

Fraport Slovenija

Sustainability Report 2016





Fraport Slovenia

Sustainability Report **2016**

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Fraport Slovenija 2016 in figures

1,411,476

total number of passengers: 1,411,476
number of passengers in public traffic: 1,404,831

32,701

total number of aircraft movements: 32,701
number of aircraft movements in public traffic: 23,181

19,802t

total cargo: 19,802 tons
air cargo: 10,379 tons

399

number of employees (31 December 2016): 399

55

flight connections

28

scheduled flight connections

27

charter flight connections



Sustainability reporting

Sustainability Report 2016 is the second report in a row. The first one was published for the year 2015. In line with the company's commitment to sustainable development the reporting shall be upgraded annually. The report is prepared in line with GRI-4 guidelines (Global Reporting Initiative). Its reporting is transparent and based on the data and information available in the company. The following criteria are the key to the content selection for the report: relevance, involvement of stakeholders and sustainable context. In shaping the report content our main focus and aim were balance, comparability, accuracy, clarity and reliability of data. Different company's departments were involved in the report production, which is evident from the table on page 58. Primož Primožič, environmental expert, is responsible for the implementation of the project.

Address of the Managing Director

Sustainability and Social Responsibility are becoming an increasingly Important Pillar of our Development

Since preparation of the last year's sustainability report our company has been marked by some fundamental changes. At the forefront of these changes has been a significant rise in traffic. From the last months in 2016 to the final preparation of this year's sustainability report in the mid-2017 this rise was reflected in two-digit numbers.

The cumulative increase in the number of passengers in 2017 is over 20% and is by far the highest in the region of competitive airports. Cargo traffic is rising, too.

The current economic trends are promising for a development impetus of real estate in business-logistics zones near or around the airport. Meanwhile the traffic is rising, it is also changing its structure - in favour of larger aircrafts. Consequently, more and more traffic is concentrated in ever shorter peak periods, which brings us to a faster and also modified infrastructure development, compared to the year before.

This year we are starting with the extension of the passenger terminal, and by the end of this year the diversion of the road passing by the airport will be completed. Several projects will be launched in the business-logistics zones next to the airport, and most probably, the investment in the training centre of Fraport Aviation Academy as well. We are going to continue with a comprehensive information restructuring, with which we will increase the speed, quality and efficiency of our services.

A rapid development pace is opening up new jobs, encouraging our own development and the development of our partners. At the same time, it increases burdens of the natural and social environment. For this reason, our sustainability orientation and commitment to a responsible conduct which can minimise adverse effect has become more important than ever.

This sustainability report reveals our endeavours we achieved in 2016 in the field of environmental and social responsibility. It depicts the continuation of the existing sustainable practices and it presents some new ones which were introduced in 2016. I believe it is the novelties, such as the introduction of electrical car sharing, setting-up of natural noise barrier, quality improvements of our services, etc, that show our actions with which we are strongly heading beyond the limits of our company, and while doing so, we are also encouraging the wider airport community to commit to a sustainable operation.

Years ago, the company adopted environmental commitments and some strategic objectives which are constant and remain the same and will lead us to further activities and company development. We are going to continue documenting and structuring quality systems in compliance with ISO 9001 and ISO 14001 standards. We are also going to do our best to minimise the noise burden in the environment and put all our efforts in not exceeding the values permitted. We will use various measures to reduce the carbon footprint and to provide circular waste management and waste water management. We will increase our own energy efficiency and gradually move to ecologically more acceptable and renewable energy sources.

We will keep the status of a reliable and careful employer providing for its employees a respectful, reliable, safe, cosy and healthy working environment. We will promote a healthy and socially responsible way of life among the employees. We will continue, at the corporate level, with our planned socially responsible activities and include a wider airport community in the sustainable operation.

The entire European aviation industry is confronting the challenges related to efficiency issue, and for the company Fraport Slovenija this will be the greatest challenge in the coming years. Our endeavours will be directed toward a safe, and spatially and financially efficient airport infrastructure, with no free capacities and with a sustainable approach to managing the company. We believe, this is the way to be competitive and sustainable in following our primary mission: connectivity of the region and promoting its development.

Zmago Skobir,
Managing Director




»With our actions which we are strongly heading beyond the limits of our company, and while doing so, we are also encouraging the wider airport community to commit to a sustainable operation.«

Basic Information about the Company

About the company

Name of the company:

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

Core business:

Fraport Slovenija, d.o.o. is the operator of Ljubljana Jože Pučnik Airport (hereinafter 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 location of the company's operation:

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

Ownership structure:

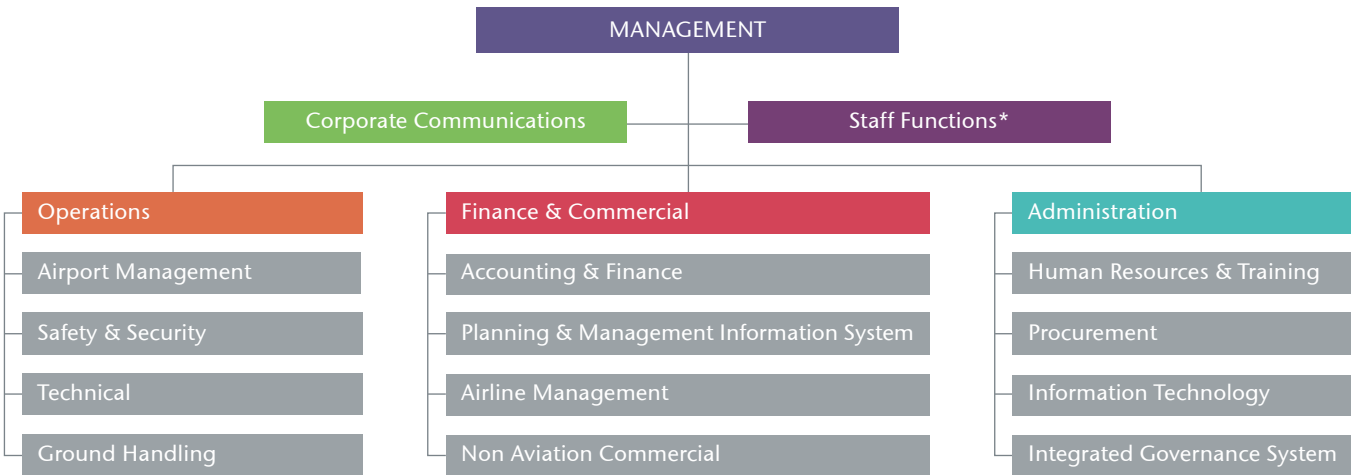
Fraport Slovenija, d.o.o. is 100% owned by the German company Fraport AG Frankfurt Airport Services Worldwide (Fraport AG).

Fraport Slovenija, which used the name Aerodrom Ljubljana until April 2017, is the operator of Ljubljana Airport, the central Slovenian international airport which covers 97% of the total air passenger traffic in Slovenia. It is an economically viable and economically and socially responsible company with over 50 years of tradition. It has been owned by the German company Fraport AG since 2014. The history of Fraport Slovenija is characterised by its perpetual development and advancement, and by its continuous improvement in air traffic services and safety. The number of passengers and the volume of cargo handled at Ljubljana Airport are constantly increasing. The location of the airport is ideal for development of air connections and activities related to airline industry-, as it is located at the crossroads of traffic flows between the Pannonian Basin and the Po Valley, and the corridor from the Middle East to the European Union, running through the Istanbul Strait.

The gravitation area of Ljubljana Airport accounts for four million residents living in places located up to 120-minute drive from the airport, including some places in Austria, Italy and Croatia. The airport with its 3,300 m long take-off and landing runway is well-equipped with modern technology which allows landing in conditions of reduced visibility according to ICAO IIIb category. The company has several pieces of land at its disposal and this enables a further airport expansion and development of complementary activities.

The company's business activity and work of the top management is supervised by a three-member Investor's Committee. The board consists of: Christoph Nanke (chairman), Pierre Dominique Prümm, PhD (chairman deputy) and Kai Peter Holger Zobel (member), all from the company Fraport AG.

Figure 1: Organisational structure (valid since 1 September 2016)



* Counselling on technical matters and special projects, legal advice, internal audit, administrative support

Information on changes in the reporting period (2016):

January

On 19 January 2016, company Slovenski državni holding, d. d. (eng. Slovenian Sovereign Holding) concluded a contract on the sale of 91.58% share of the company Adria Airways, d. d. after successful negotiations together with the company DUTB (eng. BAMC), on behalf of the Republic of Slovenia and in their own name.

March

On 1 March 2016, the Polish airline LOT started operating its Ljubljana-Warsaw flights six times a week.

May

On 23 May 2016, the constituent assembly was held by the Business Advisory Board of Aerodrom Ljubljana, with its key tasks: consulting and providing professional support to the management board, the investor's committee and to the owner regarding the matters significant for company development, some key economic issues, aviation and airport activities and some other challenges relevant to the company's business policy. On 26 May 2016, the low-cost airline EasyJet increased its number of flights from seven to nine flights per week. On 31 May 2016, Turkish Airlines increased the number of flights to Istanbul from ten to fourteen flights per week.

June

On 15 June 2016, the airline Aegean Airlines started with their flights between Athens and Ljubljana twice a week. These flight connections were available by the end of September.

August

On 1 August 2016, Babett Stapel, PhD, the finance and commercial chief officer, was appointed as the procurator of the company. On 4 August 2016, the investors, the Slovenian Infrastructure Agency, Aerodrom Ljubljana, the municipality of Cerklje na Gorenjskem and the construction performer SGP Pomgrad signed an agreement on relocation of a 2,350-meter long section of the road passing by the airport, which would provide a further development and expansion of the airport, since the company envisaged the construction of the airport city Aeropolis on additional 35 hectares of the land in the following years. The 2.6 million euros worth investment started in summer, and 34.4% of all costs are financed by Fraport Slovenija.

September

On 27 September 2016, the Dutch low-cost airline Transavia announced to start operating four flight connections Ljubljana-Amsterdam per week starting with the flight summer schedule 2017.

November

On 7 November 2016, the Fraport Aviation Academy was established, with its main purpose to meet the educational needs of the airports within Fraport group and the wider market. On 25 November 2016, consultations with the airport users on the new tariff system were successfully completed. The board of the airport users confirmed the new tariff system, which would provide increased competitiveness and stimulation for acquiring new air carriers and opening up new flight routes.

December

Since 5 December 2016, the British low-cost airline EasyJet has been operating flights between Ljubljana and London Gatwick airport four times a week, thus completing the already well-established connection with London Stansted airport.

Significant events after the end of 2016:

January

On 13 January 2017 a contract was signed on the purchase of a hangar.

April

On 19 April 2017 Aerodrom Ljubljana was renamed Fraport Slovenija. With the use of the new name the company also started using a new corporate image.

May

On 16 May 2017 Fraport Slovenija sold its 30,5% stake in the company Aerodrom Portorož, d.o.o.



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

Our most important values are aviation safety, quality of services and sustainable development.

Aviation safety
Aviation safety is a priority for the company and a fundamental condition for long-term business operations in aviation industry. Therefore, the company meets all safety conditions required by law at the national level and at the EU level, as well as the internationally recognized aviation standards.

Quality of services
A high level of quality services is a cornerstone of the company’s business activity and also a guide to acquiring its market recognition. The quality of our services is ensured by professionalism and knowledge of our staff who are aware of their role and importance for the company, since motivated and qualified employees help build company’s reputation.

Sustainable development

In addition to an active role in providing public interest of safe, regular and smooth air traffic, the company always keeps in mind the fact that aviation industry influences broader social consequences. For this reason, the company’s operations and development are planned in the manner to support the development of our immediate and a wider environment and not to cause any harmful consequences.

Strategic objectives

- In order to achieve the our mission and vision the company has set the following strategic objectives for the period 2017-2025:
- increasing traffic of passengers, aircraft movements and cargo,
 - increasing revenues, particularly from commercial services,
 - ensuring the essential investment in infrastructure and equipment to allow for further development of traffic,
 - providing development opportunities for logistic players and reliable handling to become the preferred air-cargo hub in the western Balkan region,
 - developing investment opportunities in Airport city and attracting different businesses,
 - developing the company as well-known provider for training in the field of aviation.

We are committed to act in the manner of not endangering the natural and social environment. By means of 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.

Importance of sustainable development

Sustainable development for the company means much more than just socially responsible conduct in compliance with applicable laws, rules and regulations. It also means taking our own responsibility in economy, ecology and social matters, and by doing so, the company helps strengthen a wider social welfare. We support internationally accepted standards, guidelines and principles, in particular the United Nations Global Compact, the Universal Declaration of Human Rights, the United Nations Conventions and the fundamental standards of the International Labour Organisation, as well as OECD guidelines for multinational corporations. Our development promotes development of the environment where we live. The development level of business and infrastructure of the company directly affects the local and a wider environment in the economic, social and environmental settings. It promotes the development of new jobs, entrepreneurship and infrastructure. However, we are also aware that our main business activity also causes some negative impacts on the environment. We are doing this thoughtfully and well-planned. Our knowledge, time and financial resources are directed to the local environment and to activities at the national level. Our top management is responsible for the adoption of the company’s sustainable strategy and programme. All employees, in accordance with their powers and responsibilities, are included in the implementation of our sustainable programme.

Future and sustainable development of aviation in Europe

A competitive and efficient aviation is central to the development of Europe. The European Union (EU) comprises 4.7 million jobs in air traffic, at airports and in manufacturing industry, thus altogether contributing 510 billion euros to the European GDP. The aviation sector promotes growth and job creation. It has a multiplier effect and is a significant pillar of the EU economy by promoting innovation, trade and high quality of jobs, and this brings direct and indirect benefits to citizens. Regional and local airports play an important role in the development process of regions simply by contributing to the increase in their competitiveness and by facilitating access to tourist services. The entire value chain in aviation has a potential to become a strategic investment sector which could lead to achieving objectives like greener airports or aircrafts, noise reduction and connections between the airport infrastructure and the public traffic. The EU aviation strategy from 2015 has been establishing the frame which would help the European aviation keep its leading role in the world and with which it confirms Europe’s pioneer commitment to sustainable aviation. The aviation sector is essential to the European traffic network and indispensable for ensuring connectivity and territorial cohesion in the EU and worldwide. In twenty years (from 1995 to 2014) the number of passenger kilometres in EU-28 increased by around 23%, while it jumped in air traffic by around 74%. In the same period the share of air traffic increased from 6.5% to 9.2% in the total passenger traffic, which is by far the largest growth among all modes of transportation in the EU.

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Air traffic also plays a significant role in achieving climate objectives in the EU by introducing some measures to reduce greenhouse gas emissions. It is also expected in the near future to take some additional new measures for reduction in CO₂ emissions and other greenhouse gas emissions; some technical measures (development of alternative fuels, highly efficient aircrafts, green airports) and also some political ones (following international agreements). In October 2016, ICAO (International Civil Aviation Organisation) adopted at its 39th session the agreement on adopting a global market-base measure (GMBM) to reduce emissions caused by international aviation. 65 countries voluntarily committed to participate in taking this measure by 2027. It is projected by this programme that around 80% of GHG emissions exceeding the levels from 2020 will be levelled off by 2035. In line with the set of measures issued by the European Commission on circular economy, some new initiatives are expected in order to increase environmental capacity and reduce GHG emissions and noise arising from the operational activities of airports. This package of measures involves the introduction of renewable fuels (biofuels), development of effective certified systems of environment-friendly recycling, scrapping and reusing the material for new aircrafts, promoting “green airports” and “green routes” to airports and highly efficient logistics management.

The main challenge in the EU aviation growth (the air traffic is forecast to rise in the coming years) is elimination of limitations in terms of capacity, effectiveness and connectivity. Fragmentation of the European airspace means costs of at least 5 billion euros (because it extends flight times, causes flight delays and increases fuel consumption) and it produces up to 50 million tons of CO₂ per year. Capacity limitations at EU airports might lead to a loss of up to 818,000 jobs by 2035. For this reason, the EU takes the future air demand in its future plans into consideration, and it is also seeking to prevent congestions. The strategy underlines the importance of completing the Single European Sky project which would optimise the use of the EU airports currently having the highest frequency of air traffic, and which would allow monitoring the connectivity inside and outside the EU. In the process of assessing and planning measures in the aviation sector at all levels (national, European and international) it is suggested to use connectivity as one of the main indicators. With the airline connectivity index, a profitable specialisation of airports could also be encouraged, including airport groups or networks. This could in the future prevent the emergence of so-called “ghost airports”, and it could ensure efficient use of airports and airspace capacity through identification of intermodal, cost-effective and sustainable solutions. Strict safety standards in air traffic remain a key objective in raising competitiveness.



Passenger terminal extension

In 2017 an extension of the existing passenger terminal is scheduled in order to remove bottlenecks caused by a growing number of passengers and a changed traffic structure. Traffic is getting harder in ever shorter peak periods. The extension will facilitate the diversification of traffic and products. The envisaged solution is modular, i.e. it allows a modular construction which can be effectively and economically adjusted to the development and the needs of traffic at all times. At the same time, it will provide comfort and good quality passenger experience. In the first phase of terminal extension its capacity will be increased from the existing 500 to 1,280 passengers per hour in departure.

It will provide a bigger duty-free shop, a new business lounge, renovated catering facilities and areas designed for promotion. Flight registration will be possible at 22 check-in counters, and the security check will take place in five lines. The existing 700 m² of the baggage handling area will be expanded for a new baggage sortation area of 2,000 m². The existing baggage reclaim area will be bigger and with more capacity.

The existing areas of passenger terminal extending over 13,000 m² will be renovated and functionally connected to the new part of the terminal. After the completion of the passenger terminal extension in spring 2020, the terminal will cover around 22,000 m² of space.

In the first phase of terminal extension its capacity will be increased from the existing 500 to 1,280 passengers per hour in departure.

Figure 2: Conceptual design of passenger terminal extension



Author: Savaprojekt d.d.



Robert Rauch, Head of Technical

»The main function of the airport is to provide as smooth flow of goods and passengers as possible and to deliver the best possible services for them. Passengers are interested in easy access to the airport, a smooth passage through the security check and passport control, fast luggage reclaim service, clear visual information in the passenger terminal, and last but not least, an attractive commercial offer and architecture providing a pleasant atmosphere. Technological innovations are mainly focused on passenger self-sufficiency (f.e. the check-in procedures) and mobile business. The development is tending toward smart airports where passengers are provided with more control over their travel. Good quality infrastructure can certainly improve efficiency and use of new technologies. This project will mean optimum utilisation of space, maximum adjustment and also reduction of our impacts on the environment.«



Business activity

Ljubljana Airport is the biggest airport in the Republic of Slovenia. However, it belongs to small airports considering the volume of its air traffic. Ljubljana Airport and its operating air carriers are chosen by passengers who travel on business, and for tourist and personal purposes. Due to a small market size, individual market segments and diversity of travel needs of our passengers, the marketing policy of the company focuses on all passenger segments.

Graph 1: Business revenues increase in the period 2013–2016 (in EUR)

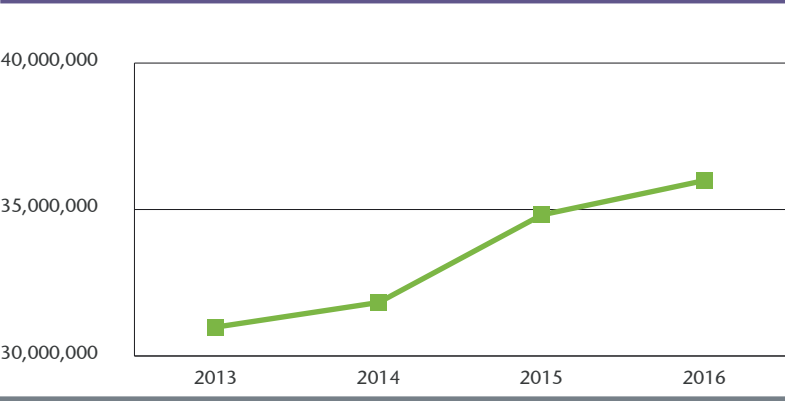


Table 1: Economic indicators

	2016	2015	2014	2013
Balance sheet total	116,809,665	112,614,155	106,075,424	131,027,281
Investments in fixed assets	86,254,776	89,305,107	91,267,011	87,711,763
Equity	102,385,495	100,110,897	92,781,304	124,785,005
Operating revenues	36,068,568	34,899,065	32,048,626	31,265,191
Net sales revenues	35,990,655	34,816,006	31,827,518	30,986,744
EBITDA	14,053,218	13,100,556	11,183,843	10,651,352
EBIT	9,978,103	9,142,293	6,695,484	6,132,027
Net profit	9,047,712	8,441,597	3,593,911	5,194,384
EBITDA/average fixed assets	0.171	0.159	0.139	0.140
EBITDA/operating revenues	0.390	0.375	0.349	0.341
Operating expenses / revenues (in %)	72.3%	73.8%	79.1%	80.4%

Traffic

In the summer and winter timetable in 2016 the network of flight connections increased. In summer, 28 flight destinations in 22 countries were available from Ljubljana Airport with over 220 scheduled flights per week, while in winter, direct 22 flight destinations to 18 countries with over 180 scheduled flights per week were provided by Ljubljana Airport. In summer there were additional 27 tourist destinations available from the airport. Among the new air carriers, the Polish Airline LOT and the Greek airline Aegean Airlines increased their frequency of flights in 2016. The number of low-cost flights also increased that year.

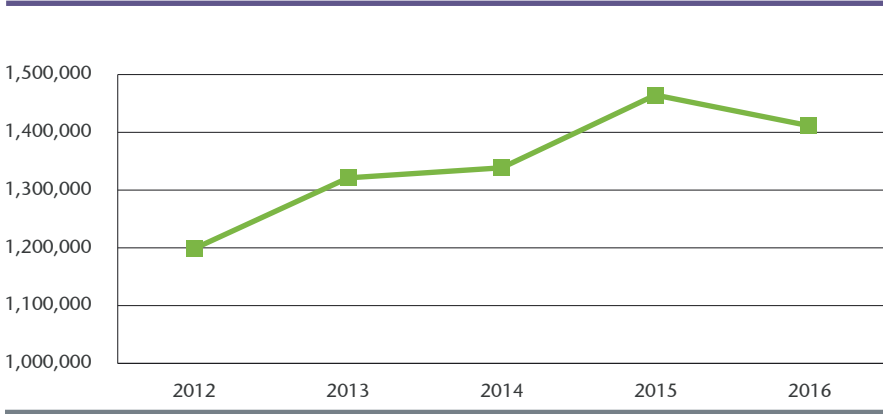
EasyJet increased the number of weekly frequencies of flights; beside the existing flight timetable to London Stansted airport EasyJet also started to fly to London Gatwick airport. Despite the increased network of flight connections, the total number of flight passengers was a little bit lower than the year before. 1,404,831 passengers were served at the airport in public traffic in 2016, which is 2.3% less than the year before. Air cargo volume increased by 2.3% amounting to 10,379 tons, while the total cargo weighed 19,802 tons, which was 5% up from the year before.

In summer, 28 flight destinations in 22 countries were available from Ljubljana Airport with over 220 scheduled flights per week, while in winter, direct 22 flight destinations to 18 countries with over 180 scheduled flights per week were provided by Ljubljana Airport.

Table 2: Traffic figures in the period 2012–2016

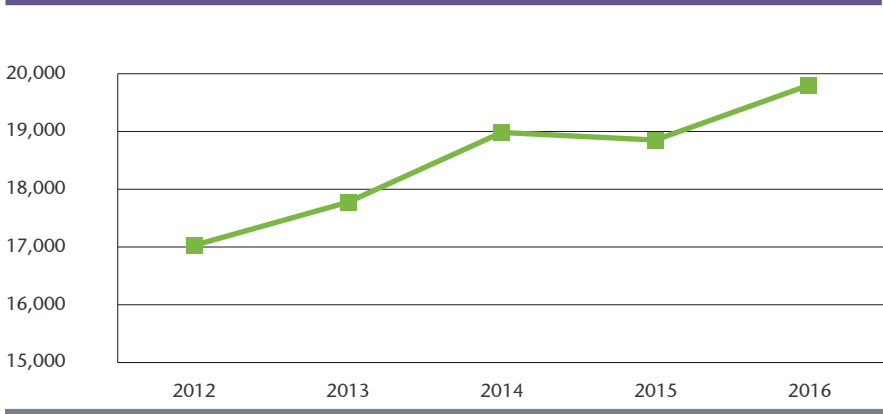
Airport traffic	2016	2015	2014	2013	2012
Passengers	1,411,476	1,464,579	1,338,619	1,321,153	1,198,911
Public traffic	1,404,831	1,438,304	1,307,379	1,267,479	1,168,069
Aircraft movements	32,701	32,894	31,405	33,112	35,019
Public traffic	23,181	23,212	22,361	23,162	24,485
Cargo (loaded and unloaded in tons)	19,802	18,852	18,983	17,777	17,031
Aircraft	10,379	10,143	9,833	9,255	8,801

Graph 2: Number of passengers in the period 2012–2016



In the summer and winter timetable in 2016 the network of flight connections increased at the airport.

Graph 3: Cargo in the period 2012–2016 (in tons)



Total cargo weighed 19,802 tons in 2016, which was 5% up from the year before.

Figure 3: Network flight connections



»In the summer timetable 2017, we introduced a new low-cost airline connection to Amsterdam operated by Transavia air carrier. The passengers of the first arrival and departure flight were served with cakes on stickers in the colours of the air carrier, and the flight crew was surprised by a bouquet of tulips. We wanted to announce and promote the new acquisition within the available flights at Ljubljana Airport by using a little bit different approach. On the first floor of the passenger terminal a backdrop was placed where passengers could be inspired by impressions and expectations of the final destination - the Netherlands. Things reminding of the Netherlands were placed there - bikes decorated with traditional clogs and baskets full of tulips. Passengers and visitors were informed about that new flight destination in advertising spaces and notice boards around the airport.



Monika Jelačič,
Marketing Manager

Management system standards

We regularly strive to achieve a high quality level in order to ensure an appropriate development of the airport 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 the management system standards ISO 9001 and ISO 14001. In 2016, we joined the Fraport Group with the certificate for quality management system standard ISO 9001 as we successfully passed the external audit.

Committees and organisations where we actively participate

In 2016 we continued being active as members of various expert groups operating under ACI Europe. The advisor of the company’s top management is a member of 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 are still a member of Aviation Security Committee which deals with the issue of civil aviation security at airports and suggests solutions in this particular field. We are also a member of the regional airport Regional Airport’s Forum that provides proposals in the interest of small and medium-sized airports and member of ACI Communications Group that joins communication experts for European airports and also a member of Digital Communications Forum.

Risk management

The company is involved in Fraport Group risk management system allowing risk identification and analysis at an early stage and risk management by means of adequate measures. The company’s top management is responsible for risk management. However, all employees, in accordance with their authorities and responsibilities, take over the risk management for specific professional fields. We regularly implement measures to reduce the risks associated with the reduction of air traffic hazards caused by birds, safety occurrences and weather phenomena. A plan of continuous operations is currently in force which involves response measures in emergency for employees or individual business-related critical functions. The plan also determines alternative procedures for getting the operations back to their normal conditions. Risk management is supported by a diversified internal control mechanism. The objectives of the internal control system are compliance with the applicable legislation and regulations, achieving strategic objectives and implementing the company’s strategy. COSO standards are taken into account when performing internal controls in order to identify, measure and manage certain risks that can emerge in individual processes.

Promotion of safety stimulates positive culture of safety and it creates an environment which is favourable for achieving safety targets.

Safety Management System

A significant part of the safety management system is its promotion. The Safety Management System Manual is specially designed for the promotion of safety. We are building a firm safety culture by providing safety trainings and safety communication. Safety training of employees in terms of specific work tasks is performed prior to commencing their job duties. Training of unaccompanied persons is performed before any independent free movement in areas intended for aircraft movement or in any other operational areas of the airport. All safety trainings keep their listeners informed on key risks related to their jobs and safety responsibilities. Within our safety management system we perform a process to ensure the exchange of safety-related information inside the company (internal communication) and with some external associated organisations (external communication). An objective of safety communication is promotion of positive safety culture with the exchange of safety-related information. In this way the emergence of so-called isolated groups could be prevented with which new knowledge, work procedures, standards, safety requirements and cases of good practice could not be shared. Based on indicators showing efficiency of safety and safety policy, some specific objectives are defined at the corporative level.



Civil aviation security

The two fundamental objectives in security of civil aviation are protecting and security of passengers, flight crew, ground staff, airport visitors, aircraft and aviation facilities that are used for protecting against any unlawful acts on the ground as well as in the air. The Airport Security Programme incorporates management of human and material resources via standardised operational procedures and some other security measures to achieve such objectives. Our operating processes are constantly being adjusted to changes in the social, business and legislative environment in order to ensure the highest security and protection standards.

The aim of protecting information is to prevent or reduce potential consequences of security incidents to a minimum and to ensure undisturbed business operations.

Security of information

Our top management recognises the significance of information and the secure information system. Secure and reliable information are of key importance for successful company’s performance. The aim of protecting information is to prevent or reduce potential consequences of security incidents to a minimum and to ensure smooth and undisturbed business operations of the company. By establishing the information management and security system also a principle of confidentiality, availability and integrity of information is established. The information security management system is built on the basis of recommendations of ISO/IEC 27001 standard. The master security policy of information management and information system owned by the company was adopted in May 2016. All employees of the company, their contract workers, students, other external partners with their employees or partners in contact with information owned by the company or declared by the company significant for its operations, are committed to information security.

Professional secrecy, data protection and privacy

We are striving for transparent communication in terms of respecting professional secrecy. Employees know 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 two fundamental objectives in security of civil aviation are protecting and security of passengers, flight crew, ground staff, airport visitors, aircraft and aviation facilities that are used for protecting against any unlawful acts on the ground as well as in the air.

Organisational safety objective	Measurable unit	Monitoring of measurable unit	Unit’s safety objectives
1 Bird strikes (for common buzzard) – 5% reduction of index (normalized for 10,000 operations) in year 2017 and 2018 compared to 2015 and 2016.	Calculated index – number of bird strikes (common buzzard) for 10,000 operations	Galiot – modul Wildlife Birds Management >> Reports --> Birds Strike >> All Bird Strikes by Month of Year	Maintenance, Airport Management
2 Damage to aircraft above 5,7t – major (incapable of flying) – 10% reduction of index (normalized for 10,000 operations) in year 2017 and 2018 compared to 2015 and 2016	Calculated index – Number of occurrences with damage to aircraft above 5,7t for 10,000 operations	Galiot – modul SMS Safety (SMS) >> Safety Assurance >> Performance Measurement & Monitoring >> SMS Performance – Custom Performance Indicators >> SPI – Impact of Event	Airport Management, Airline Management, Ramp Handling
3 DRG safety occurrences/incidents – 10% reduction of index (normalized for 10,000 operations) in year 2017 and 2018 compared to 2015 and 2016	Calculated index – Number of DGR occurrences/incidents for 10,000 operations	Galiot – modul SMS Safety (SMS) >> Safety Assurance >> Performance Measurement & Monitoring >> SMS Performance – Custom Performance Indicators >> SPI – Impact of Event	Cargo Handling, Safety & Security, Passenger Handling, Airline Management, Ramp Handling

Sustainable Communications

We cherish a planned and systematic in-house and external communication. When communicating with public, we pursue the principles of proactive, honest, transparent and non-discriminatory communication style and timely response.

Our communication supports our business objectives, and is adjusted to each stakeholder group individually. Within our communication we pursue the following objectives:

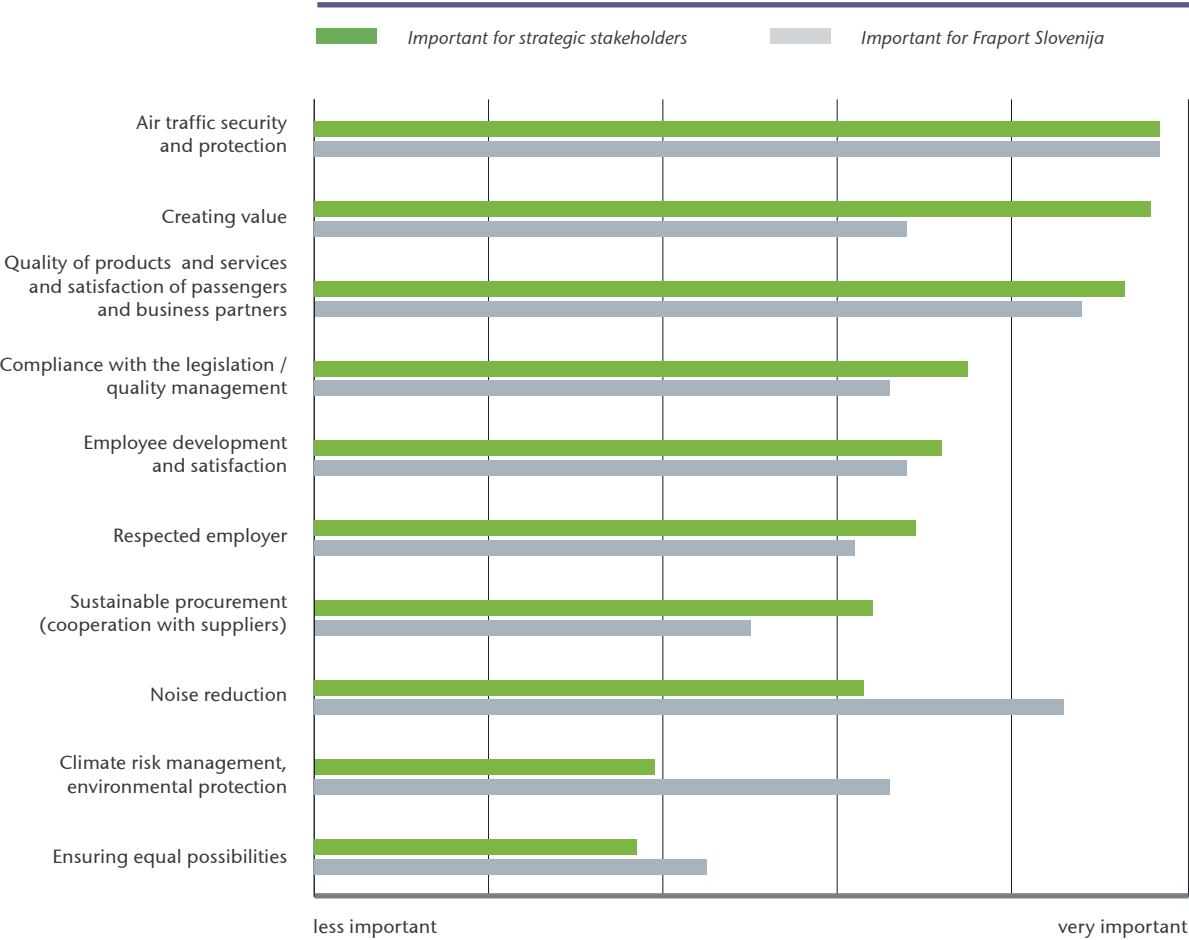
- Enhancing reputation and credibility of the company.
- Raising awareness of the company’s identity and benefits.
- Building trust in the company.
- Establishing a direct relationship with our service users, based on a dialogue.
- Highlighting advantages, positioning of the company as an advanced, well-regulated and development-oriented organisation which intensively monitors trends in the field of aviation, and which cares for the needs and wishes of all users by providing them a comprehensive care.

The matrix of materiality

The matrix of materiality is a tool with which the company identifies and manages risks and opportunities in its relation to the strategic public. The key materiality fields in our communication have been determined by GRI (Global Reporting Initiative) guidelines and an interactive dialogue with groups of our key stakeholders. The matrix of materiality reflects a deeper understanding of the company, in terms of sustainable development, which is not limited only to environmental issues but it also addresses economic and wider social aspects. At the top of our endeavours we put safety and security of air traffic, which is also the highest priority of our strategic stakeholders.

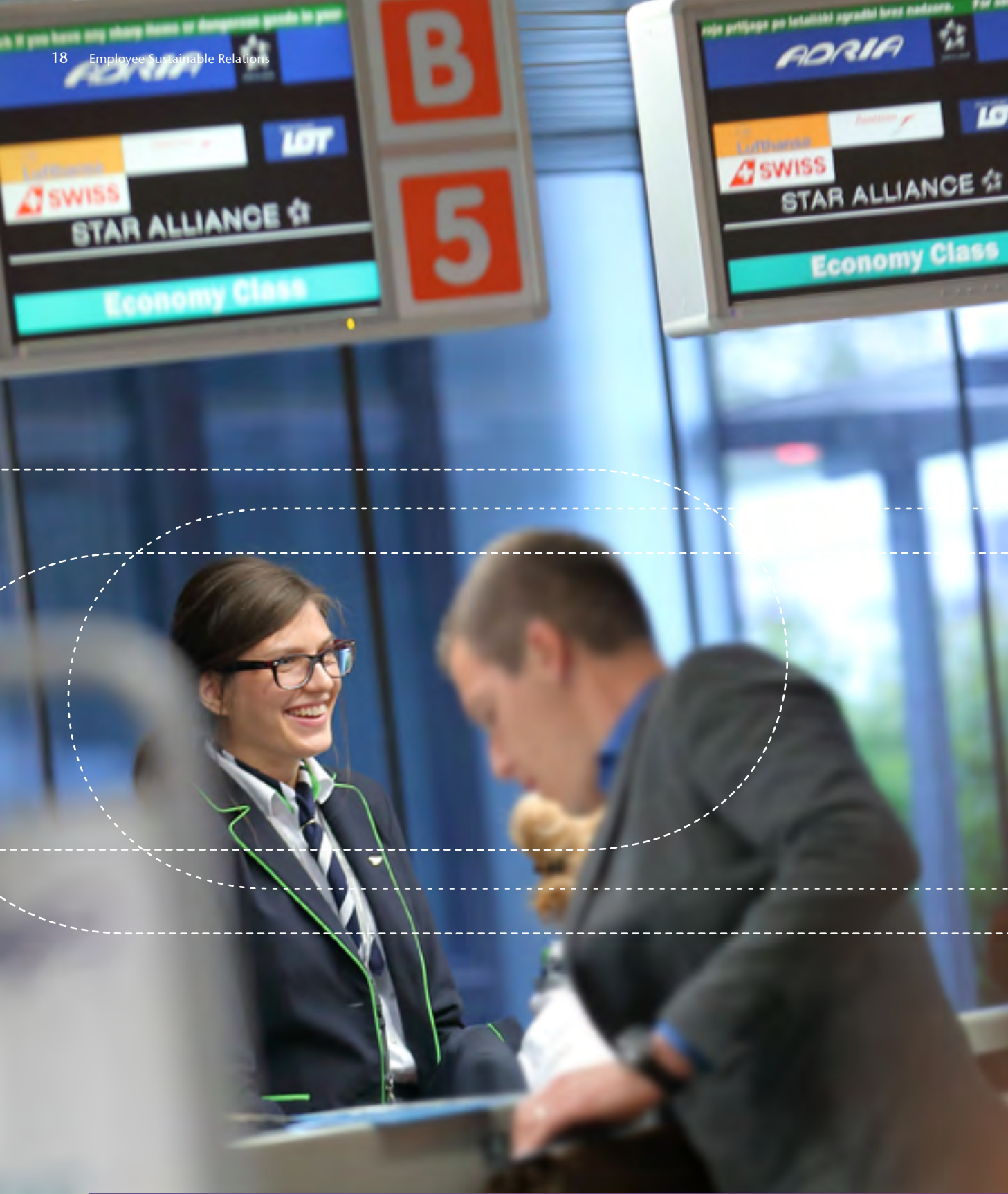
Quality of products and services, and satisfaction of passengers and business partners are at the heart of all our business processes. We wish to create added value with all what we do with fully respect for applicable legislation. Jointly with our strategic stakeholders we constantly ensure increasingly effective protection against noise. We emphasise the importance of personal development and satisfaction of our employees, since highly qualified and highly motivated employees are our key competitive edge. In 2016 the matrix of materiality was harmonised with sustainability guidelines of the owner Fraport AG.

Graph 4: Matrix of materiality



Creating sustainable relations with strategic stakeholders

Strategic stakeholder	Employees	Passengers and visitors	Business partners	Owners	State and the EU bodies	Local community	Media
Goals	Satisfied and motivated employees Positivity and openness among employees Successful business performance	Giving maximum consideration to passengers’ and visitors’ wishes and needs Providing current information on our services and flight information, which allows information flow necessary for mobility of population	Giving maximum consideration to wishes and needs of our business partners Achieving common sustainable goals and enhancing good business relations	Achieving business outcomes Fair relations, long-term company’s development	Compliance with the statutory competences of state and the EU bodies in accordance with the principles of the rule of law	Establishing and retaining good relations, high-quality environment, and developing social environment	Credible information on company’s activities Enhancing the company’s reputation and prompt elimination of eventual communication noise
Communication tools	• Daily information on everything in connection with the company and employees over the intranet portal. • Regular meetings and colleges. • Office hours of the management for employees. • Bulletin boards. • Annual social events for employees and their children. • Regular and open dialogue with the trade union and the works council. • Answering employees’ questions, expressing employees’ opinions and suggestions. • Employees’ meetings. • Organisation and co-financing social events.	• Direct attitude of employees towards passengers and visitors. • Website. • Brochures, leaflets and other printed material. • Systematic collection of questions, responding to opinions, suggestions, complaints and words of praise. • Tours around the airport. • 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.	• 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 networks.	• Personal communication. • Phone and electronic communication. • Financial and business reporting. • Sustainability reports and other business documents.	• We are involved in preparation of procedures of sectoral regulations in the phase of public consultation.	• Sponsorships and donations for local events, organisations and individuals. • Communication via local media. • Open days at the airport. • Tours around the airport. • Providing practical training. • Responses and activities upon relevant topics and questions posed by the local population (f.e. 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 (publicity stunts). • Timely and honest answers to all questions. • Checking and analysing all publications in media (press coverage).



Excellent staff are traditionally our competitive advantage, so education and training of our employees are among our strategic priorities.

Sustainable Employees Relations

Employees are the drive and the heart of the company. It is the drive of the company simply because the company could not have reached such quantity and quality of its growth in the period of more than half of the century without employees, their capabilities, qualifications and willingness to continuously pushing the boundaries and setting higher goals. It is the heart, because the company needs employees who follow their heart, their personal commitment and use their friendly adaptability when performing good quality services in fast changing time, intended for people with a variety of needs and wishes. We need excellent knowledge and great experiences, and the same time, boldness of innovative thinking.

At the end of 2016, there were 399 employees in the company: 388 employees employed for an indefinite period of time and 11 for a definite period of time. Traditionally, men prevail in the company employee structure. We take care of healthy age distribution of our employees by using a strategic human resources management which enables an intergenerational exchange of knowledge and experiences. There are almost 9% of employees in the age group up to 30 years of age, 37% of employees fall into the age group 31-40, and 38% of employees fall into the age group 41-50. There are 15% of employees in the age group 51-60, and only 1.5% employees are older than 60.

Partnership relations with the employees

All employees are provided with the possibility of their direct influence on their working conditions, and on the rights and obligations of the employer and employees, since the company's collective bargaining agreement and its general acts are adopted by coordination between the management board, the trade union and the works council of the company. The company collective bargaining agreement applies to all employees in the company, except to the managing director and the procurators. All employees are included in collective Voluntary Supplementary Pension Insurance.

Table 3: Employees according to their age and gender dated on 31st December 2016

Age group	Number of employees	Percentage	Male	Female
21–30	35	8,8	29	6
31–40	147	36,8	106	41
41–50	151	37,8	105	46
51–60	60	15,1	49	11
Older than 60	6	1,5	4	2
Total	399	100	293	106

All employees are included in collective Voluntary Supplementary Pension Insurance.

Employee loyalty and fluctuation

We build employee loyalty on the basis of continuous, honest and comprehensive information and with an open dialogue thus contributing to a more relaxed organisational climate. Satisfaction with working conditions and interpersonal relations actively contributes to commitment and motivation of all employees. Consequently, our job fluctuation is quite low. In 2016 only five employees of the company terminated their employment contract for an indefinite period of time.

Table 4: Employee fluctuation in 2016

Age group	Number of terminations (voluntary)*
Up to 30	0
31–40	4
41–50	1
51–60	0
Older than 60	0

* Excluding retirement, death and terminations under Article 108 of the act ZDR-1 (Labour Relations Act), considered are only employees for an indefinite period of time.



Model of the new firefighting training centre

We are educating our employees

Education and trainings of employees are among the strategic priorities of the company. We know that excellent staff traditionally bring competitive advantage over the competition. In compliance with our service activity we promote internal trainings as well as more formal training courses provided by professional institutions in Slovenia and abroad. There are many professional in-house training activities available for employees within the Training School. Within our Human Resources & Training department and the Training School there were 10,914.5 hours of internal training performed in 2016 for regular employees, which were participated by 2,835 employees. On average, each employee participated in 27.7 teaching hours annually, which represents 9.7 hours more than the year before, when only 18 teaching hours per employee were performed. Most of the trainings were dedicated to the renewal of the licences for airport professional staff and trainings in the field of airport security. In the course of other in-house trainings, the majority of teaching hours were devoted to the fields of project management, andragogical training of lecturers and instructors, communication in crisis events and to the airport security.

Beside in-house trainings of the Training School, 2,822.5 teaching hours were also performed for 775 external candidates. Each candidate performed 3.6 teaching hours of training over the year. Most of the trainings were devoted to revising knowledge in the fields security at the airport, and licensing. In 2016, the employees attended 80 out-of-house training activities in total.

Among all, the most frequent type of training was dedicated to professional vocational trainings aiming to upgrade professional knowledge and qualification necessary for their job. The second most frequent training was in the fields of informatics and computer science. 129 participants attended external trainings. They performed 3,507 teaching hours in total. 27.2 teaching hours were performed per participant and 8.9 teaching hours per employee.



Fraport Aviation Academy

Fraport AG established Fraport Aviation Academy at Ljubljana Airport at the end of 2016 and is managed by Fraport Slovenija. Its main purpose is to meet educational needs of the airports operated by Fraport Group and the airports in the wider market. The Academy will initially provide trainings in the fields of airport management, ground handling, and protection and rescue management - the fields where Fraport Slovenija and Fraport AG have been active for many years. A new firefighting training centre is going to be built for additional training at Ljubljana Airport. The vision of Fraport Aviation Academy is to become the leading academy inside the global aviation industry.

We wish to upgrade our knowledge in the field of airport management by integrating different aviation fields, thus creating a more comprehensive educational concept. In the future, this concept will be extended to the fields of airlines, air traffic control and government institutions. In 2016, the company entered into partnerships with several significant organisations and institutions. Several Letters of Intent were signed in 2016: with the Administration of the Republic of Slovenia for protection and rescue, with the Faculty of Organisational Sciences in Kranj and with Air Traffic Control of Slovenia.

The vision of Fraport Aviation Academy is to become the leading academy inside the global aviation industry.

»Upon establishing Fraport Aviation Academy, the parent company Fraport AG showed its willingness to invest in the long-term development of Ljubljana Airport and its employees. The new education centre will provide numerous training courses in the field of prevention and management of crisis situations, and this will contribute to a better qualification of airport staff around the world and consequently to a greater air traffic safety.«



Tina Javor, Sales and Marketing Manager

Occupational safety and health

A high level of occupational safety and health of all employees is a strategic commitment of the company. We ensure safe, healthy and hygienic working environment for all employees and take all necessary measures to prevent accidents and harmful effects of our business activity on the health of our employees. Alcohol and drug consumption are strictly prohibited during working hours, and are not allowed anywhere in the company’s premises. To achieve a high level of occupational safety and health of employees, we raise employee’s awareness by organising topic-related regular trainings and by using a consistent control over the use of personal protective equipment. The company encourages its employees to take their personal responsibility for maintaining their health, and it actively motivates them in many different ways in order to maintain and develop a healthy lifestyle. The number of injuries has stood under 10 injuries per year on average in the recent years, and we managed to reduce this number to only three injuries last year. Although there are merely minor injuries, such as injuries to legs, arms, fingers, backaches and similar injuries, we are pleased to see improvements in this particular field. Occupational diseases have not been recorded yet.

Absence from work

There were 4,607 days of absence from work recorded in 2016. Approximately 58% of all absences were due to sick leave, and the second most frequent reason was maternity leave (24%).

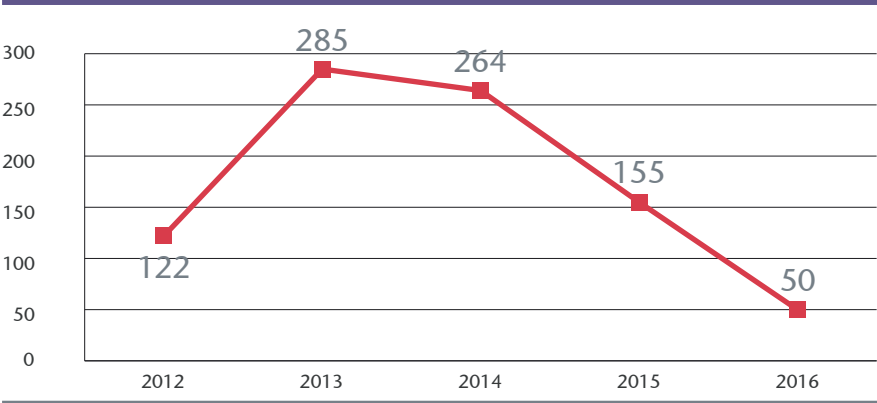
Maternity and paternity leave

Six female employees and one male employee took maternity leave in 2016 (the time span was however different). 14 male employees decided to take paternity leave immediately after the childbirth. Five girls and thirteen boys were born to our employees. The employees were rewarded with 150 euros for each newborn baby.

Table 5: Number of occupational injuries in the period 2012–2016

Year	Number of occupational injuries
2012	9
2013	7
2014	9
2015	12
2016	3

Graph 5: Absence from work in days due to occupational injuries in the period 2012–2016



Graph 6: Absence from work by cause in 2016 (in %)

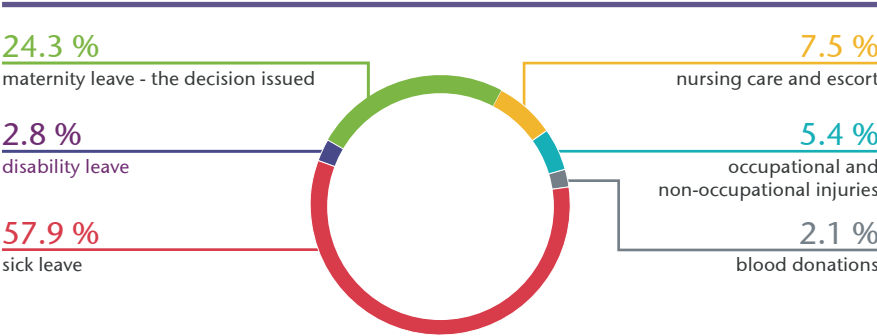


Table 6: Employee absence from work in 2016

Absence less than 30 days	Number of days
Sick leave	2,433
Occupational injury	36
Absence more than 30 days	Number of days
Sick leave	236
Occupational injury	14
Non-occupational injury	198
Nursing care and escort	345
Maternity leave – the decision issued	1,119
Disability leave	131
Blood donations	82
Other	13
Total	4,606



Code of Ethics and Standards of Conduct

Guidelines for ethical and moral conduct of employees and other persons working in or for the company are laid down in the company’s Code of Ethics for Employees and Standards of Conduct. 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. The Ethical Committee did not receive any complaint about violation of the Code of Ethics in 2016.

Ensuring equal possibilities

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.

Freedom of association and the right to collective bargaining

We respect the fundamental right to freedom of association and the right to collective bargaining with the purpose of determining general working conditions in the company. The authorised corporate bodies that represent employees provide an open and trusted cooperation aiming at assuring fair enforcement of interests of all in the company.

Culture of justice

A high level of safety is central to quality performance of our services. With the purpose of continuous improvement of safety and security standards of the company encourages all employees to preventively warn about and report on any potential or actual threats, incidents, accidents, safety deficiencies or any other safety-related issues or circumstances. Safety reports submitted by employees are a valuable source of information used to improve safety. Safe air traffic requires thorough and independent reporting on all safety events which affect or could affect air safety.

Reporting to employees is provided via several different means of electronic safety reporting (intranet, company’s website or e-mail address). We have also established the system of safety reporting by using mail boxes called Safety box. Within safety reporting we ensure strict confidentiality of all persons; the person reporting and the persons being mentioned in safety reports. Safety reporting can also be done anonymously. Safety reporting is based on the so-called culture of justice where all employees know they are treated fairly even in cases where reporting on safety events or circumstances personally involves also them. With all available ways or tools we are striving to establish a trusted environment in which employees will be able to report on any safety event freely and without fear of possible consequences. However, it should be clear to all employees where the line between acceptable and unacceptable safety behaviour is. Unacceptable safety behaviour includes a deliberate violation, a serious non-compliance with the risk factor, a serious lack of professional accountability, and work under the influence of alcohol or other psychosomatic substances. In such cases, contrary to the principle of non-punitive policy in the culture of justice, also punitive measures can be taken against the violator.



Prevention of mobbing

We reject any maltreatment that would cause violation of the dignity and personality of employees. With the Rules on prevention and elimination of consequences of harassment and ill-treatment at workplace we want to ensure adequate measures in cases of violation. Professionally qualified and empowered representatives help employees in cases of addressing and preventing the issue of mobbing at work.

Child labour and youth work

The company rejects all forms of forced labour and child labour. The age limit for work permitted by legislation 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.

Matej Valič Prize

Each year a prize for special achievements is granted to an employee or a team of employees. The prize is named after our former employee, the late Matej Valič who personified in a unique way the company. He promoted the values of integration, loyalty, sacrifice and fellowship. With this award we would like to encourage work colleagues to sacrifice and commitment to work at the airport.

Previous winners of Matej Valič Prizes

2011	Matej Valič
2012	Tomaž Škofic
2013	Zimska služba
2014	Igor Krušič
2015	Ciril Kern
2016	Tomaž Prezelj

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 working environments, which additionally contributes to a variety of suggestions for new improvements.

Reputable employer

For the second year in a row, we were awarded for a reputable employer of the year by the employment portal MojeDelo.com in 2016. We were recognised by jobseekers as a successful and stable potential employer of the years 2007 and 2009, and this reflects a company’s stable reputation as a desirable employer.

Family Friendly Enterprise

A high level of employee satisfaction and loyalty results also from company’s measures which facilitate harmonisation of employees’ professional and private life. In April 2017 we became a holder of a full Family Friendly Enterprise Certificate and joined the group of companies committed to facilitate work-family balance and to increase its social responsibility. The company managed to successfully implement 11 family-friendly measures over the past years, thus enabling its employees to facilitate their work-family life balance. Employees with family or other private obligations have the opportunity, for a definite period of time, to take the advantage of a part-time work even beyond the legally entitled period of part-time work. In the week when an employee’s child is being introduced in a kindergarten or school, such employee is allowed to work flexible time in agreement with the superior. The company promotes and organises active holidays for employees’ children (camps, daily child care, etc.), it gives presents to each employee’s newborn baby, and it organises Open day for families each year.

In the context of the Family-Friendly Enterprise Certificate we took four additional measures in 2016. In this way, we want to support the employees finding themselves in extraordinary family situations, to create new bonds between the society and local community, and to facilitate parents’ obligations. We are convinced of the effects of such measures to be a help to our employees in balancing their work and family obligations.

Absence due to extraordinary family reasons with paid social security contributions

In addition to the rights under the Company collective agreement, an employee is granted unpaid leave in the duration up to 30 days per year in case of extraordinary family reasons. In such cases the company pays social security contributions for the employees. Extraordinary family reasons also include the event of escorting a hospitalised child, which can not be claimed as paid leave.

Corporative volunteering

The company promotes its employees to participate in voluntary activities. Activities are organised either during working hours or by active participation of employees in voluntary activities being organised by others in the immediate or a wider environment.

Gift giving to first-class pupils at the beginning of the school year

The company grants a practical gift to all first-class pupils, children of our employees.

Protection of school-age children

During school holidays, school-age children of our employees (between the age of 6 and 10) are provided at least one day per year with a professionally qualified child care organised by the company.

In April 2017 we became a holder of a full Family Friendly Enterprise Certificate and joined the group of companies committed to facilitate work-family balance and to increase its social responsibility.

»The Family Friendly Enterprise Certificate and all its implemented measures confirm the company’s continual endeavours for the well-being of the employees and their family members. Commitments of a Family Friendly Enterprise shall contribute to a better working environment among employees by giving a sense of security in transition between the private and professional life. Our measures are different in terms of their content and are intended for all employees. Festival ‘Entertaining airport’ is unique among all the measures, since it originally and amusingly illustrates the backstage of the airport and joins airport lovers of all ages. In the future, we will continue striving for a responsible and sustainable attitude to the employees and to the wider social community.«



Alenka Pečnik,
Human Resource Expert



The average score based on 20 visits of the mystery shopper was 89% (compared to 78 % in the year 2015). To increase the level of passenger satisfaction we organised some workshops titled Customer Care for all the staff providing services to passengers.

Sustainable Relations with Passengers, Business Partners and Visitors

Passengers, business partners and visitors are at the heart of our business process management and the strategic development planning. Capacities and quality of the airport infrastructure, and efficiency of our business processes are essential for the quality of our services, satisfaction of our users, and consequently for the overall business performance of the company. A lot of attention is paid to regular monitoring of the needs and wishes of the airport users. At the same time, we are striving to surpass their expectations. By doing so, we are creating long-term relations with all airport users.

Informations for passengers

We are especially attentive to clear, correct and visible marking at the airport in order to make our passengers feel well and to keep them posted on the latest information. 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. For persons with reduced mobility our car park enables reserved free parking places which are visibly marked and located in close proximity of the lifts and the exit from the car park. We regularly inform the passengers about an outbreak of contagious diseases on screens in the passenger terminal by giving them information on disease symptoms and possible preventive measures. We have found no inconsistencies in the field of marking so far.

Web check-in

The company follows modern electronic channels, thus it simplifies passenger's preparations for the flight. Web check-in is available for the passengers holding an electronic ticket and travelling from Ljubljana Airport with scheduled air carriers only. Flight check-in can be made until 60 minutes before their plane departure, so the passengers can avoid eventual crowd in front of check-in counters. Upon their check-in, the passengers can choose via the internet to receive a copy of their boarding pass on their mobile phone in the form of an SMS. Via the SMS they receive the internet connection, the access to the copy of their boarding pass. Upon entering the passenger terminal, they log into free wireless network (Wi-Fi) and open the access to the copy of their boarding pass. This copy is equivalent to the printed copy of their boarding pass, so printing is not necessary. At the gate, instead of showing a printed copy of the boarding pass they show their mobile copy of the boarding pass on their phone and they can board the plane.

Premium services for passengers

With a special arrangement, our passengers are offered premium services. Our highly qualified staff are available for such passengers from the first to the last contact with the airport. 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.

Quality audits of our business operations

External audits made by our partners and inspectors reflect the quality and success of our work. In 2016, we successfully completed 105 inspections, 17 audits performed by air carriers, and 2 audits of the quality and the environmental management system in compliance with ISO standards. Where necessary, we prepared corrective and preventive measures in order to prove that our operations are 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 182 hours to scheduled internal controls.

In 2016, we successfully completed 105 inspections, 17 audits performed by air carriers and 2 audits of ISO standards (9001, 14001).



Analysis of complaints and compliments

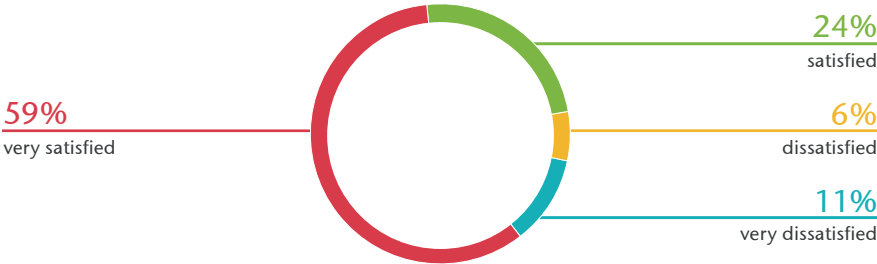
We appreciate opinions of our passengers about the quality of our airport services. That is why we regularly measure their satisfaction by questionnaires and by a systematic check of passengers’ complaints and compliments. 72 complaints and 36 compliments given by passengers, airport visitors, air carrier staff and other partners were handled in 2016. We accurately analyse all the complaints and compliments, and where possible, we prepare adequate measures. Most complaints were related to services provided to passengers; the majority of them were about the check-in procedures. There were also some complaints about the airport management, maintenance and taxi services. Compliments were mostly related to kindness and professionalism of the staff at the check-in and also to excellent organisation of tours around the airport. Compared to 2015, the number of complaints were reduced by 48% (137 complaints in the year 2015), and the number of compliments increased by 20% (only 30 in the year 2015).

Satisfaction with the security control

In addition to providing safety and accuracy, the company’s mission is also a provision of high quality airport services and other commercial services. So, we decided to keep a close eye on passenger satisfaction with our security control. As a measuring method we took a user-friendly 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 just 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 2016 to 31 December 2016 we recorded 30,140 replies, of which 17,677 (59%) passengers were very satisfied, 7,171 (24%) passengers were satisfied, 1,999 (6%) of them were dissatisfied and 3,293 (11%) were really dissatisfied.

Graph 7: Passenger satisfaction with the security control in 2016



Mystery shopping

In 2016 we carried out the activity of mystery shopping in the fields of check-in procedures, security control, Duty Free shop and airport catering services. The areas measured by the mystery shopper for catering services were the following: food and beverages served, the procedure of serving, tidiness of the staff, additional sale, communication among the personnel and some other criteria determined by the mystery shopper. The research was made to check the quality of the operations provided by our catering partners. In 2016, all nine locations providing catering services at the airport achieved the score between 90% and 94% based on 12 visits of the mystery shopper. These results can confirm high quality of catering services offered at the airport. The areas measured 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 determined by the mystery shopper.

The research was made to check the quality of the operations provided by our partner in the field of security control services. The average score based on 20 visits of the mystery shopper was 82% (compared to 69% in the year 2015). 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 determined by the mystery shopper. The research was made to check the quality of the operations provided by our partner in the field of commercial services. The average score based on 20 visits of the mystery shopper was 84 % (compared to 80% in the year 2015). These results were presented to our business partners and we jointly determined corrective measures to improve the level of customer satisfaction. The areas measured by the mystery shopper at the check-in desks are the following: orderliness of a check-in desk,

check-in procedures, tidiness of the staff, communication among the employees, and some other criteria determined by the mystery shopper. The research was made to check the quality of the operations provided by our employees, and to look for opportunities to make improvement within the check-in procedure. The average score based on 20 visits of the mystery shopper was 89 % (compared to 78 % in the year 2015). To increase the level of passenger satisfaction we organised some workshops titled Customer Care for all the staff providing services to passengers.

The average score based on 20 visits of the mystery shopper was 82% (compared to 69% in the year 2015).





We are aware that transport of passengers, visitors and employees to the airport plays a significant environmental impact.

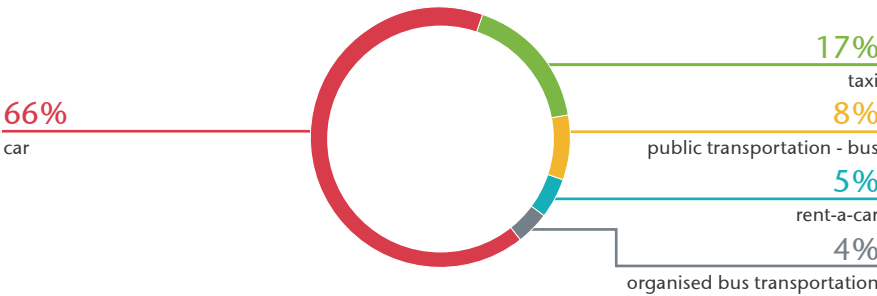
Transport to the airport

Along with the Slovenian government and some other strategic partners, the company is aiming, in the long run, to establish such an intermodal transport network which could be most optimal for passengers, visitors and employees, while at the same time having favourable carbon footprint. According to the last available data, the vast majority of passengers and visitors use their cars for driving to the airport. Less than 20% of passengers take a taxi to get there, and less than 10% of passengers use a public transportation - bus.

Well-organised car park

Over 1,300 parking places are available for visitors in the covered car park just in front of the passenger terminal, and almost 2,000 parking places are available in outside parking areas. Parking places for the disabled are specifically marked in the car park. Over 1,000 parking places are located in open air parking (P2) directly upon the entrance into the airport, and additional over 900 parking places are available in open air parking (P1), next to the existing main road Kranj-Mengeš.

Graph 8: Transport of passengers, visitors and employees to the airport



Children at the airport

The company pays a special attention to children and families with children. Under special circumstances, children can travel by plane unaccompanied if their parents or carers bring them to the airport, and someone else is waiting for them at the destination airport. The parents or carers leave their children to the ground staff and the ground staff takes care of them and escort them to the final boarding where the children are handed over to the flight cabin crew. Their parents or carers 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. Our ground staff will make sure that children are not bored while waiting for their flights. Kids’ corners are waiting for them in the Schengen and non-Schengen sections of the passenger terminal. In the enclosed play area there are several aircraft-shaped toys, games

and other features for children, and a large Učila book collection. The toys and other playground equipment there may only be used under the supervision of an adult person. Beside playground equipment, families with children have also available pushchairs which they can collect at their check-in. After the check-in, the passengers can use the airport pushchairs until they board the plane. The use of airport pushchairs is free of charge. The changing rooms for babies are located in women sanitary facilities.

Our ground staff will make sure that children are not bored while waiting for their flights.



Logistics centre

The company is an agent for the supply of goods at Ljubljana Airport. Our customers are air carriers, freight forwarders, sales agents and road hauliers. Numerous air carriers only have their sales agencies operating in Slovenia. Preparation of goods, and their physical and documentary supply are performed in the air cargo warehouse. The contracts with our customers are based on the ground cargo handling standards, regulations on air traffic safety and requirements of customs legislation.

Ljubljana Aircargo centre has a really convenient position at Ljubljana Airport, since it has a direct connection to the motorway and a direct access to the airport apron. 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 permits as an authorised consignee for registration and preparation of goods on the basis of in-house customs clearance in case of import, and the permits as an authorised consignor of customs goods.

With the planned airport city (so-called Aeropolis) the company 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 means of transport will be performed. It will be intended for storing goods and for some other logistic needs of cargo handling.



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 are striving for procurement procedures providing long-term effects on the environment, which includes the following: reduction greenhouse gas emissions and air pollutants, improvement of energy and water efficiency, reduction of ozone-depleting substances, reduction of waste generation, reuse of materials and products, increased and improved waste separation, reduction in hazardous waste and in toxic and hazardous chemicals and substances.

Sustainable Suppliers Relations

The company perceives its socially responsible and sustainable mission within a context of extended operations, thus including also its lessees, contractual performers and other business partners. In 2016, the Code of Ethics for our suppliers was adopted. It is expected from the suppliers to commit themselves to follow the provisions of the Code.

Our suppliers and service performers shall comply with all applicable national laws and regulations, and other adequate internationally accepted standards, guidelines and principles. They are to respect relevant anti-corruption laws and regulations, international anti-monopoly legislation and regulations, and competition law. Business partners shall provide a safe, secured, healthy and hygienic working environment, and take necessary measures to prevent accidents and adverse health effects. They must respect the right of all their employees to freedom of association and the rights to negotiate to conclude collective agreements. They should also protect them against any potential adverse effects. They shall not allow any form of forced, compulsory or involuntary prison work that could violate human rights.

We expect from our business partners to comply with environmental protection rules in terms of applicable international standards and statutory provisions. All our new lease contracts and contracts with contractors now include a special contract clause with which a lessee or the contractor gets informed about the lessor's environmental protection policy laid down in details in our Environmental Protection General Condition. In the future, we are going to systematically transfer all elements of our sustainable commitment into our supplier relations at all levels.

Prevention of corruption

We reject all forms of corruption and bribery, and we strive for compliance with international and local anti-corruption laws. We expect from the suppliers to respect the entire international anti-monopoly legislation and regulations, and competition law. We constantly check eventual price fixing policies or conditions in cooperation with competition, and all various kinds of agreements or arrangements for competition restriction, particularly the ones with the competition that would want to limit the market to only specific market operators, and thus clients. In case of any non-competitive conduct of suppliers we will terminate our business relations with them. In accordance with the implementation of ABC supplier assessment, we also pay attention to the mentioned topic.

Sustainable Procurement Policy

Supplier relations are regulated, among others, in our Sustainable Procurement Policy. Thus, when purchasing office paper, we have been following the principles of Green public procurement since May 2013. We only purchase office paper which is not bleached with chlorine (ECF, PCF, TFC), the office paper that is primarily made of wood

and originates from legally cultivated and sustainably managed forests (FSC, PEFC, SCI, etc.) and/or the paper with a recognised environmental symbol (Ecolabel, Blaue Engel, etc.). We purchase office paper (A4 and A3 format) from 100% recycled primary raw material.

Local procurement

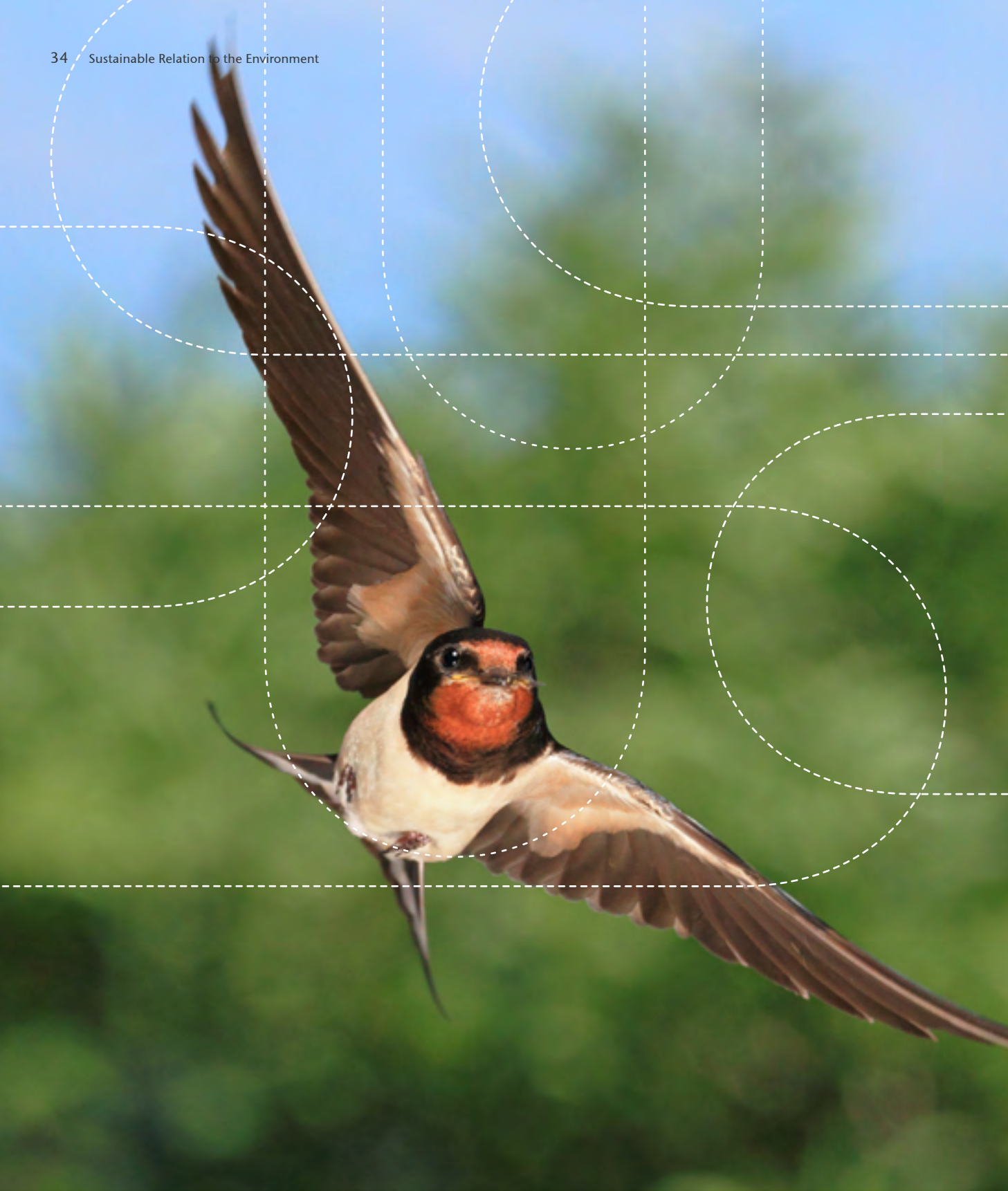
With its successful business activity the company wishes to affect economic development of the environment where it operates. According to our estimation, approximately 90% of our suppliers originate from the local environment, i.e. having their registered office in the Republic of Slovenia.

Environment-friendly cleaning service

Orderly and clean environment is essential to the well-being of all stakeholders of the company. The employees use ecological cleaning agents on a daily basis, and also the cleaning contract with the cleaning provider defines cleaning by using environment-friendly cleaning agents (the Ecolabel flower).

Green energy

Electrical power provided to the airport by its suppliers is generated from 100% renewable energy sources.



Attitude to the environment is one of the key parts of company's corporate management system. Our strategic objectives in the environmental fields are determined on the basis of the company's sustainability strategy. Sustainable coexistence with birds is one of our strategic priorities.

Sustainable Relation to the Environment

As the main airport in Slovenia we have a considerable impact on the immediate environment. For this reason, we feel special commitment to the environment and we take it seriously. The Integrated Governance System Manual constitutes our master document providing a link to requirements of quality management systems, environmental protection and occupational safety and health . The environmental management system (ISO 14001) defines in our environmental segment the corporate environmental policy and the main environmental aspects, their impact and environmental targets, and programmes.

Environmental policy

The environmental policy following the principles of sustainable development also incorporates environmental commitments, strategic objectives and also policies and action plans of individual specific fields, which have impact on the environment.

Environmental commitments

- Taking measures to reduce aviation noise and noise from other sources.
- Reducing carbon dioxide emissions and other greenhouse gas emissions.
- Encouraging efficient consumption of energy use, water and paper.
- Taking measures to prevent pollution.
- Introducing best practices in the field of waste management.
- Preserving biodiversity and natural values.
- Reducing pollution and soil degradation.
- Incorporating environmental guidelines into public procurement procedures.
- Encouraging responsible and adequate conduct in terms of educating, informing and raising awareness of all employees about the aspects of their scope of work related to the environment.
- Providing training for all persons that might cause significant environmental impacts.
- Informing about the corporate environmental policy, particularly 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 some other requirements.
- Providing human and financial resources for the environmental management system and their related measures.
- Encouraging transparency in communication and a dialogue with interested parties and the general public.

Strategic environmental objectives

Our strategic objectives are defined in accordance with the environmental commitments and legal and other requirements, and these objectives are also a part of the corporate sustainability strategy. The central strategic objectives in key environmental fields by 2025 are the following:

Environmental management system

- Maintaining of a documented environmental management system (ISO 14001).

Noise protection

- Managing noise at such a level that enables the local citizens an improved quality of life.

Transition to a low-carbon society

- Carbon neutrality (the Airport Carbon Accreditation (ACA) programme scheme).

Waste management

- 100% separation of recyclable materials from waste.

Waste water management

- Connecting the company's sewage system to the public sewage system (public waste water treatment plant in Domžale).

Energy efficiency

- Reducing and replacing 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

- An increased share of the renewables (hydropower, geothermal power, solar and wind power, biomass, biogas).

The environmental policy is published on the website of the company.

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 fields, such as office greening activities (certified by EGO - European Green Office), sustainable forms of mobility, sustainable procurement, reduction of carbon footprint (certified by ACA), sustainable coexistence with birds:

- Green Team's Action Plan.
- Printing Policy.
- Mobility Plan.
- Sustainable Procurement Policy.
- Carbon Management Plan.
- Action Plan of managing wildlife animals for years 2017 and 2018.

Planning of the environmental management system

Planning and implementing the environmental management system comprises the following elements:

- Monitoring and controlling legal and other requirements and implementing monitoring reviews.
- Identifying and assessing environmental aspects.
- Determining environmental objectives and implementing programmes to meet such objectives.

Environmental aspects

The activities performed in our company are subject to the binding statutory requirements which are directly linked to the identified aspects, and therefore must be fulfilled. For this reason, we have established the Legal and Other Requirements Register. Upon amendments made to the legislation, the Register is updated within 30 days. Monitoring reviews 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, timelines, documentation, storage, the monitoring method of execution of a particular activity, and the current status of a task or an activity. The Register is regularly updated.

We implement, maintain and document procedures to identify and assess all the aspects causing environment impact. Therefore, we have established Environmental Aspects Register which defines aspects, a link to a specific aspect with a key document and records, and the importance of each aspect. The register also comprises a detailed description of criteria used for assessing the importance of each aspect. It includes the aspects that can be managed directly, the aspects that can only be managed indirectly, and also the aspects, which can be direct and indirect at the same time (cumulative aspects). In order to determine the relevance of aspects, the following criteria are taken into consideration: legal requirements, the economics of company’s operations and public opinion. According to these criteria, each aspect is marked in different colour: red, yellow and green. Important are only those aspects which are marked with the red colour according to one or several criteria. Less important are the aspects marked by yellow or green colour. The Register is updated and published once a year. In case of changes during the year, the register is updated, if necessary. Upon identification and evaluation of aspects, all new developments, new or changed services and technologies are taken into consideration.

All aspects cannot be managed at the level of the Integrated Governance System Manual, thus the procedures for their control are drawn up and described in the following documents:

- Air emissions:**
- Mobility Plan.
 - Carbon Management Plan.
- Waste treatment:**
- Waste Management Plan.
 - Work Instructions for Waste Management at Airport Area.
 - GOM-instructions for handling cabin waste from the aircrafts.
- Waste water:**
- Water Treatment Plant and Oil Separators Manual.
- Hazardous substances:**
- Hazardous Liquids Management Plan.
- Energy:**
- Energy Strategy.
- Light pollution:**
- Lighting Plan.

The environmental aspects arising from cooperation with suppliers or contractors are generally managed via contracts or written agreements.



Environmental targets with programmes

The basis to determine targets can be the environmental policy, the importance of an aspect, legal or other requirements, savings, urgency of improvement, and financial and technological capabilities. Targets should be considered for important aspects. Targets can be determined for the remaining aspects which are not classified as important. However, they are not obligatory. Concrete programmes are determined on the basis of environmental targets. All targets and programmes are collected in the Environmental Objectives, Targets and Programmes Register, which beside targets also comprises the programme description, communication activities, the person responsible for the programme, timelines, measuring indicators, relations to costs and savings (if they occur) and to an environmental aspect and the status of the target. The Register is updated and published once a year. In case of changes during the year, the register is updated, if necessary.

Responsibilities, mechanisms and tools to assess achieving environmental objectives

The authorized Representative of the environmental protection and the Head of energy management are responsible for the implementation of corporate sustainability policies, while the top management reviews adequacy and implementation of these policies within the annual review of ISO 14001 and ISO 9001 standards. The mechanisms and tools the company uses for monitoring and reporting on the progress in the field of environmental objectives are the following:

- Official monitoring performed by the authorised institution, all legal environmental aspects (monitoring of noise emissions into the environment, regular measurements of flue gases from boiler rooms and other devices and periodic measurements of waste waters, reports on waste treatment and ozone-depleting substances).
- Continuous assessment of important environmental aspects and related environmental objectives and targets.

- Self-assessment - a system of internal audits and corrective and preventive actions.
- Results and recommendations of external audits (ISO, EGO).
- Checking the implementation of Carbon Management Plan (referring to ACA scheme).
- A review of the environmental objectives and targets during the management reviews.
- Honest, transparent and fair reporting on sustainable operations of the company:
 - Sustainability report.
 - Communications and press releases on the company’s website and social networks.
 - Informing and raising awareness of employees on the intranet.
- Green Team acting - taking care of the promotion of greening the office activities and implementing action plan targets.

Achieving targets and performance of programmes are reviewed once a year within the management review of the company.

Table 7: Targets with programmes

No.	Target:	Programme description:	Status
1.	Formalisation and improvement of relations with stakeholders regarding aviation noise emissions	Relocating the noise meter to Kranj Dealing with complaints	
2.	Implementation of connecting the main boiler rooms in order to optimise boiler devices	Implementation of construction and mechanical works of district heating	
3.	Renovation of heating stations in boiler rooms in order to reduce energy consumption	Replacement the existing old pumps with the new ones that provide frequency regulation	
4.	Reconstruction of cooling devices and elimination of harmful freons	Replacing harmful freons	
5.	Complete renovation of the heat supply system (in phases)	Replacement of obsolete boilers with CHP installation Cogeneration with natural gas (or biomass) + CHP	
6.	Reduction of the amount of mixed municipal waste in the following 4 years by 40% regarding the starting year 2015	Redevelopment and a new concept of the existing eco-island Implementation of measures in collaboration with a provider of local public services for reducing mixed municipal waste at the source	
7.	Connection of municipal, industrial and rain waste waters to the public sewage system	Connection to the Central Waste Water Treatment Plant Domžale-Kamnik	
8.	Gradual establishment of targeted monitoring of energy consumption	Installation of calorimeters Procurement of targeted energy monitoring software	
9.	Reduction in relative carbon footprint of the company by at least 5% regarding the 2013–2015 average	Measures to reduce fuel and energy consumption Establishing sustainable forms of mobility	
10.	Achieving a 100% share of adaptable lamps for outdoor lighting	Replacement of unadaptable lamps in accordance with the maintenance plan	
11.	Replacement of the existing lighting system in the multi storey car park with LED technology	Replacement of the existing lighting system with the energy-efficient LED system	
12.	Implementation of measures from the action plan of managing wildlife animals (particularly birds)	Management of animal habitats (particularly birds) in the area around the airport	

Legend: in progress completed

Noise protection

Noise is considered an important environmental aspect which is carefully managed by our company. Our environmental permit for noise emissions due to the operation of Ljubljana Airport is valid until 30 November 2020. The main source of noise on the territory of the airport is aviation operations on the takeoff and landing runway. In December 2008, we established a systematic approach to monitoring noise by continuous noise measurements in immediate surroundings of the airport. We have provided measuring terminals in four most exposed settlements under the landing or takeoff surfaces. The measurement locations are determined on the basis of previous manual noise measurements in the vicinity of the airport.

Location 1: Measuring point Šenčur 1 - DWOR antenna - the company Air Traffic Control, Ltd.

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.

The measuring location on the territory of Kranj was relocated in 2016. Measuring location Kranj - Oprešnikova Street - coincides with overflights over Kranj.

Location 4: Measuring point Šenčur 2, Rožna Street.

Passenger and cargo air traffic are considered as the source of noise at the airport. In the vicinity of measuring systems various sources of noise can be detected that are related to the rest of the air traffic. We can also detect the noise coming from smaller school and sport aircraft, helicopter traffic, and occasionally also the noise coming from aircraft overflights at higher altitudes. Beside the air traffic, the measuring locations also detect some other sources of noise, since all measuring points are placed in the urban area.

The greatest source of noise not related to the aviation noise is the noise coming from road traffic, some agricultural works on the fields and some extraordinary events taking place in the vicinity of measuring devices, etc. Those sources of noise are not considered in estimating our environmental impact.

In identifying aviation noise, the most important parameters are the number of flights and the time of the environmental burden of each flight. The number of flights is monitored via FIS system and the measuring system, of which measured parameters are complemented by the radar data. The time of each individual noise burden is obtained from the noise measurement system. The flyover time of noise event is recorded and later on included in calculations of noise burden. According to FIS system records, 32,701 operations were recorded in 2016, and aviation flights accounted for 90% of them.

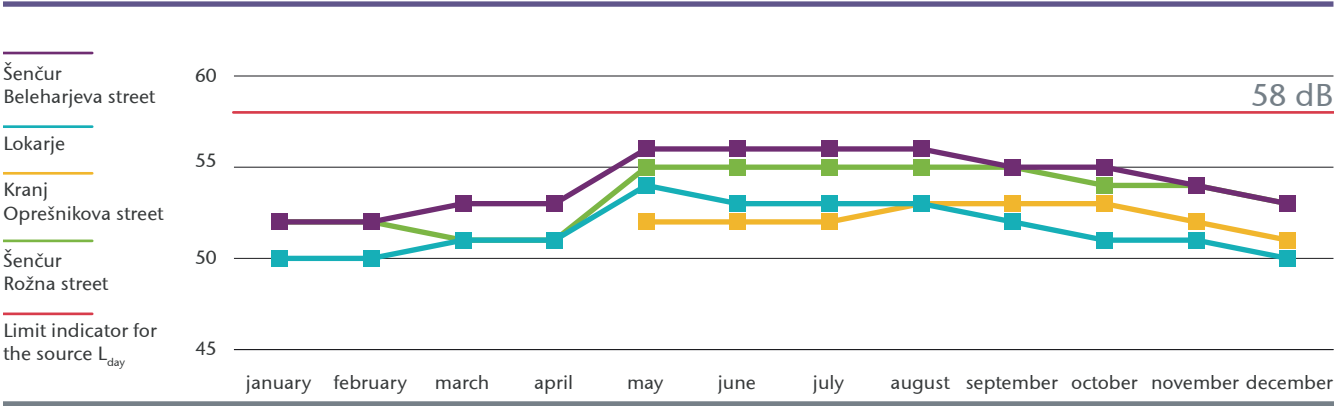
With local communities we have agreed to limit the number of flights over the settlements in the night time, so night noise indicators are normally not exceeded.

Figure 4: Web application for aviation noise

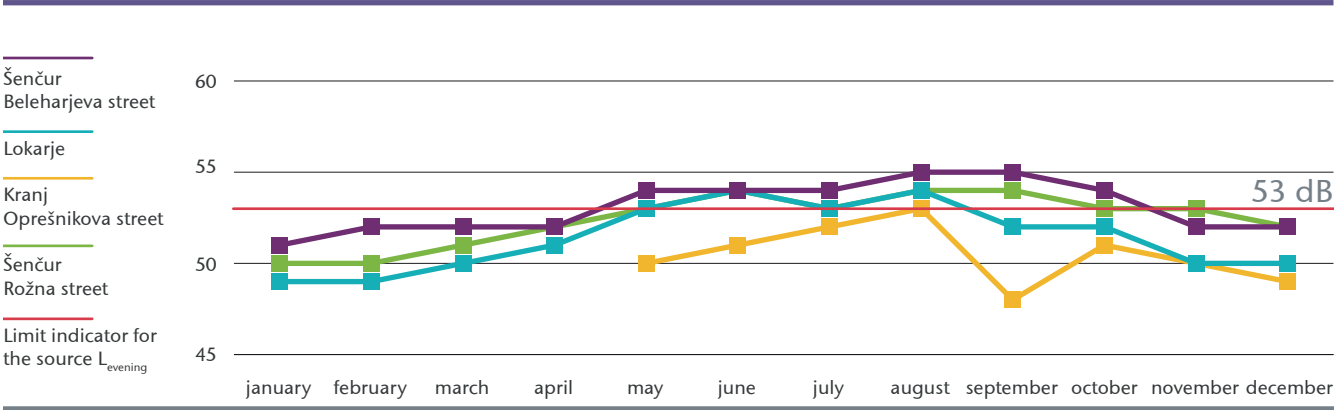


Aviation noise at the measuring points around Ljubljana Airport for year 2016

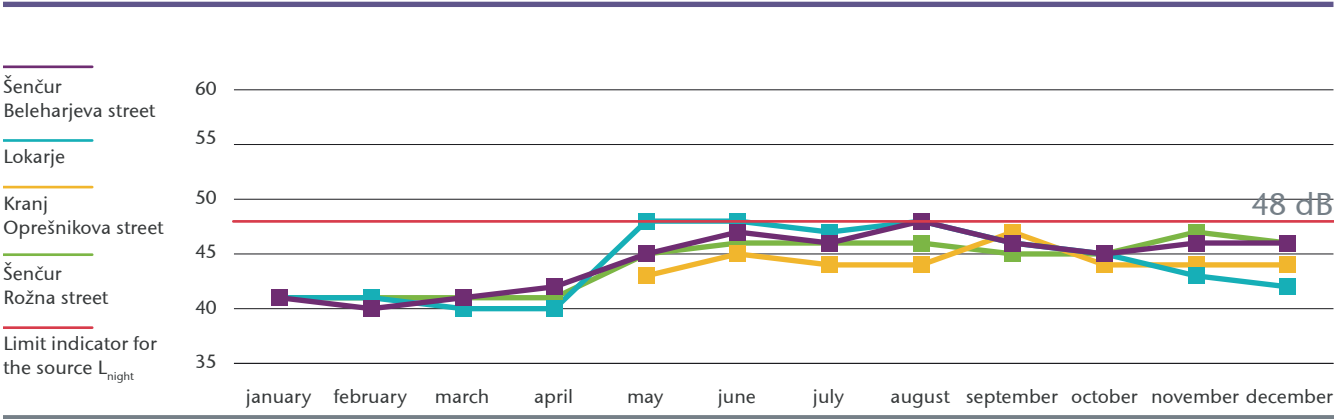
Graph 9: Fluctuation of average daily values of noise indicators on measuring points / Noise indicator L_{day} for 2016



Graph 10: Fluctuations of average evening values of noise indicators on measuring points / Noise indicator for $L_{evening}$ for 2016



Graph 11: Fluctuations of average night values of noise indicators on measuring points / Noise indicator for L_{night} for 2016



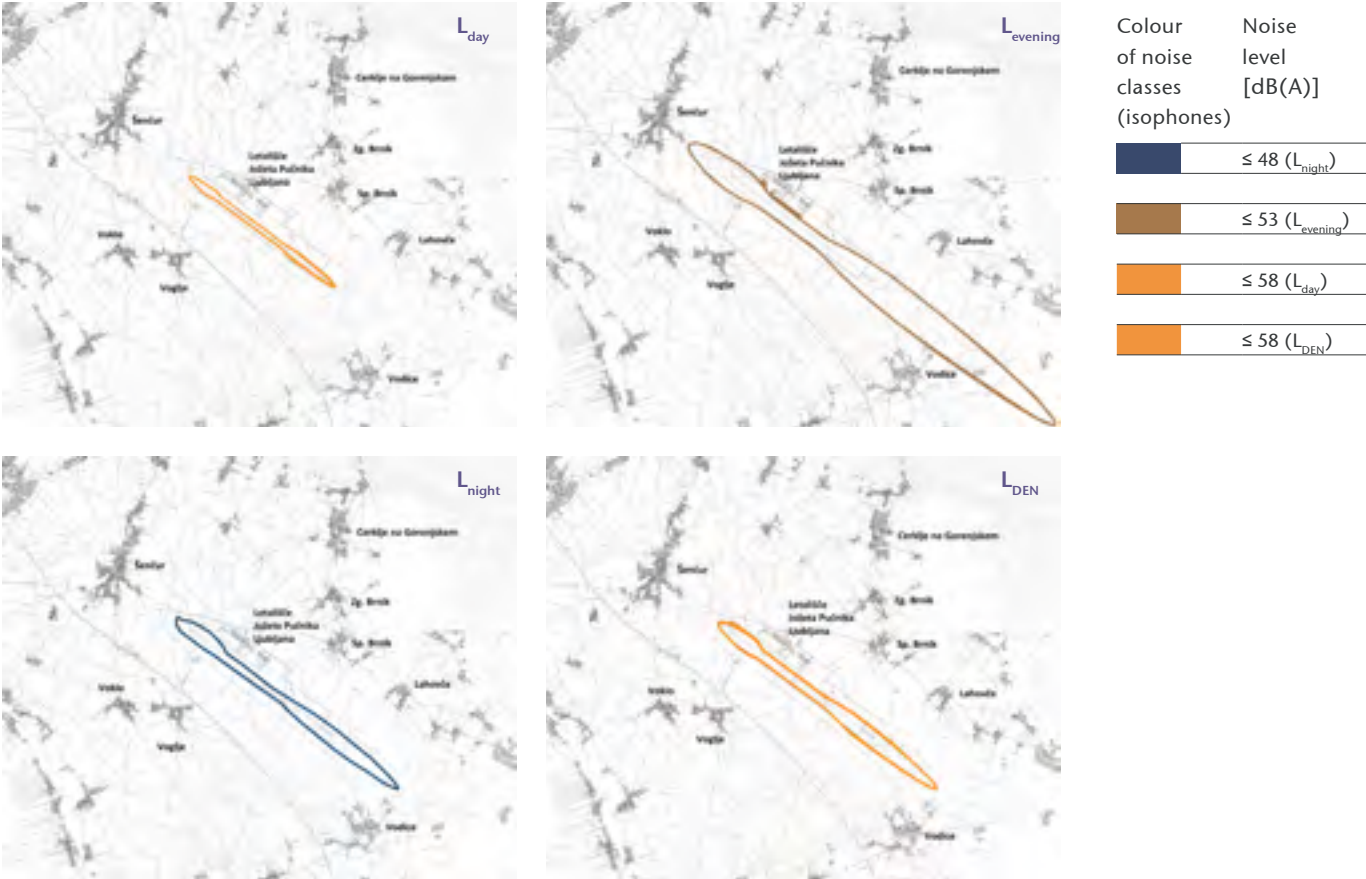
Noise maps

Noise maps are produced for the average noise of the whole year and they show noise burden in bands of 5dB or in individual isophones showing the course of noise level limits in relation to the indicators provided by the legislation. The basis to produce a sound propagation model are the data about the annual number of operations at the airport and the data on the distribution of individual operations in terms of the direction and the type of operation (takeoff/landing). The data obtained in graphs for all four measuring locations show noise level limits measured and estimated for an individual month of the year. 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 month in the year of noise burden. According to the data, the most exposed months to noise (related to aviation noise, particularly in the evening hours) are May, June, July, August and September. The measurements at the measuring point Kranj, which was relocated in 2016, started in May 2016.

Aviation noise measurements and sound propagation model (noise map) for 2016 show similar noise burden from air traffic in comparison with the noise levels in 2015. There was a lower number of operations on average in that period, which was included in the calculation. Average annual noise burden in 2016 did not exceed the legal noise indicators in the natural and residential environment on the annual average. According to the Decree on regulation and estimation of environment noise, Ljubljana Airport belongs to smaller airports for which the requirements of the environmental burden are a bit stricter (less noise is allowed than for bigger airports with over 50,000 operations of air traffic per year). Particularly in May, June, July, August and September at the locations Šenčur and Lokarje, periods of short-time noise limits in the evening hours from 6 p.m. to 10 p.m. occur, and at the territory of Lokarje also in the night time (mostly from 10 p.m. to 11 p.m.).

This does not influence the annual average at the moment. However, in case of a bigger increase in aviation operations, that would probably have influence on the annual average, in particular in the evening hours. With local communities we have agreed to limit the number of flights over the settlements in the night time, so night noise indicators are normally not exceeded. We are aware that as low levels of noise emissions as possible are essential to the quality of life of the surrounding residents. Therefore, we ensure to keep them informed about noise measurements as much as possible. So, beside regular periodical reports we also provide them with interactive application on our website, where they can check the noise indicators of flyovers above their settlements during the takeoff and landing.

Figure 5: Noise maps – takeoffs and landings at Ljubljana Airport



Noise barrier



Planting the trees for noise barrier

»Together with the Air Traffic Control of Slovenia and some other stakeholders we began addressing the problem of the settlement Šenčur and its exposure to the air traffic years ago. Beside regular noise monitoring and changes made to the take-off and landing procedures by which we are moving the air traffic away from that settlement, we have found, in cooperation with the Ministry of Infrastructure of the Republic of Slovenia, an adequate location between Ljubljana Airport and Šenčur to plant vegetation noise barrier. Together with Slovenian Forest Service, we prepared a new afforestation plan by which most suitable tree and bush species were selected for planting. At the end of 2016 we planted approximately 13,000 indigenous Slovenian plants that are typical for the forest landscape around the airport. Arranging vegetation noise barrier is one of the measures with which we would like to improve the quality of life in the neighbouring settlements.«



Gaber Gunde,
Project Manager of the Vegetation noise barrier Šenčur

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.

In our daily operations we use electricity from the public network and drinking water from the public water supply network. In 2016, we consumed 7,446,159 kWh of electricity which was 100% generated from renewable energy sources (energy from hydro-power plants), 311,954 m³ of natural gas (NG) and 16,368 liters of liquefied petroleum gas (LPG). The use of fuel oil (FO) was completely abandoned and remains as a reserve energy source in the event of a temporary suspension of the supply of natural gas. We also defined key indicators of energy efficiency. Fuel and energy consumption are checked regularly. In the recent years we have installed numerous calorimeters in individual facilities with the purpose of targeted monitoring of energy consumption. We will also continue investing in smart meters and adequate software. Our optimum heating is achieved via the central control system which indirectly reduces the amount of greenhouse gases.

In the recent years we have installed numerous calorimeters in individual facilities with the purpose of targeted monitoring of energy consumption.

European Green Office Certificate

Taking actions for greening the office is part of our endeavours to continuously reduce adverse effects on the environment caused by our business activity. EGO Certificate was for the first time adopted in 2013 and has been renewed each year since then. We are also a holder of a special prize for the best management system of the green office. Within European Green Office project the Green Team was established, the group of employees which take care for greening office activities (more about this on page 49).

Graph 12: The emissions in the period 2013–2016 (in t CO₂)

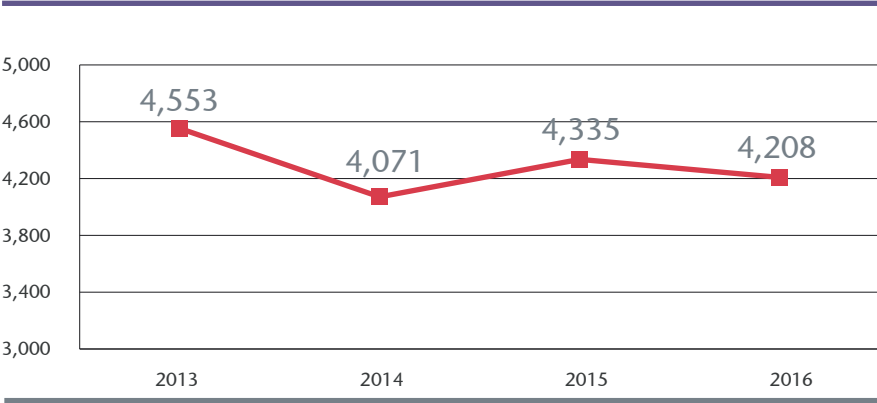


Table 8: Calculation of the company’s carbon footprint for Scope 1 and 2 for the year 2016

Scope / Energy source:	t CO ₂	in %
SCOPE 1	1,149.308	27.3
Direct emissions (combustion of fuels)		
Consumption of fuel		
Heating – stationary source	621.879	14.8
HO	0.000	0.0
LPG	25.838	0.6
NG	596.041	14.2
Generators – stationary source	21.619	0.5
Gas oil	21.619	
Company-owned vehicles – mobile source (including business trips)	505.810	12.0
Diesel	483.305	11.5
Gasoline	17.883	0.4
Kerosene	4.622	0.1
SCOPE 2	3,058.380	72.7
Indirect emissions (consumption of purchased electricity)		
Electricity	3,058.380	72.7
SCOPE 1 + SCOPE 2	4,207.688	100.0

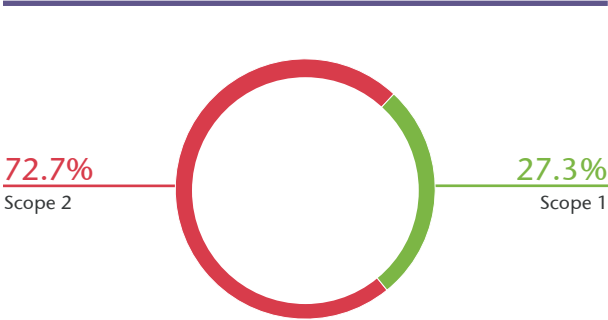
Airport Carbon Accreditation Certificate

In July 2016, Airport Carbon Accreditation Certificate at Level 2 was second time renewed under ACI Europe (Airports Council International) certification programme for reduction of greenhouse gas impacts. Compared to the average level of the last three years (2013–2015), the level of CO₂ emissions was absolutely reduced by 2.6%. Considering the data about the number of passengers and cargo weight in 2016, the emissions per individual passenger or per 100 kg of cargo were reduced by 5.1% or 8.8% respectively, compared to the period 2013–2015.

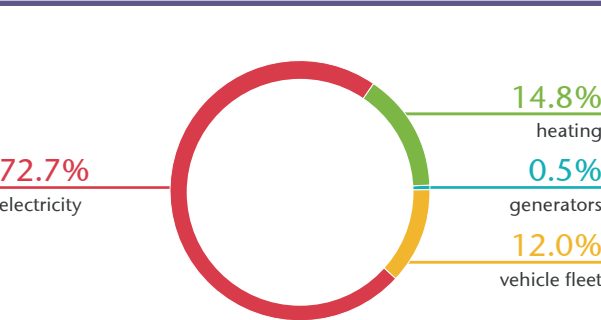
Table 9: Carbon footprint in the period 2013–2016

Category of data	Year -3 (2013)	Year -2 (2014)	Year -1 (2015)	Average (2013–2015)	Year 0 (2016)	% of reduction of absolute and relative carbon footprint
Carbon footprint (t CO ₂)	4,553.22	4,071.00	4,335.30	4,319.83	4,207.68	
Number of passengers	1,321,153	1,338,619	1,464,579	1,374,784	1,411,476	
Weight of cargo serviced (in tons/100 kg cargo)	177,770	189,830	188,520	185,373	198,020	
Absolute carbon footprint (t CO ₂)	4,553.22	4,071.00	4,335.30	4,319.83	4,207.68	-2.6 %
Relative carbon footprint (kg CO ₂ / passenger)	3.45	3.04	2.96	3.14	2.98	-5.1 %
Relative carbon footprint (kg CO ₂ /100 kg cargo)	2.56	2.14	2.30	2.33	2.12	-8.8 %

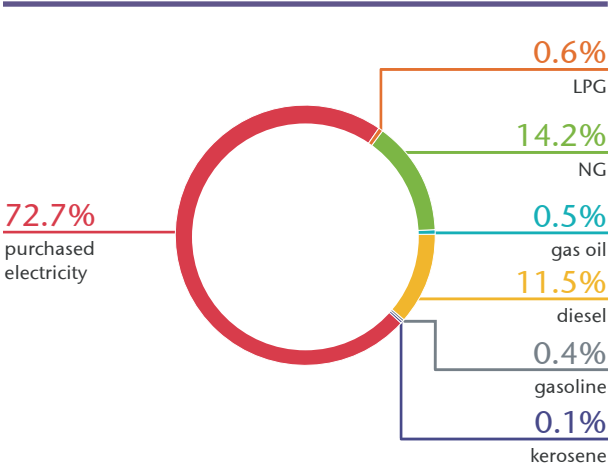
Graph 13: Share of Scope 1 and 2 emissions in the carbon footprint calculation for 2016



Graph 14: Carbon footprint of individual emission sources (Scope 1 and 2) for 2016



Graph 15: Carbon footprint of energy and fuel consumption for 2016



Considering the data about the number of passengers and cargo weight in 2016, the emissions per individual passenger or per 100 kg of cargo were reduced by 5.1% or 8.8% respectively, compared to the period 2013–2015.



An additional advantage of the airport’s station in the environmental aspect is its use of 100% renewable energy for the charging station of electric vehicles, through which the combination of electric mobility and car sharing can gain an increased added value.

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, to use cars responsibly and rationally, and to opt for any sustainable means of transport. The plan takes into account the fact that the company is headquartered in the location far away from city centres (Ljubljana, Kranj) and from the nearest villages. The airport is namely connected with neighbouring settlements via 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, because the existing

traffic infrastructure is quite inconvenient and unfriendly for alternative ways of sustainable transport, f. e. walking or cycling. Sustainable forms of transport are only used by 8.5% of employees for their daily commuting to work (online employee survey, June 2016). The key measurable mobility plan objectives (average 2016–2018) by the end of 2018 are the following:

- To reduce the carbon footprint from business trips by 25%.
- To perform 20% of car business trips by using electric cars (car-sharing concept).
- To encourage 2–5% of passengers to use electric cars.

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

- Promoting and informing about the mobility plan.
- Reducing the need from business travel and daily commuting to and during work.
- Encouraging the sustainable means of transport.
- Investing into the infrastructure and means of transport.

»In October 2016, Fraport Slovenija and Avant Car officially opened the first station at the airport intended for electric car sharing outside Ljubljana. Enhancing our offerings in terms of green transport modes contributes to the company’s endeavours for reducing the carbon footprint, and it forms a part of the company’s wider orientation to limitation of harmful impacts of its activities on the environment, or of its environmental policy which envisages the carbon neutrality by 2025 and considers a transition to a low-carbon society as one of its strategic environmental objectives. We are particularly proud of offering car sharing to our employees for their business trips. With this action we are reducing the carbon footprint arising from mobile sources and we are following the targets of the company’s Mobility Plan.«



Primož Primožič,
Environmental Expert

Protection of ambient air

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. We also use devices containing more than 3 kilos of gas intended for cooling. A gradual replacement of the existing cooling devices with new ones containing environment-friendly freons will reduce emissions of harmful substances into the air.

Waste water treatment

The company treats all waste waters categories with responsibility. Since the connection to the nearest municipal waste water treatment plant in year 2016 has still not been possible, we are still the operator of a small municipal waste water treatment plant (TP) with the capacity of 1,900 PE, intended to clean:

- Municipal waste waters, of which share is estimated more than 90% of the total waste water volume that occurs in different airport facilities.
- Industrial waste waters occurring in different locations.
- Rain water runoffs from solid surfaces.

Several oil separators and trap containers preventing oil from leaking and spills of hazardous liquids, are placed in several points of the airport.

The TP has an environmental permit valid until 21 October 2019, and is designed for treating faeces from the airport facilities and from the aircraft. In the TP, also waste fluids are collected and treated that occur in the process of aircraft deicing, and are mixed with a deicing liquid. This procedure is performed in the main airport apron. Waste waters run off into the underground storage tank and from there into the TP. During the waste water treatment procedures in the TP, sludge occurs and accumulates which is then collected by a local utility company for its further treatment. The public service provider performs regular operating monitoring of waste waters in the TP. At the effluent of the TP the following prescribed limit values are ensured:

- BOD₅: 30 mg/l O₂
- COD: 150 mg/l O₂

There are no watercourses in the wider area of the airport. The brook called River flows west from the location of the TP through the settlements Spodnji Brnik and Lahovče, and is more than 2 kilometres distant from the TP. The river Sava flows south from the TP and is more than 4 kilometres away from the TP. Since there are no watercourses in the vicinity of the TP, and the soil texture allows good percolation, the treated waste water from the TP is indirectly discharged into water bodies through percolation and through an eco-remediation process in the near fields, in the same way as the rainwater coming from the airport facilities. The percolation area of treated waste water is neither located on any water protection area nor at the drainage basin of the watercourses allowing bathing. The wider area of the airport is also not located in the area of Natura 2000.

Hazardous liquids management

In accordance with the Decree on the storage of hazardous liquids in stationary storage containers, it is required for the storage facilities with the capacity over 10 m³ to adopt a Hazardous Liquids Management Plan 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 FO, which has in its chemical and safety terms a substance the same characteristics as diesel fuel, and which in terms of its distillation temperature belongs to the category of medium petroleum distillates. Smaller amounts of hazardous substances or hazardous waste are stored or collected in the air cargo warehouse and in workshop areas. Several oil separators and trap containers preventing oil from leaking and spills 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, all 34 existing oil traps were replaced with new ones or with the installation of coalescent filters adjusted to the standard SIST EN 858-2.



Waste treatment

The company’s waste treatment policy is based on the concept of circular economy, i.e. our waste is treated as raw materials. At the same time, we respect the European waste management hierarchy with the priority care for reducing waste production (endeavours of the Green Team and other actions). The second priority in hierarchy is reuse of materials, which is followed by the third priority - recycling. Our waste management system is aimed at meeting the following objectives:

- Reducing the amount of mixed municipal waste.
- Increase the amount of waste that can be recovered.
- Preventing mixing of hazardous and non-hazardous waste.
- Keeping our environment clean for future generations.

Waste is classified in three groups regarding the source of waste:

- Administrative part.
- Operational part.
- Aircraft part.

All waste is collected and adequately separated in location of individual activities according to the waste groups. To ensure waste separation, we have arranged a central eco-island in an open or fenced area (for waste paper, mixed packaging, waste glass, iron scrap, biodegradable kitchen waste or mixed municipal waste) and some other minor eco collection points (for some other types of waste like wood packaging, bigger pieces of cardboard, bigger quantities of foil, lamps, cartridges, fuel oils, absorbents, oil filters, used batteries, discarded electric or electronic equipment, worn tyres, etc.). Adequately separated waste according to fractions is collected by waste collectors, who are authorised by Slovenian Environment Agency to perform that kind of activity. A certain amount of aircraft cabin waste (so-called 1. category waste) is destined for incineration.

Table 11 shows waste according to fractions. The data show a continuous decrease in the amount of mixed municipal waste. Consistent waste separation has been reflected in the increased amount of some waste frictions. At the same time, the increase in collected waste reflects the dynamics of passenger and aviation traffic at Ljubljana Airport and the investment dynamics. Since we do not wish to expand the company’s business operations on account of increasing environmental footprint, we find it logically to put all our efforts in reusing or recycling our waste in order to limit material flows as much as possible, as shown in Table 10. Construction waste within the waste structure that occurs in Ljubljana Airport normally accounts for the biggest portion of all waste. Its share depends on annual construction investments aimed at modernising the airport. In the future, the company is planning to constantly invest in the airport infrastructure, which is why a lot of effort and care is put in construction waste management.

Table 10: Type of waste management in 2016 (in kg)

Type of waste management*	2016
Composting	74,809
Reuse	5,380
Recycling	161,174
Incineration	25,240
Land filling	155,580
Total	422,183

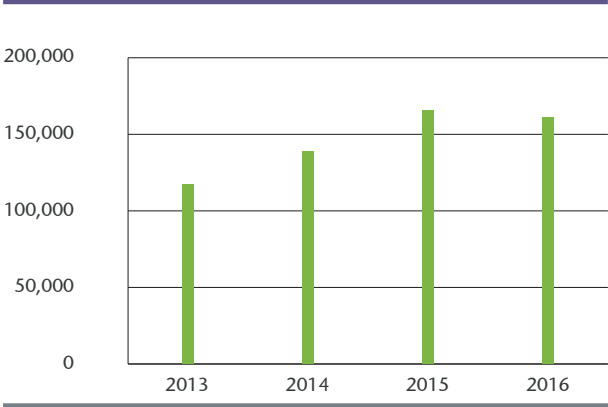
* Construction waste is not included.

Table 11: Collected waste in the period 2013–2016 (in kg)

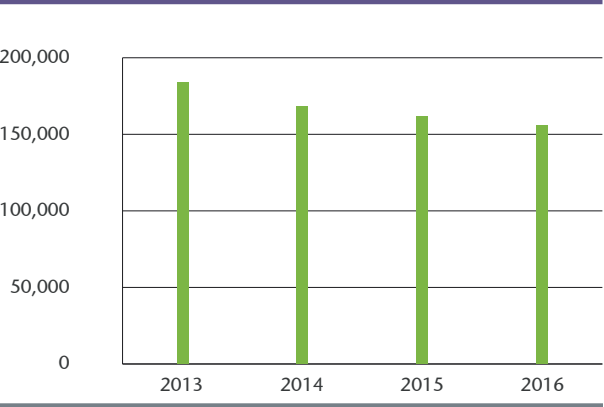
Type of waste	2013	2014	2015	2016
Aircraft waste 1. Category (1)	6,806	7,690	8,414	10,604
Packaging (paper, plastic, glass, metal, wood)	117,170	138,580	165,770	161,046
Electrical and electronic scrap	1,420	3,097	1,454	5,316
Mixed municipal waste	183,640	168,100	161,720	155,580
Biodegradable kitchen waste	3,270	3,744	3,420	809
Worn tires	2,504	2,898	3,205	2,507
Sludge in cesspit	64,890	108,000	159,000	76,500
Other waste	3,500	2,480	6,656	9,821
Construction waste	8,421,412	280,720	327,939	503,555
Total hazardous waste (2)	46,350	6,930	8,868	15,053
Total non-hazardous waste (3)	8,751,456	700,689	820,296	900,081
Total (1+2+3)	8,804,612	715,309	837,578	925,738

In the future, the company is planning to constantly invest in the airport infrastructure, which is why a lot of effort and care is put in construction waste management.

Graph 16: Collected packaging in the period 2013–2016 (in kg)



Graph 17: Collected mixed municipal waste in the period 2013–2016 (in kg)



Electromagnetic radiation

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

Light pollution

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



Individual environmental hazards are defined in the risk management system.

Unexpected environmental events

The company is able to recognise eventual situations which could lead to emergency circumstances and accidents in the environment. In this perspective, we have established standby procedures and responses to emergencies. The most significant documents describing the ways of taking measures in cases of extraordinary 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.
- Water Treatment Plant and Oil Separators Manual.
- Notification schemes.

We are aware of potential environmental hazards and dangers. Individual environmental hazards are defined in the risk management system. In 2016, 19 spills of hazardous substances were recorded (in 2015 46 spills). Such spills are divided into minor spills of up to 5 m² and major spills exceeding 5 m². All the cases were minor spills of 3 litres of substances on average. They were immediately remedied by absorbents and highly efficient cleaning agents and fire-extinguishing medium for decontamination of the environment with mineral oils.

Sustainable coexistence with birds

It is necessary to monitor the coexistence of certain bird species in the airport area. We started using a new approach of preventing eventual bird strikes with aircrafts. We have joined with the Foundation Society of Knowledge and Values of Nature, so we have expanded the addressed problem and its problem solving to a comprehensive treatment of the environment and preservation of biodiversity. In 2012, we started implementing the long-term ecological study aimed at identifying the status of biological populations and monitoring efficiency of the measures taken. The study revealed the fact that the most problematic bird species for bird strikes 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, and using ‘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 more appropriate technical tools and provided trainings for the employees responsible for monitoring and redirecting or deterring wild animals from the airport area in a safe, efficient and also ethical and legally accepted way.

Among the preventive measures, to be used in extreme circumstances, is elimination of birds with shooting. To additionally draw attention to our activity, by which safety at the airport has been provided in a sustainable manner, we have , jointly with our partner in the past, carried out a photo competition with the theme of bird strikes. The annual report on bird aircraft strikes involves the data acquired from documentation system SMS Galiot providing safety reports on bird strikes. The technique of normalising the number of confirmed bird strikes enables to specify the ratio of confirmed bird strikes, provided that the number of aircraft movements varies. The data is comparable to other airports.

Table 12: Number of confirmed bird strikes in the period 2012–2016

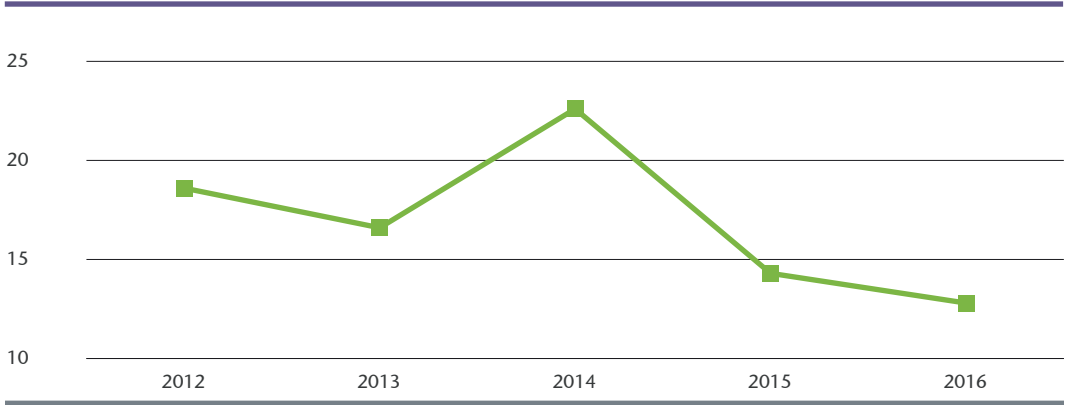
Year	Number of bird strikes
2012	65
2013	55
2014	71
2015	47
2016	42

According to the risk assessment at Ljubljana Airport for the period 2012-2016, common buzzard poses a very high likelihood to bird strikes which can have a high level of consequences.

Findings of the supervisory authority

In March 2017, the Civil Aviation Agency of the Republic of Slovenia concluded its findings that the competent department within Fraport Slovenija responsible for reducing the risk caused by wildlife animals at Ljubljana Airport had been performing its job in accordance with the Operative instructions for bird control and other wildlife animals at the airport. In March 2017, the company acquired the right for elimination of birds in the period of five years and nine months. The decision made and submitted by the Slovenian Environment Agency, sets among others, the basis for implementing the measure of relocating bird nests. The annual elimination quota in 2016 was not reached. Considering the risk assessment, there has been a downward trend in the number of bird strikes in recent years, thus reflecting the success of our activities in this particular field.

Graph 18: Bird strike rate per 10,000 operations in the period 2012–2016



Considering the risk assessment, there has been a downward trend in the number of bird strikes in recent years, thus reflecting the success of our activities in this particular field.

Green Team

Green Team cares for a green lively impulse that is spreading around the company. It promotes the greening of office activities and stimulates targets realisation envisaged under Green Office Project. The Green Team goal is to constantly make its informal membership bigger and to spread the loyalty to green targets among other employees. The Green Team members are involved in the key areas of the company’s operation

(energy consumption, water and fuel consumption, waste management, occupational health and safety, etc.). It also cares for continuous communication and education of employees about environment protection, and it stimulates them to cooperate in the project and also monitors the plan implementation. It also cares for communicating green principles to all stakeholders.



Environmental Award 2016 by the newspaper Finance

In November 2016, the company was granted Environmental Award for 2016 by the newspaper Finance in the category of the environment-friendly company. The award event took place at the Environmental forum which is organised annually and presents the latest environment-friendly practices introduced by Slovenian companies in their businesses. On behalf of the then company Aerodrom Ljubljana, the award was taken by the managing director Zmago Skobir and the environmental expert Primož Primožič. We are really proud of the award which presents an important recognition of our environmental and sustainable endeavours. The argument for the award granted was: »The finalists in the category of the environment-friendly company were Ljubljana Park Hotel, Aerodrom Ljubljana and Fructal. Seven companies competed in the contest. The company’s top management is responsible for the adoption of the sustainability strategy. The company has already obtained the certificates ISO 14001, ACA - Level 2, and European Green Office (EGO). The Green Team, which involves employees from different working environments, is particularly important among the mechanisms for achieving the corporate environmental objectives. The team draws up its annual action plan, and over the year it monitors its implementation and execution of actions taken to reduce the carbon footprint. It also cares for communication with employees and the interested parties, and it cooperates with the ACA (Airport Carbon Accreditation) programme scheme which is the only institutionally recognised standard for certifying airport carbon management.«

»In the winning company the environmental management system was integrated in the strategic company management. The company’s top management is responsible for the adoption of the sustainability strategy.«

Socially Responsible Projects

We strongly believe that the projects leaving a positive trail are the ones that are created mutually and in partnerships. The projects and individuals, we help, are connected to our business activity and to the local environment where we operate. We are constantly looking for projects with a meaning much deeper than commercial one, thus having short-term and long-term effects for both sides. Sponsorship and donation activities of the company are built on three pillars: sports, arts & culture, and humanitarian activity. In the following, some projects realised and supported in 2016 are presented.

We are faithful to some individuals we sponsor in the long-term

In 2016, we kept loyalty to the individuals who we had sponsored and donated for several years before. In sports we continued sponsoring Slovenian Nordic ski teams. Due to excellent results of the Prevč brothers and their team colleagues in recent years also our sponsorship was particularly visible. By sponsoring the Olympic Committee of Slovenia we cover all sports disciplines, support the Olympic values and positively influence the recognition of Slovenia and Slovenian sports around the world. Our sponsorship also supports the central summer cultural event - Festival Ljubljana. We also support some other sporting events, local sports associations and talented athletes and other individuals with funds of a smaller extent. We donate humanitarian, cultural and health institutions, associations and neighbouring municipalities and organisations where our employees regularly participate in doing their activities.

Guided tours

With our guided tours we want to bring the aviation world closer to those who do not travel by plane, or to 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 rescue unit. Each year we are visited by more than 4,000 visitors in this way.

Festival 'Entertaining airport'

For the third year in a row we organised a family day, which is characterised as a social-educational event. The number of festival visitors is rising each year, and in 2016 it was attended by over 1,000 participants. We invited employees, former employees in retirement, employees of partner's companies operating at the airport, their families and friends. Beside rich, geographical and adventurous animations for children there were some presentations of aviation services and equipment. Representatives of the aircraft maintenance company Adria Airways Tehnika presented aircraft maintenance activities, and also helicopter medical emergency services were presented there. Some short guided tours were organised in the backstage of the airport for all participants.

Social events for employees

We encourage socialising and building informal relations among employees. Therefore, we encourage various social events. Each year we organise sporting events, traditional New Year's socialising with employees and gift giving to children of our employees with the presence of Grandpa Frost. We always include some 'aerodrome-related' themes in our programmes, and for venues we also use the airport location.

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, which is reflected by our immediate response to a such situation and by offering financial support in cases of elementary accidents, and by providing a couple of days off to employees who were involved in accidents or have helped in such events. We collected participation at the New Year's party organised for employees and distributed that amount among children of our deceased employees.

A booth of Center Sonček

Prior to the Easter time and December holidays we organise the so-called Sonček booth in the passenger terminal. Passengers and visitors and airport employees can find there various pieces of arts and crafts hand made by persons suffering from cerebral paralysis from Center 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 employees of the association Sonček working in their daily care and working centres. With all these activities, our company wants to strengthen the cooperation with the association Sonček that has lasted for several years. We occasionally help the association with donations, and our employees support the association and their activities in many different ways.

The company boasts a rich art collection of renowned academic painters, which was enriched in 2016. The art collection presents a significant overview and presentation of the Slovenian modern art, artists from Gorenjska region which is also related to the airport.

Corporate volunteering

Corporate volunteering is one of modern ways of social responsibility of the company which brings benefits to all involved. By implementing voluntary works for the benefit or well-being of a wider community, our employees and local companies are actively involved in solving a specific problem.

With books we are promoting Slovenia around the globe

With our book exchange project, better known as Book Crossing or Knjigobežnice, we want to spread the reading culture. Two places in the passenger terminal have been decorated with two shelves where passengers can find books about Slovenia and other Slovenian literature in Slovene and English. The purpose of this project is to globally spread around the word about Slovenia as a very pleasant and beautiful country, and also to encourage reading habits of passengers.



As a Family Friendly Enterprise, we had for the first time organised family games with the purpose of encouraging festival visitors to jointly get acquainted with the airport and its activities.



»It was the right thing to connect the airport with Levstik's hero, since the airport contributes to overcoming the borders when placing people around the world, like Martin Krpan did with his diminutive mare in the snow: just like bringing a bowl to the table,« wrote the poet and writer Miroslav Košuta.



We are presenting Slovenian culinary tradition

As a part of the Traditional Slovenian Breakfast project, 1100 packages of Slovenian breakfast were distributed among passengers and our employees helped by the company Mercator. By doing this, we contributed to raising awareness of the Slovenian culinary tradition and to supporting Slovenian suppliers prior to the event Slovenian Food Day. Slovenian Food Day was complemented by an additional special Slovenian offer. Typical Slovenian dishes and products were available at promotional prices in the airport cafes, restaurants and shops for the whole month.

As a part of the Traditional Slovenian Breakfast project, 1100 packages of Slovenian breakfast were distributed among passengers and our employees helped by the company Mercator.

Art collection enrichment

The company's art collection has become richer for the painting Martin Krpan painted by Janez Vidic, an academic painter and a Prešeren Fund winner. On the occasion of our art collection enrichment, as the painting was given a permanent place in the airport business lounge, we opened an occasional exhibition where, beside Martin Krpan, the passengers could also see the illustrations by Klavdij Palčič. The company's art collection presents a significant overview and presentation of the Slovenian modern art, artists from Gorenjska region which is also related to the airport. A large share of the collection involves paintings of 34 Prešeren Award winners. Our new artistic acquisition has several meanings. Martin Krpan, a fictional character and the main hero of Fran Levstik's folk short story, is one of the greatest Slovenian symbols and an inspiration for numerous depictions and contemplation of common folk on the one side and of intellectuals and artists on the other.

50th anniversary of the biggest air crash in Slovenia

50 years passed on 1 September 2016 after the biggest air crash in Slovenia. In 1966, the plane Bristol 175 Britannia of Britannia Airways airline missed the runway and crashed 2,300 m ahead of it. There were 117 people on the board; 110 passengers and 7 people of the flight crew. 19 people survived the accident. In commemoration of the deceased and the plane crash, the company organised a memorial ceremony and placed a memorial plaque on the site of the accident.



Project Groups, Committees and other Company Bodies

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Tina Javor, Deputy
Monika Jelačič
Ciril Kern
Boris Možek
Peter Pintar
Boštjan Rakovec
Taja Smolič

Committee for Improvements

Members of the Committee for Improvements:
Taja Smolič, Chairman
Matej Arhar
Robert Bizaj
Klemen Bogataj
Teja Bubnič
Ines Lah
Biljana Marčeta
Boris Možek
Miha Rajgelj
Nina Struna

Family Friendly Enterprise

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Drago Ilič
Lea Jarc Smole
Mojca Lovrenčec
Damjan Mirošničenko
Bogdan Novak
Martina Serdoz
Nina Struna
Igor Vertnik
Brigita Zorec

Ethics Committee

Members of Ethics Committee:
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Alenka Pečnik
Denis Talič

Selection group for Matej Valič Prize

Members of the selection group:
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Gojko Setnikar
Elizabeth Troha-Jugovac
Brigita Zorec

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Lea Jarc Smole
Tadeja Strupi
Jana Tišler

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Boštjan Šijanec, Chairman
Benjamin Markač
Špela Uršič

Works Council

Members of Works Council:
Matic Perovic, President
Tomaž Prezelj, Deputy
Gaber Gunde
Ciril Kern
Damijan Kos
Boris Možek
Anže Musek
Bine Perič
Miha Rajgelj
Petra Romšek
Martina Serdoz

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Members of the executive committee of the Trade Union:
Bogdan Novak, President
Sašo Stemberger, Deputy
Klemen Bogataj
Metka Mandeljč
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Lili Šefić
Jana Tišler

GRI Indicators

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