameters with the radar data. The time of each individual noise burden is obtained from the noise measurement system. The flyover time is recorded and later on included in noise burden calculations.

In 2018 35,512 operations were recorded, of which approximately 98% of all the flights were identified. The remaining data were masked with other noise sources or they were impossible to be undoubtedly identified as air traffic.

Table 14: Changes in the number of operations and the measured noise levels in 2018 relative to 2017 (for locations 1 and 2)

Month	Share of operations [in %]	L _{day} [dB(A)]		L _{evening} [dB(A)]		L _{night} [dB(A)]		L _{DEN} [dB(A)]	
		Location 1	Location 2	Location 1	Location 2	Location 1	Location 2	Location 1	Location 2
January	11	1	-1	2	0	-4	-2	0	-1
February	3	1	-4	2	-3	-3	-3	0	-3
March	-7	2	-1	1	-2	1	0	2	-1
April	18	2	-2	4	-3	2	-6	3	-4
May	2	1	-2	4	-2	-1	0	2	-2
June	0	1	-3	3	-3	1	-2	1	-3
July	9	1	-3	3	-2	0	-4	1	-3
August	1	0	-5	1	-4	-5	-2	-1	-3
September	9	0	-3	1	-2	-4	-1	0	-2
October	-1	0	-3	0	-1	-1	-2	0	-2
November	-6	-1	-2	1	-1	-7	-5	-1	-3
December	0	0	-2	-1	0	-7	-5	-1	-2

Graph 17: Share of takeoffs by direction in 2018*



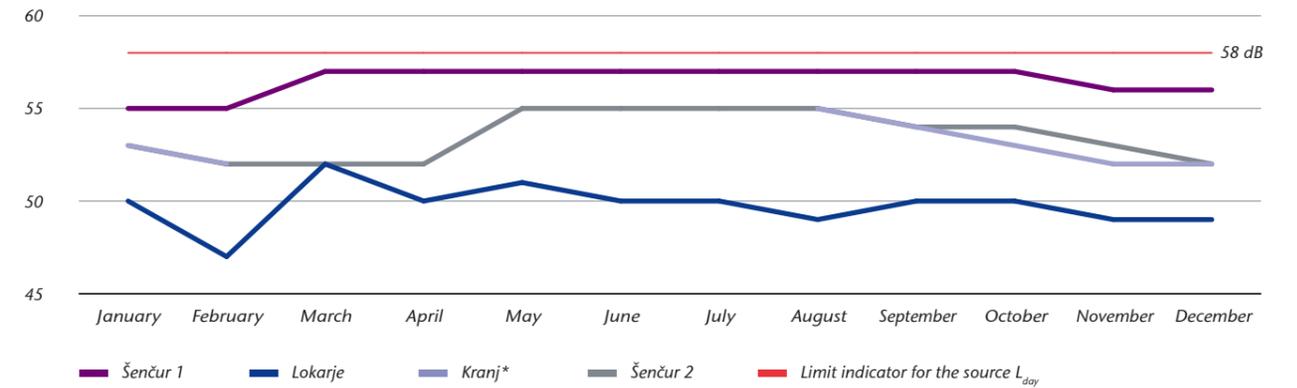
Graph 18: Share of landings by direction in 2018*



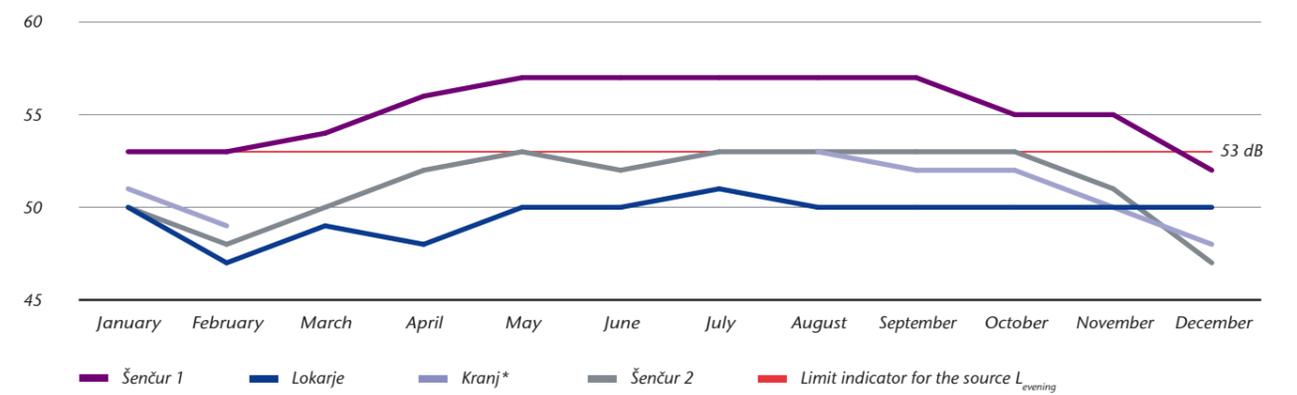
* In 2018 2.3% operations (takeoffs and landings) were not been taken into consideration.

Aviation noise at the measuring points around Ljubljana Airport for the year 2018

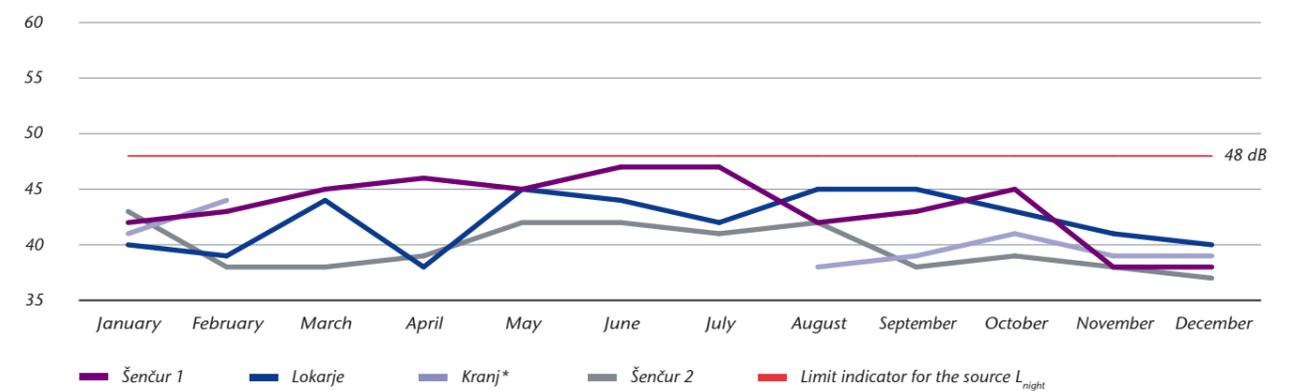
Graph 19: Average noise values for the year 2018 - daylight / Noise indicator L_{day} for year 2018



Graph 20: Average noise values for the year 2018 - evening / Noise indicator L_{evening} for year 2018



Graph 21: Average noise values for the year 2018 - night / Noise indicator L_{night} for year 2018



* At measuring point Kranj data for the period March-July have not been analyzed due to technical problems with measuring equipment.

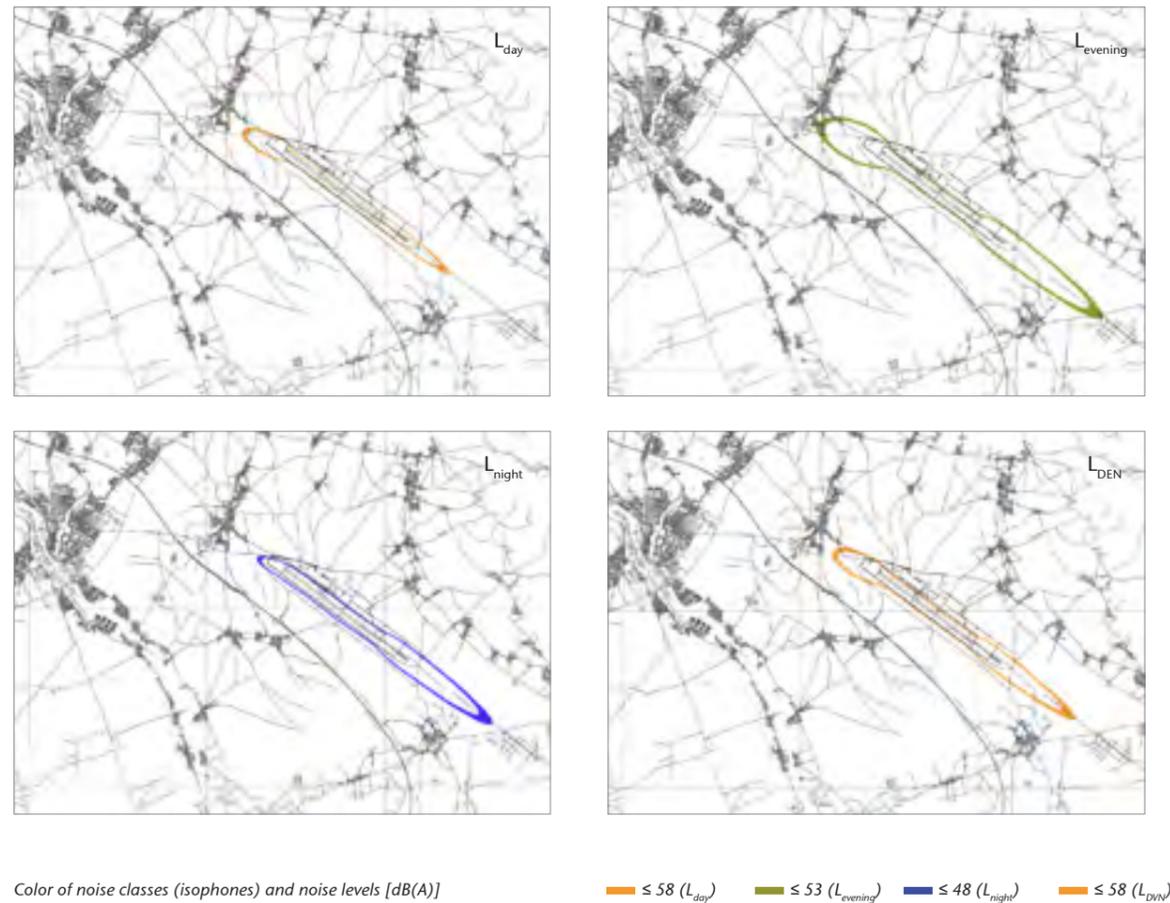
Noise maps

Noise maps are produced for the average noise of the whole year, and show noise burden in bands of 5 dB or in individual isophones. In this way, the course of noise level limits is shown in relation to the indicators provided by the legislation. The base to produce a sound propagation model are the data about the annual number of operations and the data on distribution of individual operations in terms of the direction and the type of operation (takeoff/landing). Although we perform an overall estimation of noise for a period of one year, it tells us a lot about the noise levels and noise distribution for each months of noise pollution in the year.

Aviation noise measurements and the sound propagation model (noise map) for 2018 show similar noise burden from air traffic compared to the noise levels in 2017. In 2018 we recorded 3% more operations than the year before. The increase in the number of operations accounted for approximately 0.1 dB(A) higher level of noise. Average annual noise burden in 2018 did not exceed the statutory noise indicators in the natural and residential environment, except at the measuring point Šenčur 1, where the limit value was exceeded in the evening time.

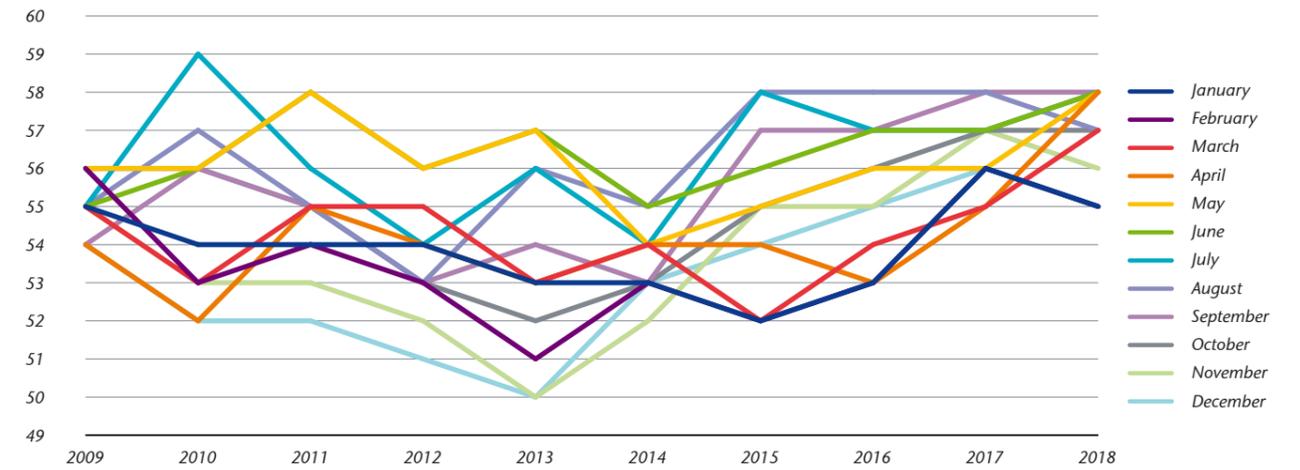
Average annual noise burden in 2018 did not exceed the statutory noise indicators in the natural and residential environment, except at the measuring point Šenčur 1, where the limit value was exceeded in the evening time.

Figure 9: Aviation noise at the measuring points around Ljubljana Airport for the year 2018

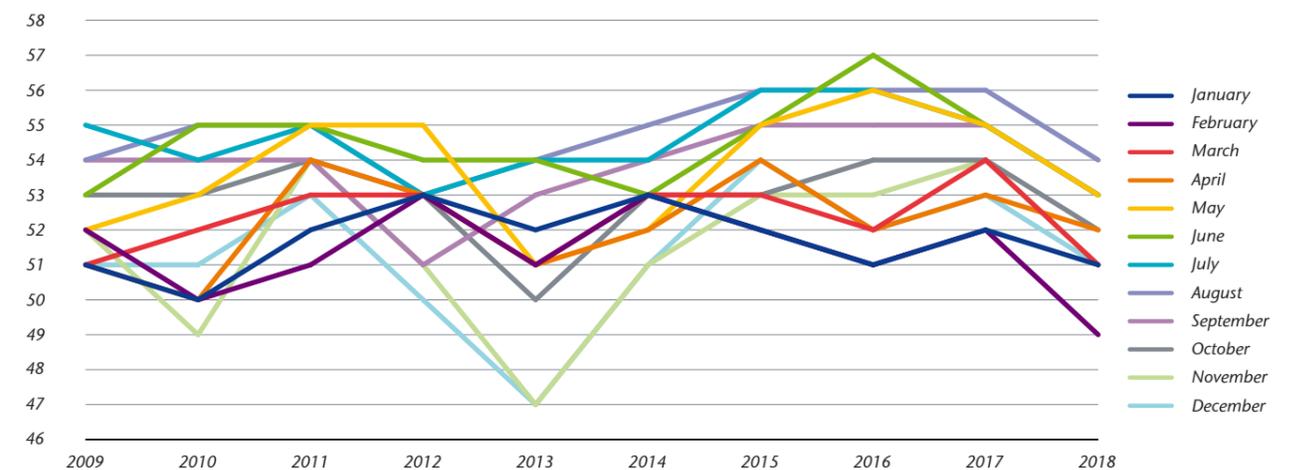


Trend of aviation noise in the period 2009–2018

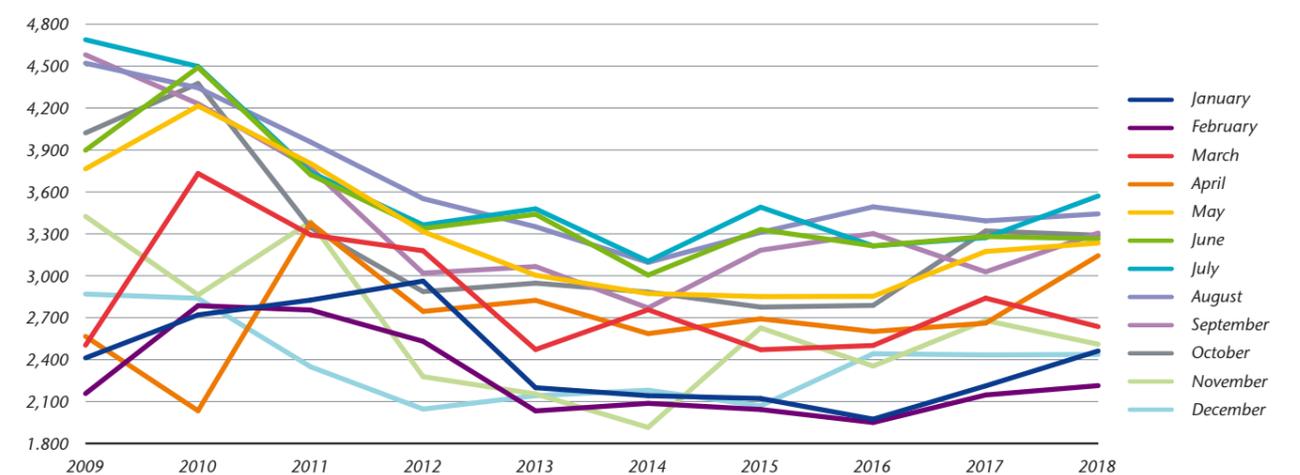
Graph 22: The trend of noise indicator L_{DEN} for location 1 for 10-year period (2009–2018)



Graph 23: The trend of noise indicator L_{DEN} for location 2 for 10-year period (2009–2018)



Graph 24: Movement of total traffic (number of operations) for 10-year period (2009–2018)



With greener devices and energy sources we reduce emissions into the air.



Carbon management

There are no accurate data on the air quality status for the airport area. The closest measuring station is located in Kranj, which is 7 kilometres away from the airport. The air quality is a consequence of road and air traffic emissions, airport activities, heating of the airport facilities and other facilities from the wider local area. The air quality in this area depends primarily on the inflow of polluted air masses coming from the direction of Ljubljana and Kranj, and also on weather conditions. In the airport area we use cooling and air-conditioning devices, and heat pumps which contain substances harmful to ozone. By gradual replacement of the old cooling devices with new ones containing environment-friendly freons, we are also reducing emissions of harmful substances into the air.

Energy consumption

Efficient energy consumption, use of renewable energy sources or environment-friendly energy products, and reduction of CO₂ and other greenhouse gas emissions are considered important environmental commitments of the company Fraport Slovenija. We also defined key energy efficiency indicators. Fuel and energy consumption are checked regularly. Optimum heating is achieved through the central control system, which indirectly reduces the amount of greenhouse gases.

In 2018, we consumed 7,737,688 kWh of electricity in 2018 which was 100% generated from renewable energy sources (energy generated by hydropower plants), 326,948 m³ of natural gas (NG), 14,412 L of liquefied petroleum gas (LPG), 194,585 L of diesel and gas oil (GO), 17,177 L of gasoline, and 1,998 L of kerosene. We completely abandoned the use of fuel oil - it is only used as a reserve energy source (in case of a supply interruption of NG). In our daily operations we use electricity acquired from the public network. The competent operator of the power distribution network is currently in the process of constructing a new high voltage substation (110 kV/20 kV) at the airport, which will be completed in two phases. In the first phase, a 20-kV part of the substation will be fitted, which will be connected to the two existing 20-kV feeders (Labore and Primskovo) with the capacity of 10 MW. This is momentarily enough power for the needs of the entire airport complex. However, several development projects are being in the phase of preparation now, so the need for electricity might rapidly increase. Therefore, the operator is planning in the second phase of the construction by 2021 to install 110 kV/20 kV equipment and to connect it to the 110-kV distribution network. This will enable the distribution network capacity to increase to 2 x 20 MW.

The company Fraport Slovenija is planning to expand its internal 20-kV network and transmission substations in line with the construction of facilities intended for the airport activity.

In the future we also plan the following investments in the energy infrastructure:

- the construction of a new central energy facility of a modular design in order to provide possibilities for future expansions (f.e. a boiler room for natural gas with cogeneration plant);
- investments in the so-called smart meters and the corresponding software (energy management);
- expansion of district heating and cooling network;
- connection of the existing and old facilities to the district network;
- phasing out local wasteful cooling systems;
- increase in the power of the central energy facility in the phase of connecting new facilities by installing f.e. heat pumps using groundwater as an energy source;
- relocation of the cooling energy facility 2 on the location of the central energy facility;
- expansion of the network of natural gas pipelines;
- in order to provide constant energy supply we must assure an adequate redundant energy source.

Mobility plan

Our mobility plan is aimed at encouraging our employees, business partners, passengers and airport visitors to change their travel habits, reduce their travel needs, use cars reliably and rationally, and to opt for a sustainable means of transport. In the plan, the fact is taken into account that the company headquarters is located far away from city centres (Ljubljana, Kranj) and from the nearest villages. The airport is namely connected with neighbouring settlements through a public transportation network. However, our employees cannot use it due to the shifting nature of their work. Thus, employees mainly use cars to get to work, since the existing traffic infrastructure is quite inconvenient and unfriendly for alternative ways of sustainable transport, for instance walking or cycling. Sustainable forms of transport use only 8.5% of employees for daily commuting to work (online employee survey, 2016).

The key (measurable) mobility plan objectives by the end of 2020 are the following:

- to reduce carbon footprint of car business travel by 10% (the average of 2017–2019);
- to perform 20% of car business trips by using electric car sharing in 2019;
- to perform 30% of car business trips by using electric car sharing in 2020;
- to encourage 2–5% of passengers to use electric car sharing.

All key objectives are operationally performed on the basis of the action plan which defines measures categorised in the following groups:

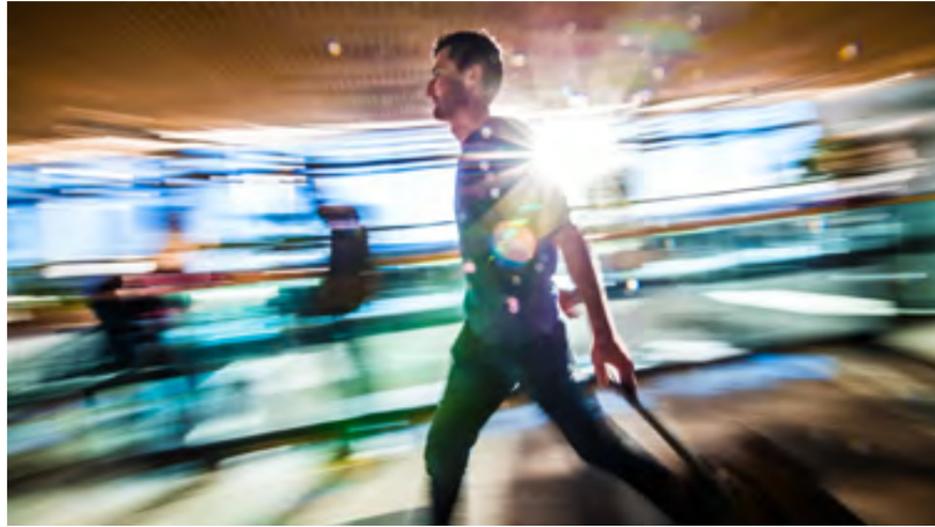
- promotion and provision of information about the mobility plan;
- reducing the need to travel;
- encouraging sustainable forms of transport;
- investments in infrastructure and means of transport.

In the last two years, in particular, carbon footprint of business travel in the segments employees' private vehicles and aircraft is moderately increasing. Higher amounts of CO₂ emissions are the consequence of an increased number of employees (compared to 31 December 2016, there were 21% more employees in the company on 31 December 2018), and the consequence of a greater number of business trips using either a personal vehicle or aircraft (travelling abroad). In air travel, the prevailing part of travel comprises business travel to cities and countries where the headquarters of the parent company or its subsidiaries are located (Frankfurt, Varna, St. Petersburg, Brazil, Peru, China, Greece). Our employees travelled there to attend joint training and coordination meetings within Fraport Group.

We encourage sustainable forms of transport.



The emissions per individual passenger were reduced by 14.5%, or 17.2% per 100 kg of cargo respectively, compared to the period 2015–2017.



Airport Carbon Accreditation programme scheme

In July 2018, the reduction-level Airport Carbon Accreditation certificate was renewed under ACI Europe certification programme for reduction of greenhouse gas impacts. Compared to the average of the last three years (2015–2017), the absolute level of CO₂ emissions was increased by 2.2% (as a consequence of reporting about new emissions of glycol, which is used in the process of aircraft deicing). Including the data about the number of passengers and cargo weight in 2018, the emissions per individual passenger were reduced by 14.5%, or 17.2% per 100 kg of cargo respectively, compared to the period 2015–2017.

Table 15: Calculation of carbon footprint for scope 1 and 2 for 2018

Scope / Emission source	t CO ₂	%
SCOPE 1	1,314.000	38.6
Heating	641.200	18.9
LPG	23.400	0.7
NG	617.800	18.2
Generators (GO)	7.100	0.2
Fire training	3.200	0.1
LPG	2.660	
Direct CO ₂ emissions (fire extinguishers)	0.540	
De-icing chemicals (glycol)	96.400	2.8
Vehicles (including business trips)	566.100	16.6
Diesel	520.400	15.3
Gasoline	40.600	1.2
Kerosene	5.100	0.1
SCOPE 2	2,089.000	61.4
Electricity	2,089.000	61.4
SCOPE 1 + SCOPE 2	3,403.000	100.0

Graph 25: Share of scope 1 and 2 emissions in the carbon footprint calculation for 2018



Graph 26: Carbon footprint of individual emission sources (scope 1 and 2) for 2018



Graph 27: Carbon footprint of energy, fuel and chemicals consumption for 2018

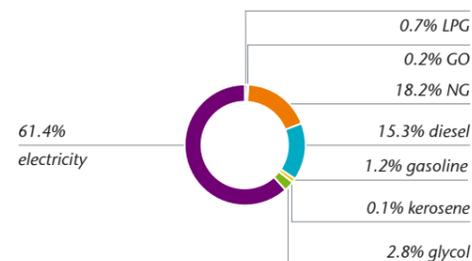


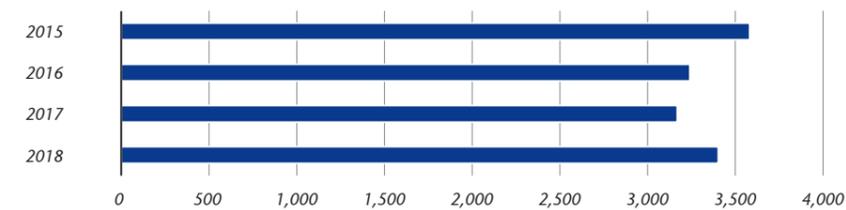
Table 16: Carbon footprint (scope 1 and 2) in the period 2015–2018

Category of data	Year -3 (2015)	Year -2 (2016)	Year -1 (2017)	Base year - average (2015–2017)	Year 0 (2018)	Carbon footprint in Year 0 according to base year (%)
Absolute carbon footprint (t CO ₂ / t CO ₂ e*)	3,581.877	3,240.865	3,168.543	3.330.428	3,403.000	2.2
Number of passengers	1,464,579	1,411,476	1,688,558	1,521,538	1,818,229	-
Weight of cargo serviced (in tons / 100 kg cargo)	188,520	198,020	243,140	209,893	259,070	-
Relative carbon footprint (kg CO ₂ / kg CO ₂ e* / passenger)	2.45	2.30	1.88	2.19	1.87	-14.5
Relative carbon footprint (kg CO ₂ / kg CO ₂ e* / 100 kg cargo)	1.90	1.64	1.30	1.59	1.31	-17.2
Emission factor for electricity (for each year)	0.378	0.370	0.377	0.375**	-	-

* From 2018 we report about CO₂e.

** Considered the average value of factors of the three-year period prior to the year for which carbon footprint is calculated.

Graph 28: Absolute carbon footprint (scope 1 and 2) in the period 2015–2018 (in t CO₂)



Analysis of carbon footprint for scope 3 (business trips and commuting)

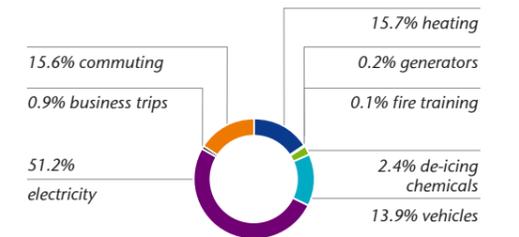
Table 17: Calculation of carbon footprint for scope 1, 2 and 3 for 2018

Scope / Emission source	t CO ₂	%
SCOPE 1	1,314.000	32.3
Heating	641.200	15.7
LPG	23.400	0.6
NG	617.800	15.1
Generators (GO)	7.100	0.2
Fire training	3.200	0.1
LPG	2.660	
Direct CO ₂ emissions (fire extinguishers)	0.540	
De-icing chemicals (glycol)	96.400	2.4
Vehicles (including business trips)	566.100	13.9
Diesel	520.400	12.8
Gasoline	40.600	1.0
Kerosene	5.100	0.1
SCOPE 2	2,089.000	51.2
Electricity	2,089.000	51.2
SCOPE 3	674.462	16.5
Business trips	36.734	0.9
Business trips (employees's private vehicles)	4.785	0.1
Business trips with aircraft or public transport	31.949	0.8
Commuting	637.728	15.6
Mobile sources - total:		
Vehicles + Business trips + Commuting	1,240.562	30.4
SCOPE 1 + SCOPE 2	3,403.000	83.5
SCOPE 1 + SCOPE 2 + SCOPE 3	4,077.462	100.0

Graph 29: Share of scope 1, 2 and 3 emissions in the carbon footprint calculation for 2018



Graph 30: Carbon footprint of individual emission sources (scope 1, 2 and 3) for 2018



Detailed analysis of emissions from mobile sources (scope 1 and 3)

Graph 31: Share of scope 1 and 3 emissions in the carbon footprint calculation for 2018



Graph 32: Share of individual emission sources (scope 1 and 3) for 2018

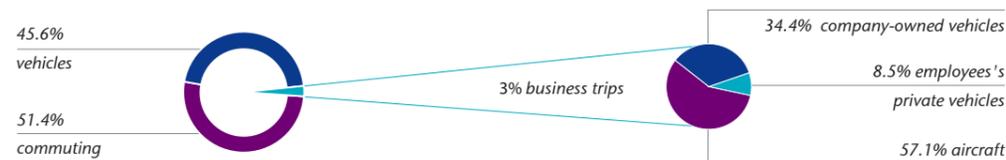
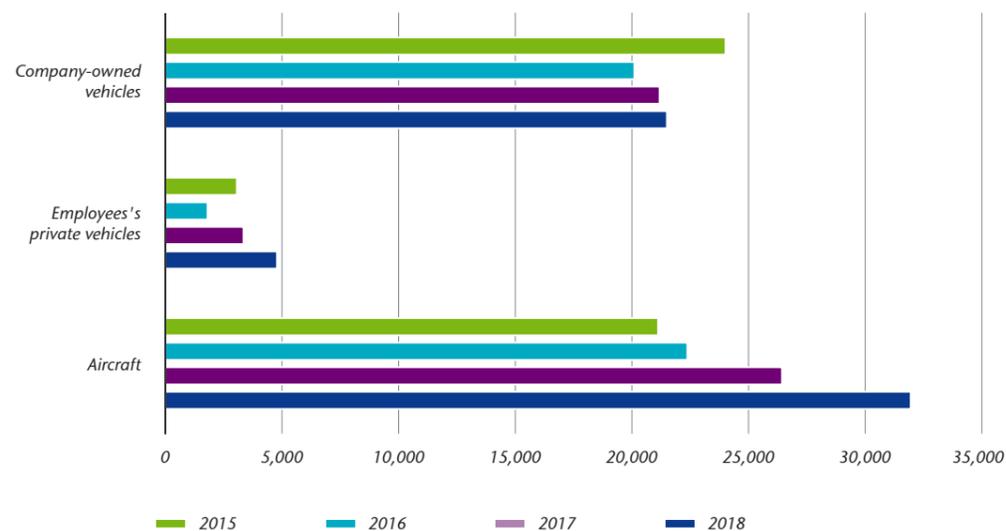


Table 18: Carbon footprint of business trips in the period 2015–2018 and comparing year 2018 with the period 2015–2017

Emission source (in t CO ₂)	2015	2016	2017	2018	Comparing year 2018 with the period 2015–2017 (in %)
Company-owned vehicles	24.011	20.104	21.185	21.499	-1.2%
Employees' private vehicles	3.065	1.808	3.349	4.785	74.6%
Aircraft	21.121	22.375	26.432	31.949	37.1%
Total	48.197	44.287	50.966	58.233	21.8%

Graph 33: Carbon footprint of business trips in the period 2015–2018 (in t CO₂)



Drinking water supply

Drinking water is supplied to the airport complex through the use of two main sources from the direction of Krvavec and Kranj. Inside the airport complex, the primary water supplies are connected to the secondary water supply. Water redundancy is provided through several different water sources. A reservoir with the capacity of 300 m² was built to provide fire extinguishing water or hydrant supply. The watershed of the water supply system takes place in corridors of roads with side branches leading to individual facilities or building plots. In the future, the third water source will be provided from the direction of Adergas.

The entire airport complex is connected to the central waste water treatment plant Domžale-Kamnik, for which we had been striving for long time.

Discharge of waste waters

The company responsibly treats all categories of waste waters. In the airport area the following categories of waste waters are present:

- municipal waste waters, of which share is estimated more than 90% of the total waste water volume occurring in different airport facilities;
- industrial waste waters occurring in different locations;
- rain water runoffs from solid surfaces.

On 1 June 2018, the entire airport complex was connected to the waste water treatment plant Domžale-Kamnik, for which we had been striving for long time. The old existing treatment plant was removed.

All municipal and industrial waste waters from the airport complex are currently accumulated in a common sewage tank which is connected to the system in Spodnji Brnik.

From there, waste waters run off and accumulate into the public sewerage system, which ends up in the central waste water treatment plant in Domžale.

Rainwater from clean surfaces runs off through percolation directly into the immediate soil. Discharge of rainwater from polluted surfaces is carried out through the internal sewerage system with integrated adequate oil and grease separators and through percolation directly into the soil. The brook called River flows west from the airport through the settlements Spodnji Brnik and Lahovče and is more than two kilometres distant from the plant. The river Sava flows south from the airport and is more than four kilometres away from the plant. Since there are no watercourses in the vicinity of the plant and the soil texture allows good percolation, rainwater coming from the airport facilities is indirectly discharged into the water bodies through percolation. The percolation area of treated waste water is neither located in any water protection area nor at the drainage basin of the watercourses allowing bathing. A wider area of the airport is also not located in the area of Natura 2000. In the future, expansion of the septic tank is envisaged, which will enable connection to all new facilities at the airport area.

Closure of airport waste water treatment plant

The operation of the existing waste water treatment plant was discontinued on 1 June 2018. The history of the treatment plant goes back into the year 1975 when the activities for the construction of mechanical and biological waste water treatment plant for 1,200 population equivalent (PE) started. The original waste water treatment plant had two phases: the mechanical phase using an Emšer sedimentation tank with a digester and the biological phase with a biological filter. Treated water percolated in the surrounding terrain through soakaways. Due to a very unfavourable terrain for surface water percolation (layers of clay and clay-based gravel), the percolation system was constantly being expanded during the operation of the waste water treatment plant. After the construction of the waste water treatment plant and its first operation at the beginning of 1979, some minor upgrades were performed. A major expansion and upgrade of the treatment plant were performed in 1998. An increase in the capacity to 2,000 PE was necessary due to the expansion of the airport complex, and also the operation of the treatment plant had to be adjusted to the new regulations. A separator with a reception basin was built, and the third biological filter was added to the two existing ones, the capacity of the subsequent sedimentation tanks was increased, and the area for backwash water was built. In 2002, some additional improvements were made; aeration of the reception basin, skimming of floating sludge in the sedimentation tank and a change of pump operation regime. The most recent improvement, which has additionally attributed to make the already excellent treatment results even better (more than 99% efficiency), was the extension of the eco-remediation system. At the end of nearly 40 years of the operation of the treatment plant, most of its mechanical installations (separators, step screen, pumps) were already spent up to their limits. According to our assessment, the treatment plant operated excellently regarding its heavy load.



Waste management

Within our business activity we generate a wide variety of waste. In accordance with the European waste management hierarchy it is our priority care to reduce waste production (endeavours of our Green team and other actions), which is followed by reuse of materials and then recycling, only then other forms of waste management can be used.

Our waste management system is aimed at meeting the following objectives:

- to prevent or reduce waste production,
- to reduce the amount of mixed municipal waste;
- to increase the amount of waste that can be recovered;
- to prevent mixing of hazardous and non-hazardous waste;
- to keep our environment clean for future generations.

Waste is classified in three groups according to the source of waste in our company:

- administrative part;
- maintenance-operations part;
- aircraft part.

When individual types of waste are generated, we treat them in line with the concept of circular economy, which means they are considered raw materials. Therefore, all waste is collected and adequately separated in the areas of individual activities. In order to ensure waste separation by basic fractions we have waste collection centre and some other minor ecological waste collection centres (for some other types of waste). Adequately separated waste, according to fractions, is collected by local public waste company and waste collectors who hold necessary permits or certificates of their entry in relevant records by Slovenian Environment Agency in order to perform that kind of activity. A certain amount of aircraft cabin waste is destined for incineration. By autumn 2019, the collection centre will be equipped with additional municipal equipment and technology which will enable even better quality of waste management, particularly from the aspect of waste separation during waste production at source, when waste is transferred to the collection centre.

Table 19 shows the collected data on waste generated at the airport in 2018. Our future objective in the field of waste management is to reduce the share of mixed municipal waste to 25% in the total amount of waste. Therefore, in the upcoming years we will focus even more on defining measures in this particular field. Since we do not wish to expand the company's business operations on account of increasing environmental footprint, we find it logically to put most of our effort in reusing or recycling our waste in order to limit material flows as much as possible.

Construction waste occurring at Ljubljana Airport account for the biggest portion of waste in the waste structure. The volume of construction waste depends on annual construction investments aimed at modernisation of the airport. We had two major investments in 2018. In the future, the company is planning to constantly invest in the airport infrastructure, which is why we will put a lot of effort and care in construction waste management.

Table 19: Collected waste in the period 2014–2018 (in kg)

Type of waste	2014	2015	2016	2017	2018
Aircraft waste of 1. category (1)	7,690	8,414	10,604	8,804	9,532
Packaging (paper, plastic, glass, metals, wood)	138,580	165,770	161,046	155,228	203,780
Electrical and electronic equipment	3,097	1,454	5,316	7,026	8,481
Mixed municipal waste	168,100	161,720	155,580	178,600	204,740
Biodegradable kitchen waste	3,744	3,420	809	4,021	4,707
Worn tyres	2,898	3,205	2,507	3,620	3,424
Sludge in cesspit	108,000	159,000	76,500	115,000	734,000*
Other waste	2,480	6,656	9,821	407	189,658**
Construction waste	280,720	327,939	503,555	0	18,707,381
Hazardous waste – total (2)	6,930	8,868	15,053	4,587	7,979
Non-hazardous waste – total (3)	700,689	820,296	900,081	459,315	20,048,192
TOTAL (1 + 2 + 3)	715,309	837,578	925,738	472,706	20,065,703

* The larger quantity of sludge in cesspit is the result of the closure of the existing treatment plant, which required thorough emptying of the retention basins.

** In this group of waste, a large amount of waste from grit chambers (186,120 kg) was included, which was found during excavation on one of the construction sites.

Table 20: Methods of waste management in 2018 (in kg)*

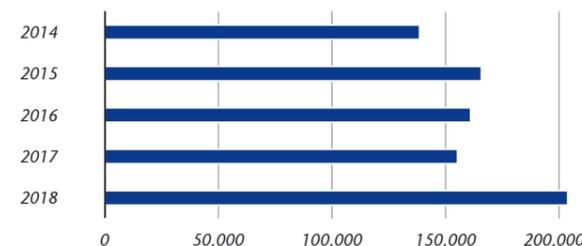
Waste management method	in kg
Composting	738,707
Reuse	7,120
Recycling	391,504
Incineration	16,251
Land filling	204,740
Total	1,358,322

* Construction waste is not included.

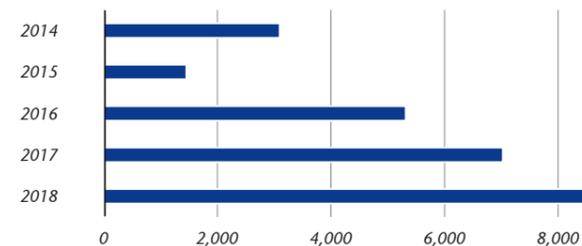
Graph 34: Methods of waste management in 2018 (in %)*



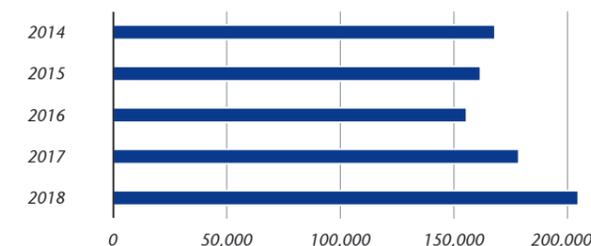
Graph 35: Collected packaging in the period 2014–2018 (in kg)



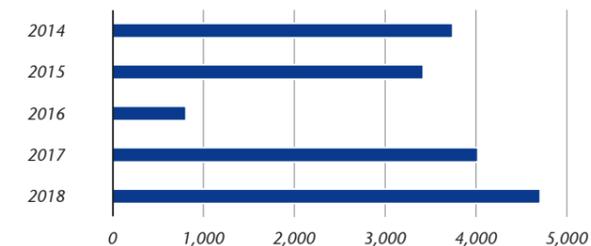
Graph 37: Collected electrical and electronic equipment in the period 2014–2018 (in kg)



Graph 36: Collected municipal waste in the period 2014–2018 (in kg)



Graph 38: Collected biodegradable kitchen waste in the period 2014–2018 (in kg)



Management of hazardous liquids, substances and materials

In accordance with the Decree on the storage of hazardous liquids in stationary storage containers, it was required to adopt a Hazardous liquid management plan for the storage facilities with the capacity over 10 m³ in order to specify measures for prevention of leakage or spills of hazardous liquids into the environment, and to determine methods of handling with hazardous liquids in case of their uncontrolled discharge from stationary tanks, pipelines or the equipment used for filling or emptying tanks. The company has an underground storage tank with the capacity of 50 m³. It is used for storing heating oil, which is in its chemical and safety terms a substance with the same characteristic as diesel fuel, and regarding its distillation temperature it belongs to the category of medium petroleum distillates. Smaller amounts of hazardous substances or waste are stored or collected in the cargo warehouse and in workshop areas. Several oil separators and trap containers preventing oil from leaking and spill of hazardous liquids (f.e. fuels, waste oil, deicing fluids), are placed in several points of the airport. Oil traps are regularly checked and maintained. In the past we replaced all the existing oil separators with the new ones, or we adjusted them to the SIST EN 858-2 standard by installing coalescence filters. Consumption of hazardous materials in 2018 was around 700 kg (paints, pesticides, diluents, etc).





Electromagnetic radiation

The sources of electromagnetic radiation located in the airport area are: base stations for mobile telephony, air surveillance radar and transformation substations for the electricity supply of the airport area.

Light pollution

There are several lighted areas at the airport, particularly parking and road traffic areas, and in the vicinity also the runway which has a light navigation system for the proper airport operation.

We are aware of any potential environmental risks.

Unexpected environmental events

The company is able to recognise eventual situations which could lead to emergency circumstances and accidents in the environment. We have established standby procedures and responses to emergencies.

The most significant documents describing the ways of taking measures in cases of emergency events are the following:

- Protection and rescue plan in cases of emergency security events at the airport;
- Aircraft emergency plan;
- Fire safety regulations;
- Extracts from Fire safety regulations;
- Evacuation plans;
- Hazardous liquids management plan;
- Oil separators manual;
- Notification schemes.

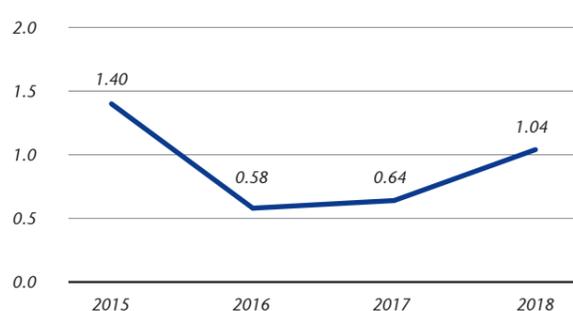
We are aware of any potential environmental hazards and risks. Individual environmental hazards are defined within the risk management system.

37 spills of hazardous substances were recorded in 2018 (22 spills in 2017). Such accidents are divided into minor spills of up to 5 m² and major ones exceeding 5 m². Among 37 spills there were 33 minor spills (on average 3 L of substance) and 4 major ones (on average 100 L of substance). All spills were immediately remedied by absorbents and cleaned with highly efficient cleaning agents and fire-extinguishing medium for decontamination of the environment with mineral oils.

Table 21: Spills of hazardous substances per 1,000 operations in the period 2015–2018

	2015	2016	2017	2018
Number of operations	32,894	32,701	34,444	35,512
Number of spills	46	19	22	37
Spills frequency / 1,000 operations	1.40	0.58	0.64	1.04

Graph 39: Spills frequency of hazardous substances per 1,000 operations in the period 2015–2018



Coexistence with birds

It is necessary to monitor the coexistence of certain bird species in the airport area. We started using a completely new approach to preventing possible aircraft collisions with birds. In 2012 we started implementing a long-term ecological study aimed at identifying the status of biological populations and monitoring efficiency of the measures. The 5-year study revealed the fact that the most problematic bird species for bird-aircraft collisions are common buzzard, common kestrel and hooded crow.

We keep searching and introducing new methods which are based on modern systems of monitoring and recording 'soft' approaches to redirecting birds, f.e. Interventions into the environment by offering them food. In accordance with the recommendations of the above mentioned study we have procured appropriate technical tools and provided training for the employees responsible for monitoring, redirecting or deterring wild animals from the airport by using a safe, efficient and, at the same time, ethical and legally accepted way. As an extreme option within the set of preventive measures we will also have to use the method of killing birds.

In order to additionally highlight the company's activity of providing airport safety in a sustainable manner, we regularly attend training and learn about novelties in the field of bird and wildlife management. The annual report on bird aircraft strikes is based on the data obtained from SMS Galiot.

The technique of normalising the number of confirmed bird aircraft strikes enables to specify the ratio of confirmed bird aircraft strikes, provided that the number of aircraft movements varies. According to the risk assessment at Ljubljana Airport for the period 2014–2018, common buzzard poses a very high likelihood to bird strikes, which can have a high level of consequences due to its weight or size.

Permits of the supervisory authorities

On March 2018 the company acquired the permit for killing wildlife outside the hunting season for the period of five years. The decision adopted by the competent ministry sets the basis for implementing the measure of killing. Killing quotas are not defined, however we are obliged to annually report to the ministry and, in case of killing, to inform both hunting families that operate in the airport area.

Table 22: The total number of confirmed bird strikes in the airport zone A in the period 2014–2018

Year/Month	2014	2015	2016	2017	2018
January	0	0	0	0	0
February	1	1	0	1	0
March	1	3	2	0	4
April	4	1	4	3	0
May	6	8	7	2	3
June	6	1	6	3	2
July	26	12	16	5	1
August	22	13	5	5	9
September	3	7	1	5	6
October	1	1	1	0	2
November	1	0	0	1	0
December	0	0	0	0	0
Total	71	47	42	25	27

Graph 40: Confirmed bird strike rate per 10,000 operations in the period 2014–2018



Attention

*We like surprising our passengers with tiny attention that enriches their travel experience. With the poetry collection *Touching the Distance* we showed them the world of Slovenian poetry of Prešeren's laureates written in different world languages.*

Socially Responsible Projects

We are aware of our involvement in the social environment, therefore we annually invest in projects and individuals who are associatively linked with our main business activity and with the social environment where we operate. In doing so, we constantly look for its meaning, which goes beyond the commercial one, and has short-term and long-term effects for both sides. We firmly believe that the projects leaving a positive trail are the ones that are created mutually and in partnerships. Sponsorship and donation activities of the company are built on three pillars: sports, arts & culture, and humanitarian activity. Also in 2018, we supported various projects and individuals.

Social events

We encourage socialising and building informal relations among the employees, therefore we organise various social events. Each year we organise trips, sporting events, the traditional New Year's party for employees, and giving gifts to their children with the presence of Grandpa Frost. In 2018, we joined the gift-giving event with a socially beneficial activity.

Sonček booth

Prior to the Easter time and December holidays we organise the so-called Sonček booth in the passenger terminal. Passengers, visitors and airport employees can find here various pieces of arts and crafts (greeting cards, dolls, ornaments, clay products, etc.) hand made by persons suffering from cerebral paralysis from Center Sonček Kranj. These art products are an ideal present, specially for the coming holidays. All the funds earned at the booth are, as a reward for their work, distributed to the disabled and the employees of the daily care and working centres of the organisation Center Sonček Kranj. With all these activities, our company wants to strengthen our multi-annual cooperation with the association Zveza Sonček. We occasionally help the association with donations, and our employees also support the association and their activities in many different ways.

Listening to social distress of employees

We regularly offer solidarity financial help in cases of death of our employees or their family members whom they supported. We listen to social distress of employees. This is reflected through our immediate response by offering financial support in cases of elementary accidents and providing additional days off to employees who have been involved in accidents or have helped in such events.

At the New Year's party, organised for employees, we also collected participation. The money collected was designed for children of the employees who live in financial distress.

Guided tours

By organising guided tours we want to bring the aviation world closer to those who do not travel by aircraft, or those who want to have a deeper look into the background of it. Most often we cooperate with kindergartens, elementary schools, secondary schools and faculties. We are happy about visits from various associations and other organised groups.

We are often visited by various voluntary fire brigades, who are most interested in our airport facilities and the equipment used by our fire and rescue unit. Each year we are visited by several thousands of visitors in this way.

Health promotion through exceptional sports achievements

Health promotion with sporting activities is a popular activity of employees in Fraport Slovenija. A large number of employees take part mainly in running and cycling events. Enthusiasts of the most demanding sporting challenges have proven the success of our sporting activities. Alenka Pavc and Anže Habjan are among the employees we support. They achieved exceptional results in their disciplines in 2018.

Alenka, working in the passenger handling department, participated in Ultra Trail Vipava Valley where she ran in difficult weather conditions, in heat and hail storm, made 107 km, beat the altitude of 5,300 m, and won the race in her discipline. She was also the absolute winner among women.

Anže, working in the rescue and firefighting department, participated in the World championship of the most demanding firefighting discipline, Firefighter Combat Challenge, and he achieved the excellent first place in male tandem category and won world champion title.



We remain loyal to our regular sponsored individuals

In 2018 we remained loyal to the individuals who we had sponsored and donated for many years. In sports we continued sponsoring the Slovenian Nordic ski teams and Marathon Franja. By sponsoring the Olympic Committee of Slovenia we support the Olympic values and positively influence the recognition of Slovenia and Slovenian sports around the world. We also support the development of culture and art in the capital city - Ljubljana Festival, and we are in partnership with Gallery of Prešeren Award Winners in Kranj.

We also support some other sporting events, local sports associations and talented athletes and other individuals with funds of a smaller extent. We also donate to humanitarian, cultural and health institutions and associations in neighbouring municipalities, and also to the organisations that are frequently visited by our employees.

The Olympic torch at the airport

Fraport Slovenija is a Golden Partner of Olympic Committee of Slovenia. This was one of the reasons why we decked the airport out with the five-ringed symbol of the Olympic Games during the Winter Olympic Games in Korea. A few days prior to the Olympic Games, the Olympic torch arrived in Slovenia, and it travelled across the whole Slovenia. During the time of the games it remained at the airport, and from there it escorted our athletes and their supporters to their flight to Korea. Beside the torch, we also provided a book of wishes at the airport for our travellers and airport visitors to write in their wishes and to express their support of our athletes, heroes who flew from our airport to the distant Korea.

Exhibition of Slovenian Olympic history

We show our support for the Slovenian Olympianism by way of arranging an exhibition of the Slovenian Olympic and sporting history. We used our posting sites in the covered car park for posters of the exhibition. These posters features the Olympic sports disciplines, Slovenian athletes who had won the Olympic medals, and symbols representing the Olympic Movement and the Olympic Games. The main character that leads the airport visitors through the Olympic sports was the mascot Foksi.



We warmed up the passengers

In cooperation with the Slovenian Olympic Committee, within the European Week of Sport, we reminded our passengers and work colleagues of the meaning of physical activity and encouraged them to a more active life. Preparation were made by young Slovenian Olympians who demonstrated live for passengers how to improve their well-being by stretching their body before and during their flight. During the European Week of Sport, Ljubljana Airport was transformed into an active airport where our passengers were encouraged at several points of the terminal to be active during their travel. Guidelines, tailored by the Slovenian Olympic Committee, for stretching and strengthening exercises, were shown and demonstrated on advertising surfaces, digital screens and in leaflets. The active airport was also visited by members of Buenos Aires 2018 Slovenian Youth Olympic Team. They demonstrated for the waiting passengers some stretching and strengthening exercises for their travel.



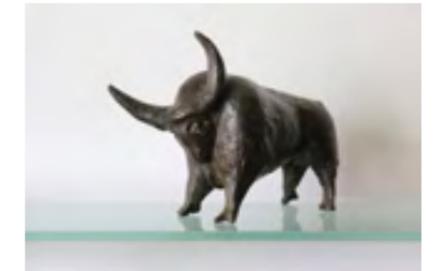
Celebrating World Poetry Day

Already in 2017, in cooperation with Prešeren Award winners, we published a poetry collection titled *Dotiki daljav* (Eng. *Touching the Distance*), which includes poems in several world languages written by Prešeren laureates. We distributed the poetry booklet among our passengers upon the Slovenian Culture Day, so the Slovenian poetry flew to different parts of the world. The publication of the poetry collection was in a unique way extended on the World Poetry Day (on 21 March), when we organised an auditory poetry event titled 'The Distance' in the closed part of the terminal, with live radio broadcast by the third programme of Radio Slovenia - ARS programme, and in cooperation with the Slovene Writers' Association and the Association of Prešeren Award Winners in Kranj.

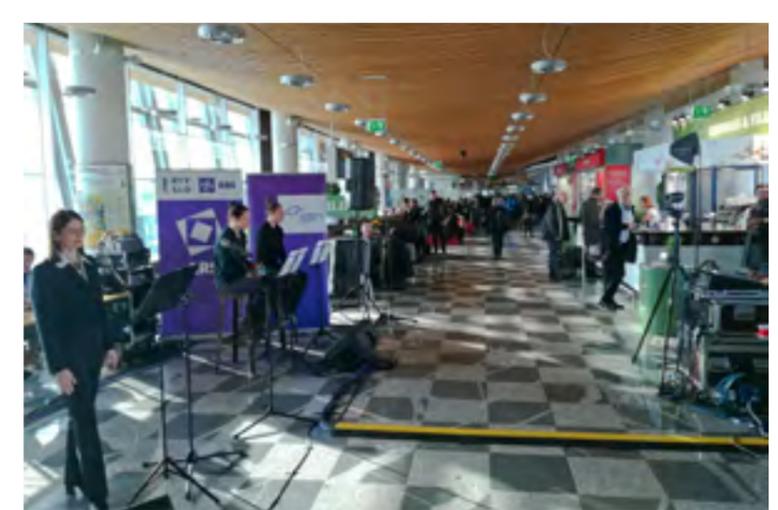
We surprised our passengers at the check-in counters, exit gates and at the baggage reclaim by performing interpretations of poems of Slovenian poets intertwined with sound effects coming from the airport environment. The poems were performed by theatre actors or authors.

Fraport Slovenija art collection

The central airport of a country can also be gallery space suitable for presentations of the national art and culture. This mission is even more important considering the fact that we are passengers' first contact with Slovenia at the airport and also their last before they leave the country. Fraport Slovenija art collection is based on three pillars and represents a significant overview and presentation of the Slovenian modern art of some artists from Gorenjska region which is also closely related to the airport. However, the large part of our collection was created by 33 Prešeren Award winners. The art work of the Prešeren Award winners represents the most noble and recognizable part of our collection, which we constantly upgrade in partnership with the Gallery of Prešeren Award Winners from Kranj.



Through our activities we want to touch all community spheres and bring the pulse of Slovenia into the world.



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