

Fraport Slovenija

Sustainability Report *2020*



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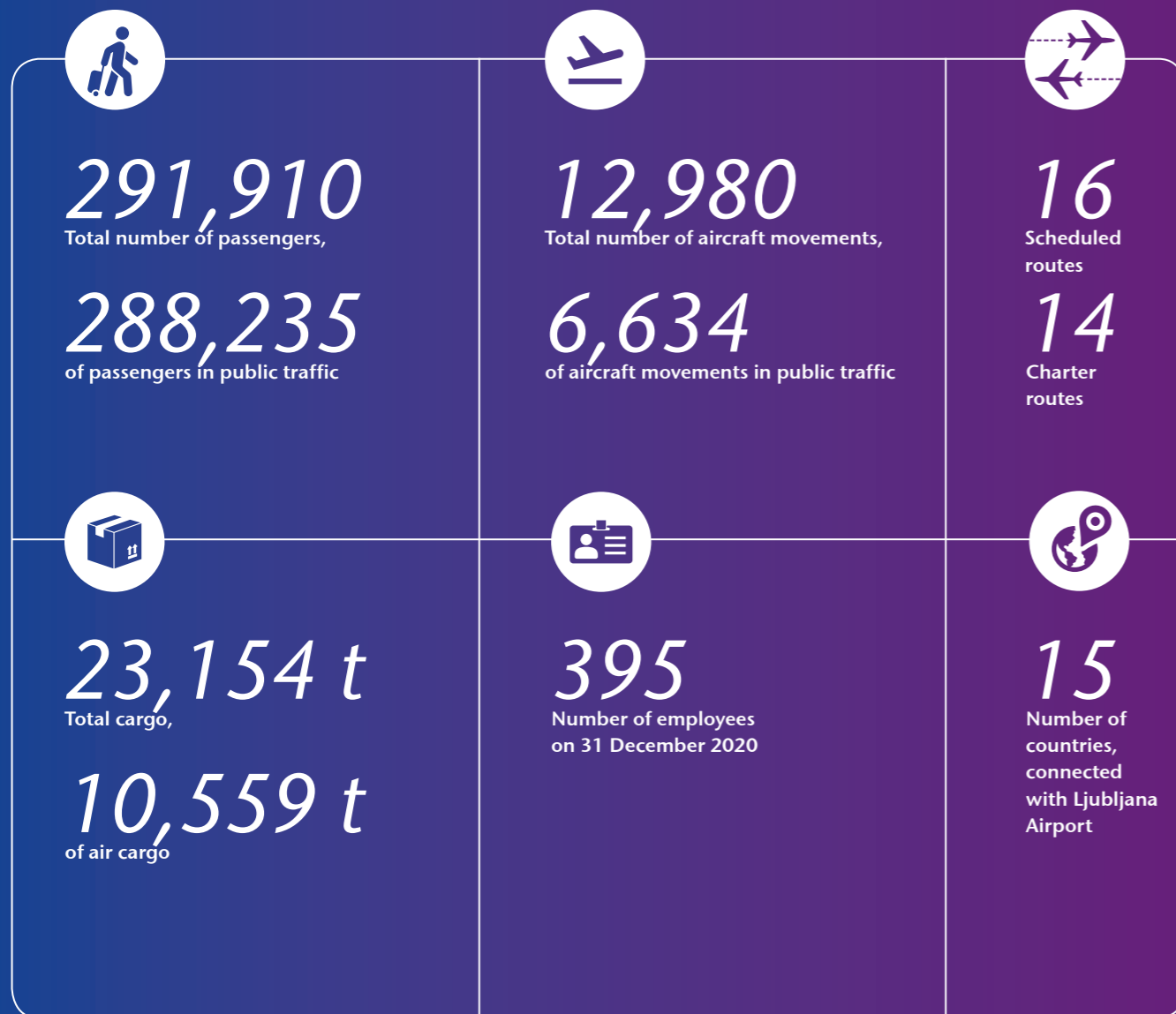


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2020

Fraport Slovenija in Figures



Sustainability reporting

Sustainability report is a significant tool of our sustainability management which reflects transparency to all our stakeholders. A stand-alone sustainability report, the sixth in a row, is complementary to the annual report.

This year, the sustainability report has been drawn up in extraordinary circumstances, since the Covid-19 pandemic has shaken up the airport activity to unimaginable proportions. Despite a dramatic decline in the aviation market in 2020, we managed to continue and implement our mission and activities in compliance with the values of our sustainable development, which is also reflected in this report. The report comprises all the aspects of sustainable development, which are identified as essential, based on our materiality matrix. The report is drawn up in accordance with GRI standards - basic version (Global Reporting Initiative).

Our stakeholders were also included in the preparation of the report contents via e-channels, and these contents were placed in a global and sustainable context. Reporting here is comprehensive, balanced and transparent. We ensure the credibility of all report data, which are clear and comparable to recent years. Demonstration of our sustainable path includes dimensions of the past, present and future.

The company's top management is responsible for sustainable development and its reporting, and thus it delegates all its powers and responsibilities in accordance with the company's organisation chart. Some colleagues from different professional fields participated in drawing up the sustainability report (see the Table on page 77).

Primož Primožič, environmental expert, is responsible for the implementation of the project.





A modern and efficient regional entry point from Ljubljana Airport - a meeting point for passengers, society and the wider global community was our great vision. Despite times of great uncertainty this vision is now realized. Although the epidemic has unimaginably shaken our business, the world needs a functioning air transport and we trust it will come to life again.

Address of the Managing Director

The future needs to be seen and understood

Fraport Slovenija saw the year 2020 as a new opportunity. An opportunity to bring a new and fresh wind to Ljubljana Airport after the collapse of the local air carrier, the wind with a great variety of flight schedules, a greater set of air carriers that decided to fly to us. An opportunity to lay new foundations for a new and bright future of the airport by constructing a new passenger terminal.

However, something happened while planning our airport future, something unexpected. A crisis hit us. A crisis that struck as fiercely as it did in the second world war. The World Health Organisation announced Covid-19 pandemic on 11 March 2020. Therefore, the global economy came to a standstill already at the beginning of the year. The world changed drastically, and the science developed a new vaccine in record time by the end of the year. Mankind had to face a life challenge - to survive. In all shades of life.

The fundamental goal of aviation is however connecting and joining people and cargo around the globe. When the global pandemic was declared, aviation industry lost its essence. The spread of SARS-CoV-2 coronavirus posed the greatest threat to the global politics that humankind had to face in recent years. World economies were forced to stop overnight. Our industry literally instantly plunged into the brink of survival. Air carriers started to ground their aircraft one after another, and passengers were disappearing from airports. Our aprons became overcrowded parking lots of grounded aircraft, and the faces of aviation industry - pilots, flight attendants, and numerous airport staff - took off their uniforms and work clothes. Many of them will never be able to put them on again, since the pandemic hit the industry so drastically and deeply that millions of jobs were lost in the industry.

The 'corona year' for Ljubljana Airport
Our airport world practically stopped. The Government of the Republic of Slovenia suspended the operation of passenger air transport in the Republic of Slovenia on 17 March 2020 in order to curb the spread of Covid-19 disease. The Decree prohibited the operation of international air passenger transport to the Republic of Slovenia from the rest of the world. Exceptionally, special air transport without passenger transport, state and humanitarian transport were allowed, enabling Slovenian citizen to return home. Freight transport was also allowed.

We responded quickly and efficiently to the newly appeared circumstances, which we considered short-term and transitional. On the cost side, we cut all unnecessary costs which did not affect the airport operation and its safety. All non-urgent investments were put on hold. However, we did continue with the construction of the new passenger terminal worth over 20 million euros. The construction of the new passenger terminal is considered a strategic investment crucial for a long-term airport development. Although the existing passenger terminal would most likely spatially suffice with the existing reduced level of traffic, the management and the owners nevertheless decided to continue with the construction of the new one according to the agreed time schedule, despite the consequences of the pandemic. Due to dilapidation of the existing terminal we can only hardly ensure an adequate standard of passenger handling services. In addition, the company sees this investment in the new passenger terminal as a long-term investment which will help the company recover from the current situation much faster in the future.

We also tried to negotiate more favourable and longer payment deadlines with our suppliers. On the other hand, we encountered many requests from our business partners, who also depended on the number of passengers, for possible deferrals of payment, reduction in payment or even exemption from payment. We also took a decision on work rationalisation, which meant only emergency teams of employees were at work, who were necessary for the airport to stay open, to provide cargo flights and emergency flights, and to ensure some other urgent jobs in the airport. All other employees went on furlough or started to work from home. According to the state intervention legislation we enjoyed the benefits of the government measures to preserve jobs and related various reimbursements of salary compensations for the employees on furlough or those with part-time job.

During the entire airport closure, we were intensively working on its reopening and readmission of air passengers. We took several health protection measures and equipped the passenger terminal adequately for health protection of our passengers, and we ensured work safety of our employees as well. A Covid-19 testing point has been set up at the airport for air travellers and for external interested individuals. This excellence in preparation of the airport for safe travel has enabled us this year to obtain AHA - Airport Health Accreditation Certificate from ACI Airport Council International. The certificate shows we are an internationally recognised airport that provides the highest hygiene standards for passengers as well as employees.

The damage we had to suffer as an airport operator due to the pandemic last year exceeds 15 million euros. At the end of 2020, the Government of the Republic of Slovenia endorsed the proposal, subsequently also the European Commission did so as well, to grant a state aid to our company to partially compensate the damage done by Covid-19 pandemic consequences. The state aid in the form of a one-off grant amounted to 5 million euros. The approved state aid, albeit in a significantly reduced amount from the actual estimated damage, is essential to ensure the liquidity of our company.

After reopening of the airport at the end of May, the actual recovery of passenger traffic was gradual, slow and deliberate.

Numerous air carriers have cancelled their flights for the entire summer season due to restrictions of global travel, border crossing restrictions, tourism restrictions, stricter preventive measures and due to a strong fear of spreading the virus.

The aviation industry has been one of the most affected industries hit by this health, economic and social crisis of modern times.

Fraport Slovenija concluded the business year 2020 with 83.1% decline in passengers handled at the airport. There were only 291,910 passengers at the end of the year. So the company made a net loss of 6,308 million euros in 2020. There were only 12,980 aircraft movements, which accounted for 58.8% decline compared to the year before. There were 23,154 tons of cargo handled, which accounted for a 6.9% decline in transshipment cargo. Upon a dramatic decline in air traffic we also recorded a 61.8% fall in operating revenues, which accounted for 18,062 thousand euros at the end of the business year. The business performance also revealed negative EBITDA in the amount of 2,114 million euros.

Unfortunately, the pandemic caused much more than just red figures in tables and disastrous business performance. It has taken a heavy toll on those employees in the aviation who lost their jobs in the time of a really sluggish passenger traffic recovery. Unfortunately, also Fraport Slovenija had to confront such a decision, since we estimated that with high fixed costs and retaining the same number of employees we wouldn't be able to ensure the company's liquidity. Due to eruptive consequences of the pandemic, the company reached the point where the company was not able to provide

work for all the staff in the long run. So, the company was forced to take the most drastic measures - to adjust the number of employees. At the same time, we pursued the strategy of retaining a sufficient number of employees in order to be prepared for the recovery in air traffic. There were 395 employees at the end of 2020, compared to 478 employees a year before.

And the picture of aviation in Europe? Some airlines stopped flying for good. The chain of passenger tourism suffered irreversible and unimaginable consequences. European air carriers, airports and air traffic controls suffered 56.2 billion of financial loss. 1.7 billion fewer passengers were handled by European airports. There were 6.1 million fewer flights across Europe, 51% of grounded aircraft at the end of 2020 and 191,000 lost jobs in aviation across Europe.

Building the new present
Each crisis being devastating, annoying or even painful can at the same time be encouraging for creativity and innovativeness. Usually, there is a great common purpose.

Immobilisation of the global population and forced cessation of some global economies have undoubtedly caused numerous unfavourable individual destinies and uncertainties and several economic challenges. However, we must look at the bright side of this collateralism. Climate change.

Satellite data show a decline in air emissions caused by nitrogen dioxide, the key air pollutant being released into the air by burning fossil fuel. Emissions of soot particles, which cause respiratory diseases, have also been greatly reduced

in the air. A study conducted by Global Carbon Project, an environmental organisation, also shows that last year's emissions arising from burning fossil fuel and industry reached approximately 34 billion tons of carbon dioxide equivalent. This organisation estimates emission reduction to 2.4 billion tons, which is 1.5 billion tons more than at the end of the World War II, and 1.9 billion tons more than during the global financial crisis in 2009. Air emissions were down by 11% in Europe, and by 8% globally. The aviation industry and its dramatic shutdown contributed the biggest share to air emission reduction - 40%.

If we want to leave a healthier and cleaner planet for our future generations, a transition to clean energy is a must. The binding Paris Climate Agreement envisages climate neutrality prior to the end of this century and sets out an action plan to allow and pose to global governments to prevent hazardous climate change by limiting global warming to less than 2°C compared to the level in pre-industrial times. In order to meet this commitment, air emissions of hazardous substances should in the

following decades be reduced by the same amount we actually did in 2020.

Are the lessons of collective measures in the fight against Covid-19 an efficient response to climate change? The future should be understood through the concept of sustainability, and the latter should be understood in the light of a wider social responsibility.

Safety. Sustainability. Freedom of mobility.
Any sort of crisis in air traffic is not uncommon, to be honest. However, the peculiarity of this crisis is, that at first it appeared to be just a medical one. But it has finally resulted in a dramatic economic, mobile, social and human tragedy on a global scale.

How long this health crisis will persist and what long-term consequences the crisis will leave in our lives is difficult and inconvenient to predict. The aviation future we will therefore create with a wish that sees the future. This wish depends now on decisions made by global governments in relation to renewed free mobility of travellers and

development, and sufficient amount of Covid-19 vaccines for all. The chain of aviation organisations, airports, air carriers and air traffic controls is unified and ready to reconnect safely, globally and sustainably.

Today's global society cannot function without air connections in operation. Aviation is one of the main forces of globalisation, which promotes the development of the modern world. So, no one actually doubts about the revival of this industry. But the question remains - when?

It seems we are just at the beginning of the end. We are ready and we see opportunities brought by the last crisis as a new beginning. People and the planet have been given a new opportunity. An opportunity to live a life which will be less destructive to the world. An opportunity to live a life which won't be rejected by the planet.

Zmago Skobir,
Managing Director



Address of the chiefs of divisions



Dr. Babett Stapel,
Chief Commercial, Finance and
Administrative Officer



Oliver Weiss,
Chief Operating Officer

Transformation of commercial flying

It's difficult to overstate just how much the Covid-19 pandemic has devastated aviation industry. The sector is expected to be smaller for years to come which is a challenge we have to accept in our efforts to recover the traffic.

The dialogue with air carriers has now been even more intense, since they have become more cautious about selecting their flight destinations, while also shrinking the number of their aircraft and flight schedules. Even closer

cooperation with tourism authorities and partnership with governments is the key in such environment. Not only to harmonize travel regulations within EU but also to support airlines in their risks to provide air connectivity. We are glad that Slovenian government accepted our proposal for state support scheme to the airlines and first results are promising.

Completing new passenger terminal with our own funds is certainly a big achievement that not only improves

passenger experience but shows our belief in traffic growth at Ljubljana Airport.

Sustainability in airport operations

While pandemic scarcely touched the volume of cargo traffic – medical products and changed consumer behavior like online shopping even increased cargo rates – collapse of passenger traffic urged airport operators to rethink their processes.

It is obvious that future will bring us touchless and automatized processing. Face to face interaction between passenger and service agent or authorities will be reduced while collaboration between authorities, airlines and airports will have to be intensified. In the future, airports will operate successfully only by inventing

and implementing sustainable solutions, using available resources carefully and with attention throughout all workflows connected to passenger and aircraft processing.

Fraport Slovenija used the period of significant decrease in commercial passenger traffic to redesign procedures, identify and eliminate the suboptimum, automatize actions and increase communication via IT systems. That results in slim processes with condensed requirement for resources like limited vehicle movements on the apron, reduced fuel consumption, etc.

At our airport we ensure to have aircraft taxi and waiting times minimized and resources for handling optimized. That – together with ongoing electrification and increasing use of green energy – results in the lowest possible carbon footprint during aircraft and passenger handling. Airports will reach carbon neutrality during next decade. For the global aviation sector currently 2050 is targeted, but to achieve the green goals even earlier, common efforts and close cooperation between all industry stakeholders is required.



Information on significant changes in the reporting period and after the end of 2020

2020

March

On 5 March, the summer flight schedule was introduced, which promised quite some novelties. The existing twelve scheduled air carriers, that were to fly to 22 destinations, were about to be joined by another five: British Airways with flights to Heathrow, Finnair to Helsinki, Israir Airlines to Tel Aviv, Windrose to Kiev and Iberia with flights to Madrid. Some flight connections were about to be strengthened by either bigger aircraft or by adding frequencies.

On 17 March the Government of the Republic of Slovenia prohibited the operation of passenger air traffic in the Republic of Slovenia in order to curb the spread of SARS-CoV-2 coronavirus. The decree provisionally prohibited the operation of international air passenger traffic from all countries into the Republic of Slovenia, even within the European Union. The restriction was effective until 11 May 2020. During this time, the airport continued its operation of cargo traffic, special air transport without passenger transport and government flights.

April

The construction of a new hangar for the equipment of aircraft ground handling (the so-called SOLE 3) was completed. The new facility extends over 1,900 m² of covered surfaces and additional over 3,000 m² of external surfaces. It is located between the new passenger terminal T2 and SOLE 1 hangar. The investment was worth 0.7 million euros.

May

On 12 May the government lifted the ban on the operation of international air passenger traffic, and on the same day our airport was reopened to passenger traffic.

On 29 May Air Serbia was the first air carrier to establish their scheduled flights after the pandemic.

June

The summer months were marked by a careful and gradual return of air carriers to Ljubljana Airport. The dates and the extent of resumption of flights depended to a large extent on easing the restrictions of border crossing and some other restrictive measures in individual countries, as well as on the recovery of flight demand. Nine air carriers returned to Ljubljana Airport in the summer season: Air Serbia, Montenegro Airlines, Lufhansa, Wizz Air, Transavia, Air France, Turkish Airlines, easyJet and LOT Polish Airlines, providing flights to ten destinations. There was relatively high demand for charter flights to Greek islands, organised by Slovenian tourist organisations during the summer season along with the air carriers Trade Air and Aegean Airlines, meanwhile the air carrier Croatia Airlines performed three flights to Dubrovnik at the end of June and at the beginning of July.



2020

July

Due to Covid-19 pandemic and consequently a fall in air traffic, the company was not able to provide jobs to all employees in the long run. Therefore, the Redundancy Programme was adopted. Based on the programme, 82 redundant employees were laid off. Their employment contracts were terminated for business reasons.

October

On 1 October, a changed organisational structure of the company Fraport Slovenija came into force, the purpose of which was to optimise work processes in the operations, to downsize the management staff and to increase multitasking of the employees retained.

On 5 October, the access to the passenger terminal and to other adjacent facilities of Ljubljana Airport was temporarily changed, as part of the construction of the new passenger terminal, which without interruptions continued according to the plan during the pandemic.

December

On 25 October, the winter timetable came into force. Air passenger traffic across Europe recorded a dramatic decline for the eighth month in a row. Due to the development of the pandemic, the published timetables and frequency of flights from Ljubljana Airport were limited also in the winter timetable. According to the then data for the winter season, there were ten flight connections planned to be realised from Brnik to nine European countries with nine air carriers. However, due to the escalation of the pandemic in winter, a good part of these connections were not realised.

November

On 25 November, the newspaper Finance, for the 21st time in a row gave the only and most prestigious professional award to organisations in relation to business reporting - the best annual report. The company Fraport Slovenija won the award in the category of The Best Annual Report in Sustainable Development.

December

On 6 December, the Government of the RS approved the proposal to grant state aid to Fraport Slovenija in the amount of 5 million euros for the damage the company had suffered due to the consequences of Covid-19 pandemic in the period from 17 March to 30 June. The proposal had to be approved by the European Commission as well.

On 16 December, Fraport Slovenija established a testing point for Covid-19 at the airport. PCR tests and quick antigen tests were also made possible there. Testing was available for air travellers and other interested individuals. The airport operator Fraport Slovenija also concluded an agreement with a private health care provider, Zdravje Health Centre from Ljubljana, to perform taking swabs.



2021

January

On 28 January, the operating licence of a new cold store in the air cargo handling centre was issued. The new cold store is intended for the storage of pharmaceutical shipments with the required temperature from two to eight degrees Celsius. The cold store has 150 m³ in size, so the storage capacity of the so-called 'cold shipments' has doubled. This new acquisition has improved reliability of storing pharmaceuticals.

February

On 2 February, the European Commission approved the state aid of 5 million euros granted to Fraport Slovenija, which is a grant intended to compensate the damage suffered by the company as an airport operator in the period between 17 March and 30 June 2020 due to the outbreak of the new coronavirus.

On 12 February, after a break of almost a year due to Covid-19 pandemic, the Russian air carrier Aeroflot returned to Ljubljana Airport. It initially flew to Moscow once a week.

On 21 February, the companies Fraport Slovenija and Resalta, d.o.o. signed a contract on installation of solar photovoltaic power plant on the roof of the car park with its business facility extension. The solar power plant is estimated to generate 500 MWh power from renewable energy sources for the airport's own needs. The entire project will be completed in 2021. We decided for this project with the purpose to contribute to our long-term objective of reducing CO₂ emissions and to save energy costs.

March

On 6 March, Air France, a French air carrier, resumed its scheduled flights to Paris after four months.

On 11 March, we obtained AHA Airport Health Accreditation certificate from ACI (Airport Council International). So, Fraport Slovenija proved successful in assessing the implementation of preventive measures against the coronavirus. Our airport has joined the airport family that are certified to ensure safe conditions for air travellers and their airport staff.

April

On 12 April, Fraport Slovenija and the Ministry of Infrastructure signed an Agreement on allocation of non-refundable state funds, which was a partial reimbursement of the damage suffered by our company from March to June 2020, owing to the consequences of the pandemic. The company used the state funds in the amount of 5 million euros to cover urgent operating costs and to ensure the company's liquidity.



June

On 14 June, after years of effort, a low-cost airline flydubai from the United Arab Emirates announced to establish a direct flight connection Ljubljana-Dubai on 24 September with three flights a week.

On 16 June, we celebrated the official opening of the new passenger terminal, with a solemn event and a keynote speaker, the prime minister of the Republic of Slovenia.

On 17 June, the official permit to use the new terminal became final, confirming the facility is ready to be used, and the air traffic and its accompanying activities can commence.

On 24 June, the two renewed websites of Fraport Slovenija and Ljubljana Airport were launched. This modern online presentation emphasises competitive advantages of Ljubljana Airport.





Investment in the new infrastructure was 21 million euros. It has been completed just in time when Slovenia formally assumed the presidency of the European Council and when the aviation industry is spreading its wings again. The new facility offers a greater capacity and a higher standard for passengers, other users and employees. 10,000 m² of new space has been added to the existing terminal. Capacity has been increased from 500 to 1,250 passengers per hour. The new terminal is a long-term investment that will help us in the future to recover faster from the current situation.

Basic Information about the Company

About the company

The company Fraport Slovenija, which operates Jože Pučnik Ljubljana Airport (hereinafter as Ljubljana Airport), is the central Slovenian international airport which provides 97% of the total air passenger traffic in Slovenia. Its core business comprises airport management and operation, development of the airport infrastructure, provision of ground handling services and various commercial activities. The location of the airport is ideal for development of flight connections and aviation-related activities, since it is located at the junction of the traffic flows between the Pannonian Basin and the Po Valley, and the corridor from Middle East to the European Union, running through the Istanbul strait. The gravitation area of Ljubljana Airport includes Slovenia, the southern part of Austria, the northeastern part of Italy and a part of Croatia, accounting for over four million inhabitants of the area. In addition to its central national importance, the airport also has the character of a regional airport and a hub for the Balkan Peninsula, both in passenger traffic and transport of express shipments. The airport with its 3,300 m long 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 Fraport Slovenija has sufficient land at its disposal, which enables a further airport expansion and development of complementary activities.

Ownership structure

Ljubljana Airport is 100% owned by the German company Fraport AG Frankfurt Airport Services Worldwide (Fraport AG).

Company management and control

Zmago Skobir is the managing director of the company. He graduated from the Faculty of Law, the University of Ljubljana, and passed the bar examination at the Higher Court in Ljubljana, and his specialisation at the Faculty of Law in Belgrade. He has a wealth of experience of many years in the field of aviation and tourism.

The company has three procurators, who are also chiefs (director) of division: Oliver Weiss, chief operating officer, dr. Babett Stapel, chief commercial, financial and administrative officer, and Thomas Uihlein, director of Aviation Academy.

The company's business activity and the work of the management board are supervised by a three-member Investor's Committee. The committee consists of: the chairman Holger Schäffers and members Alexander Laukenmann and Tamara Weyer (replaced Kai Peter Holger Zobel in August 2020), all from the company Fraport AG.

Committees and organisations where we actively participate

By becoming a member of various professional associations we are also increasing opportunities for networking with colleagues and peers, and we are exchanging good practices. At the international level we continue to be a member of professional groups, operating within the European airport association ACI Europe. We were active in the Advisory Group within the Policy Committee, the role of which is the development of strategic guidelines for ACI Europe management, and coordination and connection to other committees and work groups. We participated also in Aviation Security Committee, which deals with the issue of civil aviation protection at airports and proposes new solutions in this field. We continued to be a member of Regional Airports’ Forum and of Digital Communications Forum. New knowledge and experiences we share at meetings organised within Fraport Group.

By becoming a member of various professional associations we are also increasing opportunities for networking with colleagues and peers, and we are exchanging good practices.

Organisation chart (valid from 1 October 2020)



Mission

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

Vision

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

Values

Sustainable development

We are aware of the responsibility, as employer and economy factor, which we have for our employees, society and environment and other interested parties. We act sustainably and base our actions on economic, environmental and social criteria.

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

Value enhancement

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

Aviation safety

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

High performance

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

Importance of sustainable development

Fraport Group is building its business activity on values of social responsibility and sustainable development. It manages its stakeholder relations and sustainable indicators in all local companies, thus encouraging creation of best sustainable practices of the airports. Fraport Slovenia takes on its own responsibility in the fields of economy, ecology and social matters. By doing so, it strengthens a wider social welfare. Our development encourages development of the environment where we live.

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

the environment richer. Our business activity also has some negative impacts on the environment. We are striving to timely recognise such negative impacts, and to manage them fully and reduce them perpetually. The company’s top management is responsible for the adoption of the company’s sustainable strategy and its programme. All employees, in accordance with their powers and responsibilities, are included in the implementation of our sustainable programme.

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



Occupational health and safety
Air quality
Noise reduction



Attractive and responsible employer
Value creation and cooperation in the region where we operate
Fraport Aviation Academy



Ensuring a work environment characterised by diversity, equal possibilities and respect
Ensuring a balance between work and private life



Preserving the environment and protecting the nature (also water resources)



Efficient use of energy
Renewable energy sources
Sustainable mobility



Economic efficiency
Growth and development of Fraport Group
Attractive and responsible employer
Value creation and cooperation in the region where we operate



Customer satisfaction and quality of services
Growth and development of Fraport Group



Air quality
Noise reduction
Sponsorships and donations in the local and national environment



Occupational health and safety
Efficient use of energy
Renewable energy sources
Preserving the environment and protecting the nature



Efficient use of energy
Renewable energy sources
Sustainable mobility

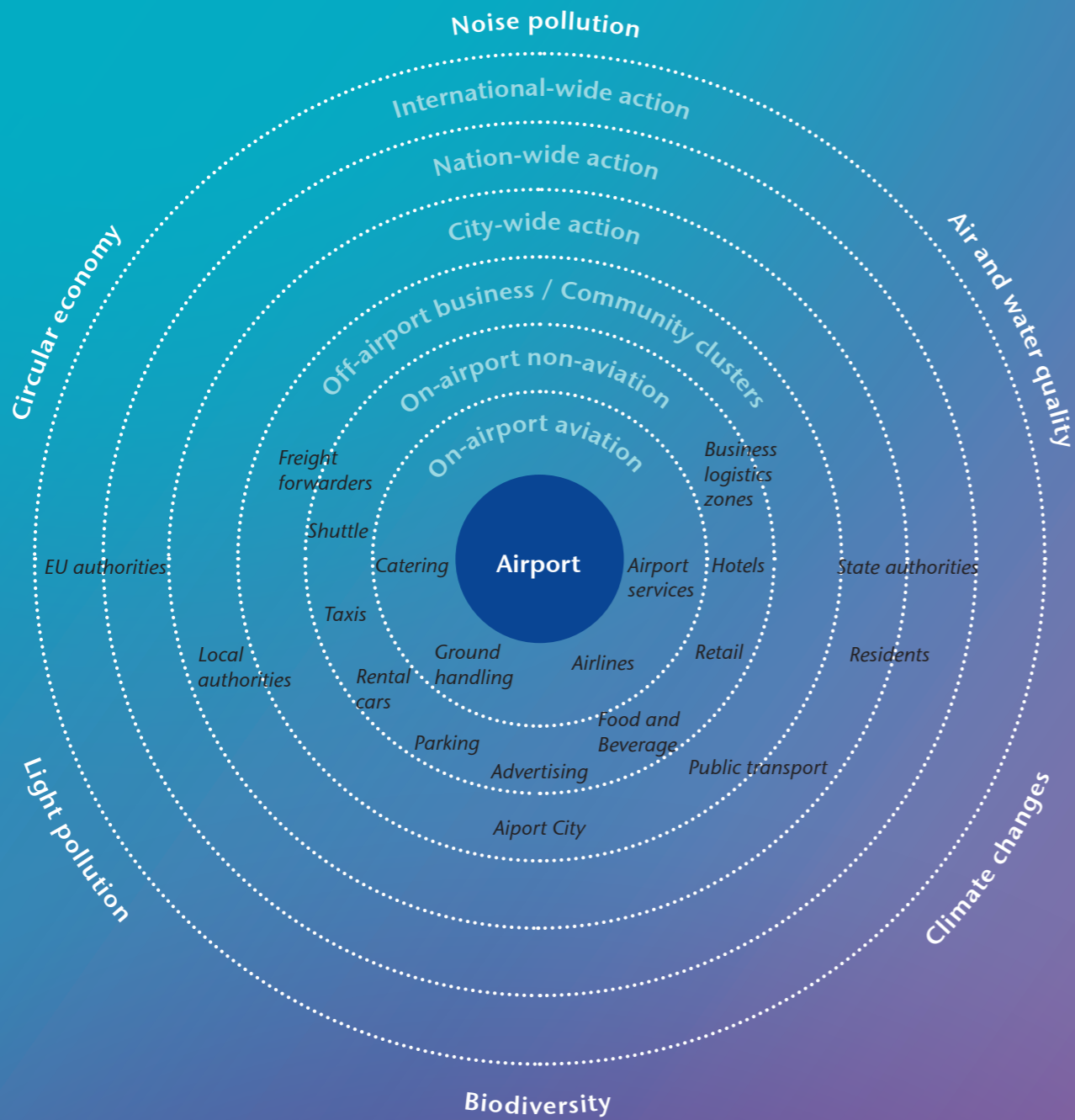


Preserving the environment and protecting the nature (particularly birds)



Fraport Slovenia as a member of the international Fraport Group, is an active supporter and implementer of the internationally adopted standards, guidelines and principles, in particular UN Global Compact principles, the commitment to reducing air emissions from international aviation, guidelines for transition to a circular economy, General Declaration of Human Rights, UN Conventions and ILO fundamental labour standards, as well as OECD guidelines for multinational corporations.

Figure 1: Sustainable effects and stakeholder relations



Decarbonisation of aviation sector in the European Union

The aviation sector is vital for connecting countries internationally and is an invaluable part of the world economy. It is one of the hardest sectors to decarbonise as there are currently no low-emission alternatives for long-distance flights to satisfy the speed of air travel. However, there is technology that can decarbonise short- and medium-haul flights and help achieve net-zero carbon emissions.

The aviation industry accounts for 12% of all transport CO₂ emissions, 2-3% of global carbon emissions, and 4% of European carbon emissions. While the fuel efficiency of aircraft operations improved by an average of over 2% per year between 2009 and 2019, it is acknowledged that further action is needed to bring down the absolute level, even if traffic levels increase. This must be done in an ambitious way in order to meet the EU’s objective of net-zero CO₂ emissions by 2050.

With its growth, the role of aviation and its environmental impact are now the subject of greater scrutiny in the society, most notably in relation to carbon emissions. While climate change has already achieved a high profile in Europe, the entry into force of the Paris Agreement has undoubtedly contributed to pushing this to the top of the political agenda. It is right to expect the aviation sector to meet its responsibilities in this regard. Associations representing aircraft manufacturers, airlines, airports and air navigation service providers in Europe, have therefore come together to plan a route to achieve the EU goal, the so-called “Destination 2050”.



First world-wide certified electric aircraft. The European Union Aviation Safety Agency (EASA) announced in June 2020 the certification of an electric airplane, the Pipistrel Velis Electro, the first type certification world-wide of a fully electric aircraft and an important milestone in the quest for environmentally sustainable aviation.

The purpose of the plan was to identify the measures which would lead to decarbonisation of aviation.

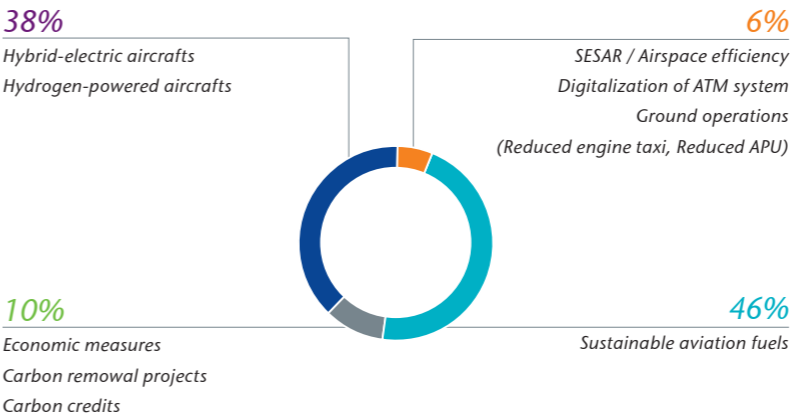
Those measures included four pillars: aircraft and engine technology (hybrid-electric propulsion, hydrogen fuel cell technology), air traffic management and aircraft operations, sustainable aviation fuels and smart economic measures (f.e. CORSIA). Implementing these measures could make 2019 the peak year in absolute CO₂ emissions from European aviation, thereby surpassing the industry target of carbon neutral growth from 2020 onwards.

In the year 2030, net CO₂ emissions are to be reduced by 45% compared to the hypothetical reference scenario as a result of continuing fleet renewal, improvements made in ATM and aircraft operations, and a substantial reliance on economic measures. Compared to the CO₂ emissions in 1990 which are the basis for European Green Deal targets, this however means a 36% increase in the net CO₂ emissions from European aviation.

This is due to the fact that most of emission reduction measures (the next generation of aircraft and a predominant use of sustainable aviation fuel) take more time to be implemented. It is nonetheless essential to lay the foundations for post-2030 emission reductions in the coming years in order to realise net-zero CO₂ emissions by 2050 and reduce reliance on economic measures.

The sector is increasingly aware of the importance of greenhouse gas (GHG) emission reduction, and has already taken some notable mitigating steps in order to do its part in limiting the global temperature rise to a maximum of 1.5 degrees Celsius above preindustrial levels by 2050.

Graph 1: Destination 2050 – zero CO₂ emission plan



Integrated governance system

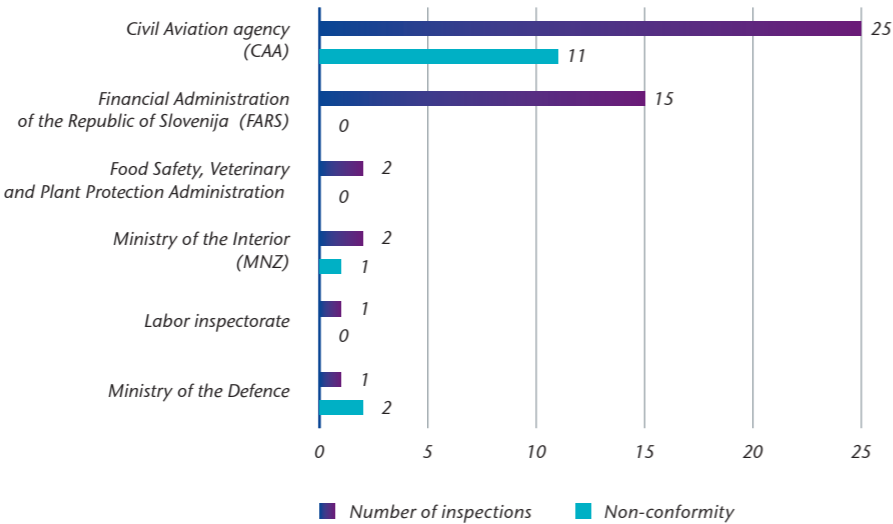
We regularly strive to achieve a high quality level in order to ensure appropriate airport development in line with the requirements of air carriers, passengers and other business partners.

The company’s top management and all employees are committed to the management systems, so we operate in compliance with ISO 9001, ISO 14001 and ISO 45001 standards. All three systems are interconnected and part of an integrated management system. Our good work is reflected through a positive assessment of all external audits of our partners and inspectors. In 2020, we successfully went through 46 inspections, 11 external audits performed by air carriers, external audit of quality management system, and integrated external audit of environmental management system and the occupational safety and health system, in accordance with ISO standards. Where necessary, we prepared corrective and preventive measures to prove that our operations were carried out in accordance with all statutory requirements and the requirements in the field of aviation. The company’s operations are regularly checked through internal controls in order to achieve business compliance and to seek for new improvement opportunities.

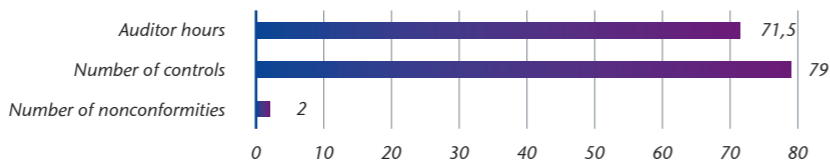
Figure 2: Certificates (ISO 9001, 14001, 45001)



Graph 2: Inspections in 2020



Graph 3: Internal control summary in 2020



Risk management and classification

The entire risk management of Fraport Slovenija is integrated into a unified risk management system. The company is otherwise involved in Fraport Group risk management system which allows risk identification and analysis at an early stage, and risk management by means of adequate measures. The company’s management is responsible for risk management. However, all employees, in accordance with their authorities and responsibilities, take over risk management for specific professional fields.

We regularly implement measures to reduce any risks associated with the reduction of air traffic hazards caused by birds, security actions and weather conditions.

Currently, a plan of continuous operations is in force, which involves

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

In accordance with the Critical Infrastructure Act, Fraport Slovenija as operator of critical infrastructure, is also obliged to prepare a risk assessment for the operation of critical infrastructure.

Company’s risk are defined at the level of strategic goals and processes. In addition, the risks associated with the areas described hereinafter, are monitored separately.

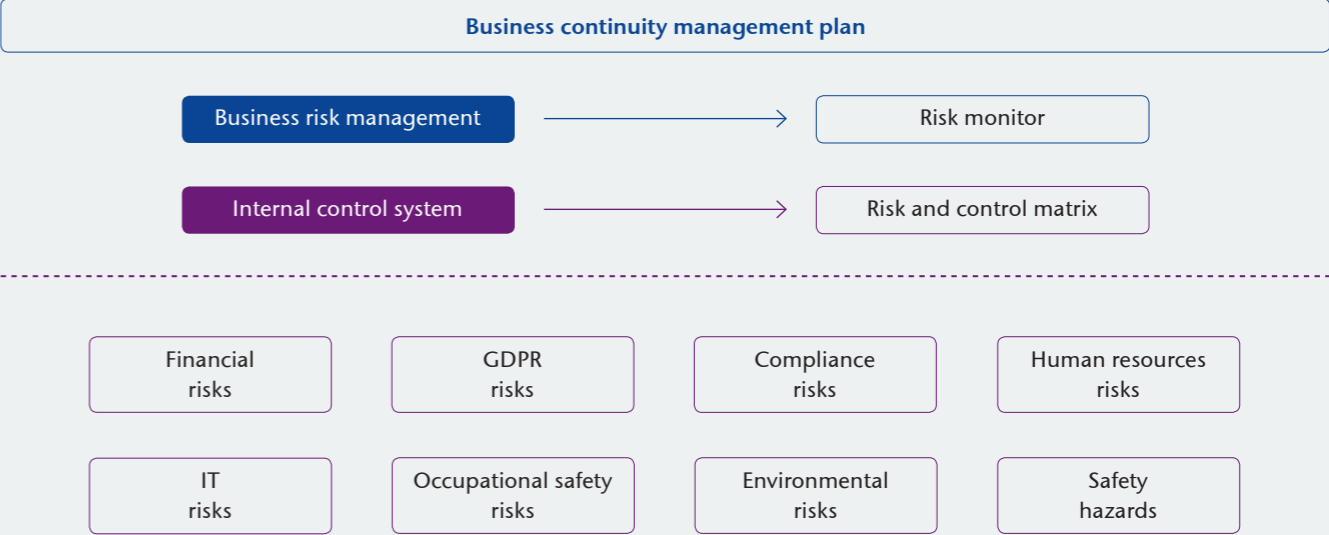
The risk management process includes identification and risk assessment, taking measures to avoid or reduce risks, control and reporting. Risk assessment is the basis for classifying risks into four groups, and determines the likelihood of a risk and assesses the extent of the damage that could be done by such risk.

At the level of Fraport group, the company reports quarterly on any significant and high risks and measures in order to manage such risks and changes that have appeared in the last reporting period. Risk management is supported by a diverse mechanism of internal controls and internal audits.

The risk of the new coronavirus spreading hit the company’s operations the most in 2020. The company responded to it with a number of measures for the safety and health of its employees, business partners and air travellers, and for the mitigation of consequences of the pandemic in order to keep its ongoing business and the airport in operation.

In accordance with the Critical Infrastructure Act, Fraport Slovenija as operator of critical infrastructure, is also obliged to prepare a risk assessment for the operation of critical infrastructure.

Business continuity management plan and risk management chart



Financial risks

For a stable company’s operations, it is essential to manage financial risks, with which we have to encounter on a daily basis. We manage our credit risk by monitoring our business partners and attaining credit ratings, by external information, coordinating accounts receivable, consistently charging default interest, issuing reminders and recovery. In addition, the company has part of its accounts receivable insured with its insurance company.

Liquidity risk has increased due to the pandemic and the decline in cash inflows, but it is still considered low risk based on the implemenation of appropriate measures. The company is also exposed to the interest rate risk, which is considered low, since the company has neither interest-bearing liabilities nor any financial investment, of which the interest would be linked to interest rates.

GDPR risks

The company is well aware of data protection. For this reason, it has adopted and issued its Rules on protection of personal data, on the basis of the Regulation (EC) 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation), and Personal Data Protection Act. In the event of a greater risk in the field of personal data processing related to new projects, new IT-solutions or new contractors we produce the so-called impact assessment with a detailed analysis of managing risks of any kind in the field of personal data protection. The company also has one authorised representative for personal data protection appointed by the company’s management board, who has responsibility for managing the entire field of personal data protection. The effectiveness of the personal data protection system is checked annually as part of the management review by the management board.

Compliance risks

Fraport Slovenija compliance guidelines are based on the compliance system of Fraport AG Group, internal Compliance Management System Guidelines, the Code of Conduct and Standards

of Behaviour for Employees, and on Manual for the Preventing Conflicts of Interest. The company has the authorised representative for business compliance, appointed by the company’s management board, who is responsible for managing the business compliance system. We also have a Compliance Management Committee. In the event of an increased risk in the field of business compliance, also the parent unit from Fraport AG is included in the consideration of the situation. The effectiveness of the business compliance system is annually checked on the basis of the analysis of the effectiveness of risk management in this field, and is further discussed by the company’s management board during the management review and by the company’s owner at regular meetings of the Investor’s Committee.

Human resources risks

Risks in the field of human resources are above all linked to an eventually insufficient number of employees, particularly for the implementation of mandatory airport services, and also to inadequate employee qualification. We ensure continuous operations by careful monitoring and following legislative requirements in all the areas of our business activity, and also by enabling regular employee training and development.

IT risks

The company’s method of managing information and information systems is regulated by its Master Security Policy, which sets out the fundamental starting points for data formation and processing, the method of use, protection and security of the information resources.

Occupational safety risks

With its prescribed Safety Statement with Risk Assessment, the company addresses identified risks and hazards for all jobs within the company and all associated measures to reduce such risks.

The company has the authorised representative for occupational health and safety, who was appointed by the company’s management board and is responsible for the system and risk management of occupational health and safety.

The effectiveness of occupational safety and health data protection system is checked annually as part of the management review by the management board.

Environmental risks

The company identifies external and internal factors that impact the environment and may pose a risk to it. The company has the authorised representative for environmental protection, who was appointed by the company’s management board and is responsible for the system and risk management of environmental management. The effectiveness of the environmental management system is checked annually as part of the management review by the management board.

Safety hazards

As a European airport we are committed to complying with the EU safety regulations, as it is essential in aviation industry. Therefore, our company obtained an international certificate in this field in 2018, the so-called EASA certificate, which proved that our airport operation met all the requirements for the safety of people in the airport and that we managed all the risks related to the airport operation. The company also has the authorised safety manager, appointed by the company’s management board, who is responsible for the system and management of safety risks.

The effectiveness of the safety system is checked annually as part of the management review by the management board.

The company obtains the data on individual risks in the field of civil aviation protection from the Civil Aviation Agency (CAA) and the competent Ministry of Infrastructure. Protective measures in civil aviation are at the airport executed in accordance with the applicable legislation, and are immediately adapted to the needs of emergency situations.

Professional secrecy, data protection and privacy

We are striving for transparent communication in terms of respect of professional secrecy. Employees are aware they have to cherish confidentiality of data related to the business activity and business secrets of the company, and to act in compliance with Personal Data Protection Act and Data Protection Manual.

Data Protection Manual defines the technical and organisational measures and protocols to protect personal data in the company Fraport Slovenija. These measures and protocols are designed to prevent unauthorised access, alteration, deletion or any other damage or loss of personal data, to process personal data fairly and lawfully, and to ensure respect for all other principles of the protection of personal data. Rules on Personal data Protection define appropriate measures for the protection of personal data in order to ensure the lawful, fair and transparent processing of personal data which is based on the applicable Slovenian and European legislation in the field of personal data protection. We also provide regular training in the field of personal data protection for all employees in the company.

Compliance management system and integrity

The Compliance Management System (CMS) is considered a systematic procedure aimed at ensuring the conduct throughout the company to be consistent with laws and regulations. CMS comprises prevention and detection of eventual non-compliance, as well as reaction to incidents and risks identified. It helps protect the company, its employees and owners against eventual financial damage, liability claims and reputation damage.

Early preventive measures are performed in order to reduce any identified risks in business compliance. In particular, this comprises clear and appropriate internal regulations, specific communication measures, exemplary behaviour on the part of the management, and fostering our culture of ethical values.

We implement appropriate instruments to detect misconduct. Examples include basic elements of the Internal Control

information owned by the company or declared by the company as significant for its operations, are committed to information security.

Safety of flight operations

Much attention is put on safety in our company. The implemented safety management system helps us to improve the level of airport safety. The system consists of four key elements: safety policy, safety assurance, safety risk management and safety promotion. Every year we try to upgrade each of these elements and care for constant improvement in this particular field.

- We continually improve the system by:
- providing up-to-date information for our employees and constant upgrade of their knowledge;
 - providing sufficient financial resources in order to implement our safety policy;
 - defining safety responsibility for all the company’s staff;
 - encouraging positive safety culture with transparent information exchanges within the legal framework;
 - establishing, maintaining and promoting positive safety culture through free information exchanges;
 - defining safety objectives at the level of the company for the period of two years;
 - regular monitoring safety indicators;
 - performing promotion of safety.

Our airport infrastructure and operative procedures comply with various international and national safety requirements, standards and recommendations (ICAO, EU, EASA, ACI, etc.), which is regularly monitored and audited by external and internal audits. Cooperation with other entities operating at the airport is also our concern. Therefore, we have an airport safety action group that has been operating for many years and defines and assures performance of commonly agreed safety measures.

The company pays great attention to business compliance, transparent communication and safety.

Promotion of safety

Promotion of safety is one of the cornerstones of safety management system. Therefore, we have decided to present the effect of different factors on employees during their work. Our exhibited poster shows a disorder which can lead to an undesirable event in case the disorder has reduced attention as a result. The picture shows a situation that led to a damage of an aircraft's fuselage.



Author: Boris Oblak

How can such situations be prevented? Competences and responsibilities of work processes must be clearly defined. It is of great importance to talk about the implementation of the procedure. In case of any doubt, we must clearly express that and obtain all information about the proper conduct of the procedure. In any case, we have to be fully focused on our work and must not be disturbed while implementing risk-related works. Safety was also promoted through regular implementation of employee training. A great emphasis is put on training in relation to eventual hazards and risks to which our employees and other airport users are exposed during their work or while being in the airside of the airport.

Last year, the company did not record any damage to the aircraft and any unauthorised entry into the runway area. However, we did record three major and minor damages done to some vehicles and equipment used in aircraft ground handling. Despite a significantly reduced amount of aviation operations due to the coronavirus crisis, we reduced

the index of the above-mentioned damages per 10,000 performed aviation operations from 2.5 in 2019 to 2.3 in 2020. We carefully analysed the cases and implemented the corrective measures to prevent recurrence of such incidents. The index of the number of buzzard bird strikes per 10,000 aviation operations at the airport fell again in 2020 to 4.6. The index of the total number of bird strikes increased in 2020 compared to 2019 from 16.5 to 18.5. Therefore, we are now intensively implementing the existing measures and looking for possibilities for improvements and new measures.

Culture of justice

The English term 'just culture' has become an integral part of aviation operations. The essence of this concept is learning from mistakes made by humans. Gaining employee experience, while dealing with mistakes, is a very good source of information, which contributes to acquiring new knowledge. Employees

are provided with independent reporting through various methods of electronic safety reporting. We also have a classic paper method of safety reporting ('safety boxes' mailboxes). Within safety reporting we ensure confidentiality of the reporting person and the persons being mentioned in safety reports. Safety reporting can also be anonymous.

We strive every day to establish an environment of trust, where employees can freely and without fear of consequences report about safety issues, occurrences and unacceptable practices. In doing so, we want to point out the line between the acceptable and unacceptable safety behaviour. In 2021, we intend to establish a justice culture committee, which will decide on the possible individual responsibility in terms of respecting the dividing line between acceptable and unacceptable behavior in the event of major safety events related to the safety of flight operations on the airside.

A high level of safety is key to safe and quality performance of our services. We continuously upgrade the company's safety standards in order to stimulate the employees to proactively and preventively report on or warn about any potential or actual hazards at work in the airside of the airport. The same applies for reporting on safety incidents, accidents, safety deficiencies or any other spotted suspicious situations regarding safety.

Organisational safety objectives



Bird strikes by common buzzard – maintaining or improving the index* in 2019 and 2020 compared to 2017 and 2018.



Damage to aircraft above 5,7 t – major (incapable of flying) – 40% reduction of index* in 2019 and 2020 compared to 2017 and 2018.



Actual taxiways/runway incursions – 25% reduction of index* in 2019 and 2020 compared to 2017 and 2018.

* normalised for 10,000 operations

Airport security

As the airport operator, the company Fraport Slovenija is responsible for ensuring security at the entire area of Ljubljana Airport. Airport security consists of several methods and measures intended to protect civil air traffic against any acts of unlawful interference. Fundamental security measures are taken in accordance with the European and local legislation, and additional measures are taken when necessary, regarding the risk assessment made by the competent state authorities, and the risk assessment made by our company, taking the existing and perceived hazards into account. Security efficiency and quality is regularly checked through internal controls in compliance with the quality assurance programme, and external controls carried out by CAA supervisors.

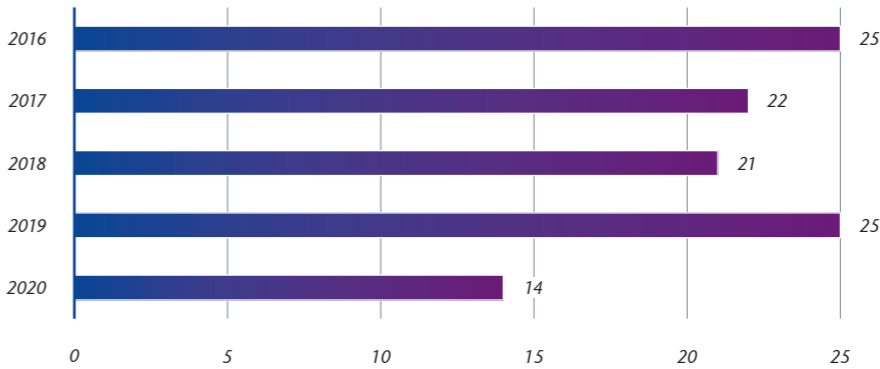
The company's management is regularly informed about our internal and external controls (audits), and we also present the state for the previous year to Civil Aviation Security Council of Ljubljana Airport at the end or at the beginning of each business year. In 2020, CAA carried out fewer controls than in previous years, which is completely understandable, since the airport was closed to passenger traffic from mid-March to the end of May, and the rest of the year passenger traffic continued using all restrictions to help curb the virus SARS CoV-2. There were also fewer internal controls in 2020 than before, for the same reason.

Airport security is in practice implemented by providing and performing physical and technical

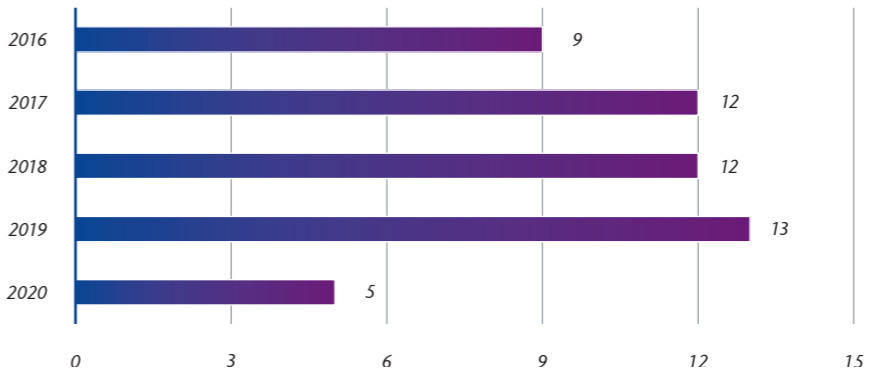
security. Physical security is performed by the contractor Aktiva varovanje, a security service company, while the company Fraport Slovenija provides all necessary technical equipment to protect civil aviation, which is used to perform preventive security measures. This set of equipment includes all the security equipment used for screening luggage, goods and passengers, as well as the equipment for the protection and security of the airport. The airport is additionally secured with an integrated access control system and video surveillance system which prevent unauthorised access to the secured areas of the airport and help detect and clarify eventual incidents. In 2020, we continued to extend and upgrade the technical security system and with all other activities related to the technical security of the new passenger terminal. In 2020, we successfully completed the tender for the new system of screening hold luggage. Among other things, the new system will have the most advanced x-ray device to screen hold luggage which uses computer topography to screen luggage and allows 3D-image of luggage. The new system will be used in the new extension of the passenger terminal.

We are aware that state-of-the-art equipment improves safety and security of air traffic and helps prevent eventual incidents. So, we regularly monitor technology development in this particular field, and we endeavour to implement it as much as possible at the airport.

Graph 4: CAA inspections



Graph 5: Internal inspections



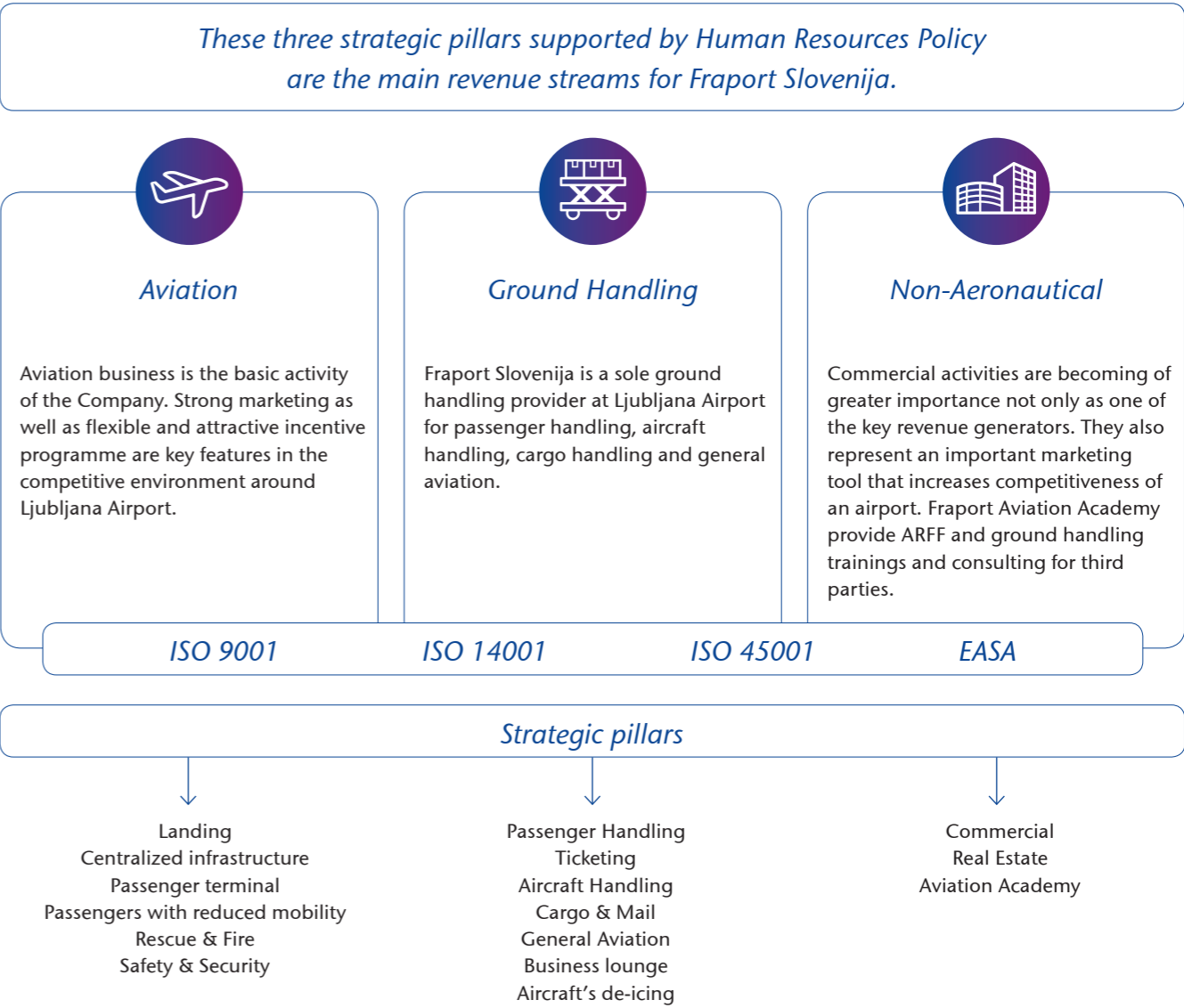


We believe in Slovenia, which due to its tourist, economic and market value needs air connectivity. We value our passengers, our employees and other airport users, who deserve quality, high level of service and good working conditions. The new passenger terminal with enough space and a suitable offer for passengers and business partners will be a good incentive for renewed traffic growth.

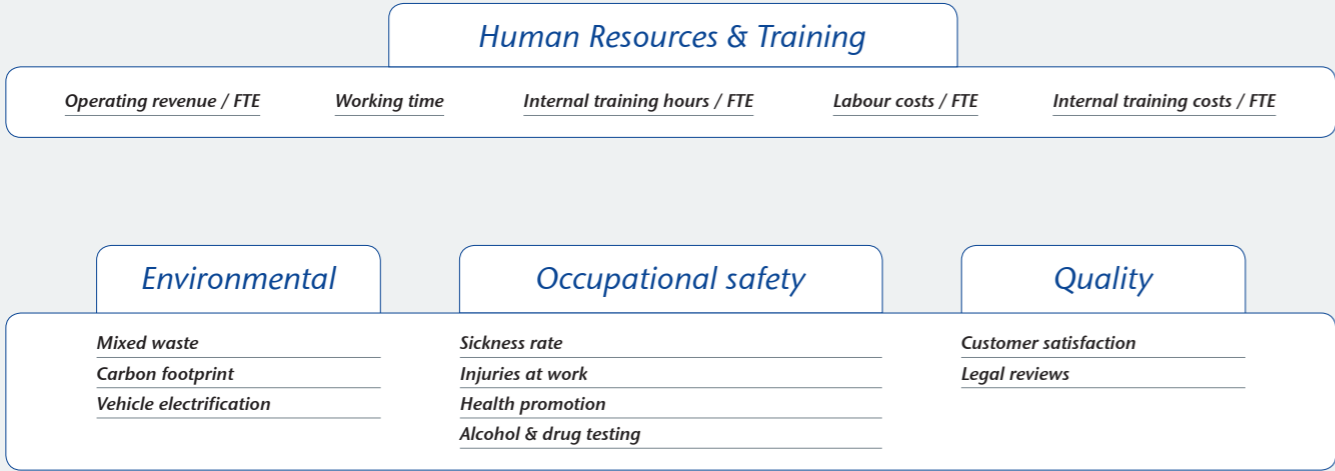
Company's Strategy and Business Performance

There are three key strategic pillars, supported by appropriate human resources policy, to implement the company's mission and vision, which are the main revenue streams. In 2020, we identified 44 strategic and 79 operational key performance indicators.

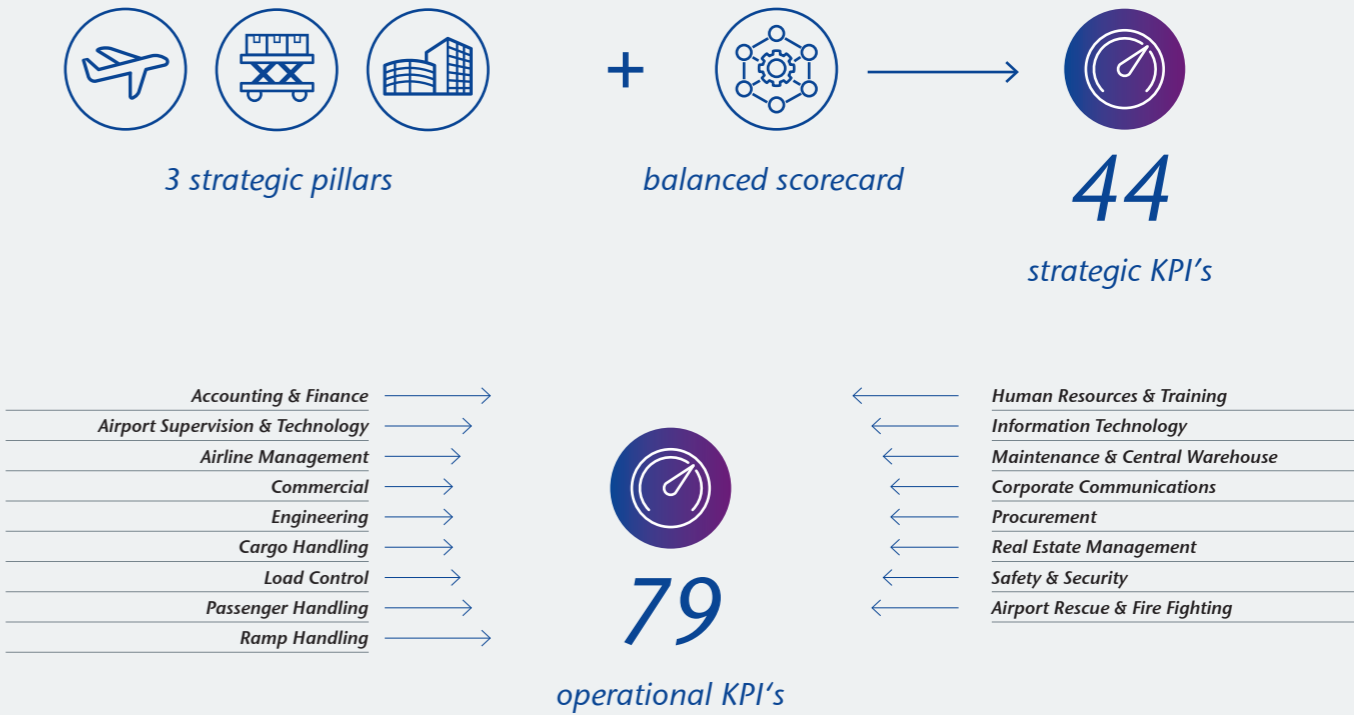
Strategic pillars



System of strategic key performance indicators



EBITDA = Earnings before interest, taxes, depreciation and amortisation
CAPEX = Capital expenditure
FTE = Full-time equivalent



Strategic objectives by 2025

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

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

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

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

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

Among the most important objectives in 2021 is a complete rethink of the company's strategy. A new vision, mission and values must be determined, since the company has lost the domestic air carrier and the traffic structure has consequently changed, and the traffic volume has decreased due to the consequences of the epidemic. Among the most important decision made in the near future will also be the decision of how to develop and carry out cargo traffic. In addition to all this, our primary task is to restore air traffic as soon as possible and to revise the assessment of its development made in the period prior to pandemic. Competition among flight offers is crucial for a sufficient number of passengers and also an increased offer of complementary commercial airport services.

Plans for airport infrastructure development

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

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

Due to the consequences of the pandemic the company has decided to reschedule all non-essential investments for a yet undefined future period. Priorities and the timeline will be ready as soon as the new expected traffic estimate, the business plan and the strategy based on changed circumstances are made. Regardless of the new circumstances, the construction of the new passenger terminal will stay in progress, and this project is still considered a key strategic project affecting a future airport development and the quality of its services offered.

Passenger terminal

The passenger terminal is priority for the airport development, since the

existing facility poses a bottleneck during a normal traffic, particularly in the check-in area, in the baggage sortation area and in the baggage reclaim area. Although during the current reduced air traffic the terminal would most likely be sufficient in terms of its space, we have nevertheless decided to continue with the construction of the new one according to the timetable, despite the consequences of the epidemic. Due to the terminal's wear and tear we can only hardly assure an adequate standard of passenger care. In addition to this, termination of the existing contract for the construction of the new terminal would mean an economic damage and payment of penalties to our construction contractors. The company also considers this investment a long-term one, since it will enable a much faster recovery from the current situation. The contract for the execution of construction, craft and installation works was signed by the contractor GIC Gradnje from Rogaška Slatina in June 2019, and soon afterwards the agreed construction works commenced. Several public procurement procedures for all the necessary equipment were carried out. We bought equipment for baggage handling system, equipment for security and interior design. The expanded, new part of the terminal will be functionally attached to the existing facilities. 10,000 m² of the new terminal will be added to the existing one, including a new departure lounge with 14 check-in counters, five lines of security control, two baggage conveyors,

a new baggage sortation area, a huge duty-free shop and a new business lounge with extended hospitality offer and promotional surfaces. The capacity of 500 passengers will be enlarged to 1,250 passengers an hour By the spring 2021 the following equipment had been supplied and installed: internal equipment, the latest security system, lighting, furniture, computer equipment and audio system. This was followed by equipment testing, obtaining all necessary licences and permits, and employee schooling intended to use the terminal. The terminal was designed in a minimalist style by Plan B architects. The new facility will be similar to the ones of other international airports. The terminal will also reflect its local touch given by Sava river gravel in some concrete constructions, which was sanded using a special technique, wood and a lot of glass surfaces enabling a view of Kamnik-Savinja Alps and Julian Alps. The interior wood panelling will be made of oak, the check-in desks will be in anthracite colour, in the entrance lounge where the ceiling is 12 m high, part of the floor will be covered with an artistic installation made by Aleksandra Vajd, illustrating Slovenian rivers and landscapes.

Airport City

With the planned airport city, the company wishes to transform the central Slovenian airport into a traffic platform which will be a logistical, business and economic zone in the true meaning of the word - a meeting point of different,

but complementary economic activities. In Slovenia, there is a shortage of larger consolidated pieces of land designed for logistics activity providing adequate spatial and municipal infrastructure. Airport City, the business-logistics centre is appealing to investors mainly due to its geostrategic location. It is situated at the junction of the two important transport corridors (TEN-T) and is only 125 km distant from the Slovenian port Luka Koper, which enables up to seven days shorter transit time for cargo on its way to Central Europe. 15 hectares of the land equipped with communal infrastructure is appealing to investors in the fields of logistics, hotel industry and office activities. Investors appreciate opportunities of cooperation in the form of a long-term land lease for the period of 25 years or more. In 2020, our partner UPS finished the construction of its new logistics facility north of Fraport Aviation Academy. DHL Express will expand their capacities as well, whereby the timeline of the project was postponed for a year due to Covid-19 pandemic. In 2021, we expect to receive all necessary permits and approvals, followed by a building permit and the commencement works of the construction, which is planned in 2022, and a year later the inauguration of the facility. Several other logistics companies have shown their interest in similar construction and a long-term lease of the land. We are now in the phase of bringing contracts in line with them and acquiring necessary documentation to commence the construction in the near future. All investments into logistic and

warehousing facilities support one of the key elements of the airport pillars, namely cargo traffic.

A growing interest in land lease is primarily due to a good development of the logistics industry, and also a rapid growth in neighbouring business parks (Airport Business Park and Ljubljana Airport Park). The logistics centres Kuehne + Nagel and cargo-partner are also located there, and there are some new manufacturing facilities under construction, f.e. Iskra Mehanizmi, SchaefferRolls, Blažič among others. The main advantages of Fraport Slovenija's land: the plots are communally equipped, large and with finished urban planning – therefore ready to be developed. Beside logistics, the company also encourages the field of maintenance and aircraft repair and commercial activities. The company Solinair postponed its new hangar investment due to Covid-19. Hangar that is measuring 49m x 69m will enable our long-term partner to develop their business and maintain their aircraft in size up to the type Airbus 321. Our long-standing partner Adria Tehnika postponed its new hangar investment as well. The new hangar will enable maintenance of wide-body aircraft. Although investments into new hangar facilities were temporarily put on hold, Fraport Slovenija looks with optimism into the following years, when the air traffic will recover and the demand for maintenance of aircraft will rise again.

Resolution on the development of traffic infrastructure

In February 2020, the resolution on the development of traffic infrastructure on a wider area of Ljubljana Airport was presented, which was initiated by Fraport Slovenija and supported by all six surrounding municipalities of Gorenjska region: the City Municipality Kranj, Municipality of Cerklje na Gorenjskem, Municipality of Šenčur, Municipality of Škofja Loka, Municipality of Komenda and Municipality of Vodice. The agreement was reached, signed and presented in the form of a resolution, which is a summary of all proposals for key infrastructure solutions in the central Gorenjska region, and includes the timeline for the measures proposed.

National Spatial Plan and strategic connections

With National Spatial Plan (orig. DPN), Fraport Slovenija wants to reach three key objectives:

- to provide a direct connection of the airport with its central market - Ljubljana (by building a new motorway connection on the site of the former Torovo toll station);
- to enable a long-term reservation of the land between the motorway and the take-off and landing runway for further development of airport activities and the activities surrounding the airport;
- to increase competitiveness of the airport compared to the competitive airports in the region.

Fraport Slovenija prepared a comprehensive proposal of infrastructure solutions on its own initiative, which follows the above-mentioned objectives and envisages a reconstruction of the existing roads, crossroads and motorway connections, as well as the construction of totally new ones, and the construction of a new high-speed international Gorenjska railway line along Pan-European Transport Corridor X, which will be connected to the existing railway to Jesenice direction. Fraport Slovenija proposals were presented to the Ministry of Infrastructure, which is responsible for the making of DPN of the airport. We expect our proposals will be taken into account and will serve as one of professional bases to make the above-mentioned DPN.



Business activity

The airport business activity was smooth, uninterrupted and in line with the plans until mid-March 2020. With the outbreak of Covid-19 pandemic and the measures taken by most of the countries to curb the spread of the virus, the business situation exacerbated until its final dramatic fall in air passenger traffic and consequently a fall in revenues. Operating revenues in the amount of 18,062,000 euros were down 61.8% compared to 2019, and operating expenses were down 29.4%. Operating revenues also include the state aid for partial coverage of fixed costs in the amount of 815,000 euros. Therefore,

the share of other operating revenues increased by 5.8% in 2020. Operating expenses were down by almost 30% in 2020, mainly due to the austerity measures adopted by the company during the pandemic, and state subsidies for salaries of employees on furlough. The biggest fall was recorded in other operating expenses (-81%), followed by the costs of material and services (-39%) and labour costs (-21%). Due to the above-stated reasons, the company made a net operating loss in the amount of -6,308,000 euros in 2020. Operating profit (EBIT) was negative in the amount

of -7,650,000 euros, since operating expenses were higher than operating revenues, despite some measures taken to streamline the company’s operations and optimise the costs, and despite benefiting from the state aid for employees on furlough and from reimbursing some fixed costs. The planned investments were put off and limited to the most urgent ones necessary to ensure smooth and safe operations. The construction of the new passenger terminal worth over 20 million euros continued. It was considered the strategic investment, crucial for the development of the airport.

Table 1: Economic indicators in the period 2016–2020 (in euros)

Category	2016	2017	2018	2019	2020
Balance sheet total	116,809,665	109,706,000	124,512,598	132,212,108	127,101,972
Investments in fixed assets	86,254,776	85,555,704	92,298,039	98,878,064	108,336,822
Equity	102,385,495	93,545,931	105,480,183	113,703,217	107,380,846
Operating revenues	36,068,568	41,889,645	46,483,009	47,275,823	18,061,616
Net sales revenues	35,990,655	41,673,031	46,258,280	45,320,631	16,758,332
EBITDA - earnings before interest, taxes, depreciation and amortisation	14,053,218	16,042,145	19,295,593	16,273,009	-2,114,422
EBIT - earnings before interest and tax	9,978,103	11,686,200	14,529,493	10,831,172	-7,650,137
Net profit	9,047,712	9,646,547	11,870,073	8,733,394	-6,307,584
EBITDA / average fixed assets	0.174	0.198	0.232	0.185	-0.023
EBITDA / operating revenues	0.390	0.383	0.415	0.344	-0.117
Operating expenses / revenues	72.3%	72.1%	68.8%	77.1%	142.4%

Graph 6: Economic indicators in the period 2016–2020 (in thousand euros)

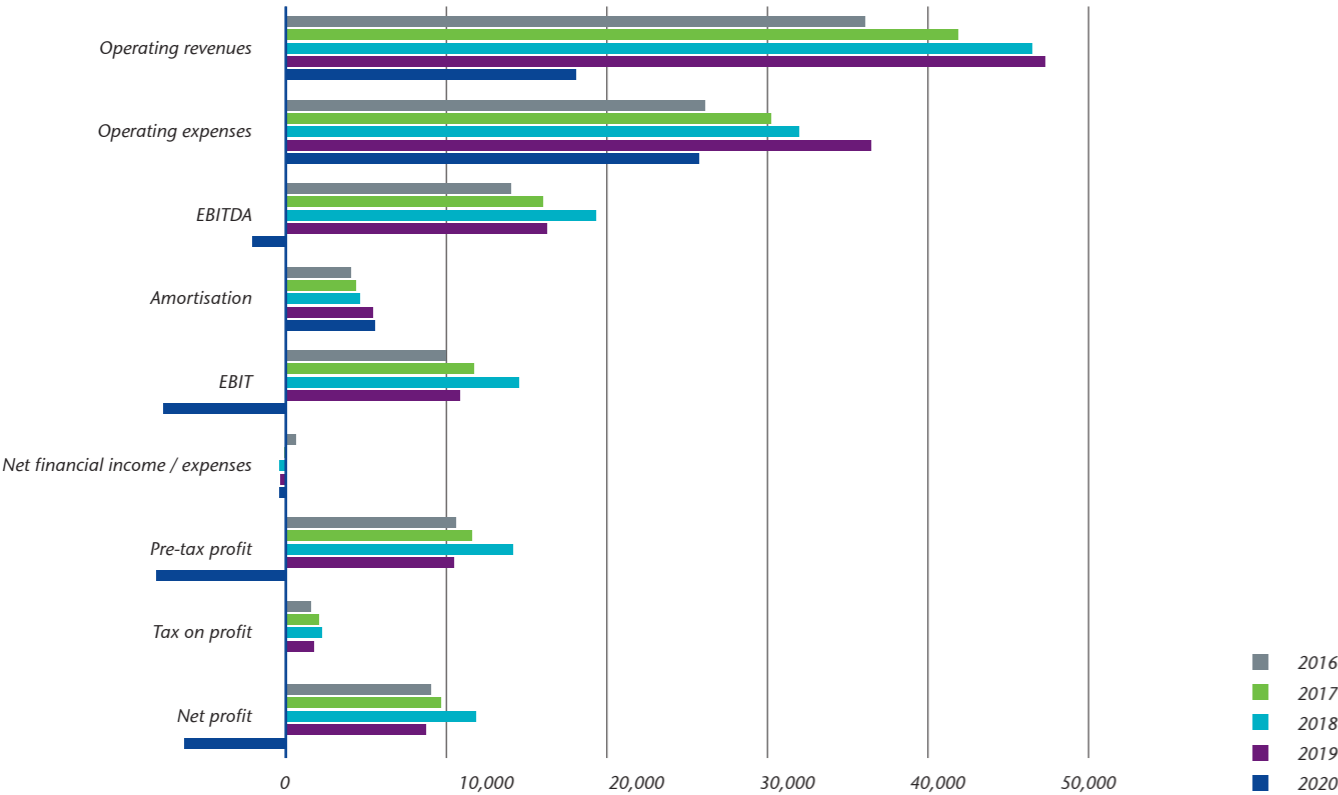


Table 2: Statement of the company’s financial position

(in thousand EUR)	31 Dec 2019	31 Dec 2020	Proportion 2019 (in %)	Proportion 2020 (in %)	Index 20/19
ASSETS	132,212	127,102	100.0	100.0	-4%
Non-current assets	100,147	111,344	75.7	87.6	11%
Intangible assets	1,675	1,370	1.3	1.1	-18%
Tangible assets	97,203	106,967	73.5	84.2	10%
Other non-current assets	1,269	3,007	1.0	2.4	137%
Current assets	32,065	15,758	24.3	12.4	-51%
Cash and cash equivalents	27,430	11,988	20.7	9.4	-56%
Current operating receivables	4,272	3,337	3.2	2.6	-22%
Other current assets	363	433	0.3	0.3	19%
EQUITY AND LIABILITIES	132,212	127,102	100.0	100.0	-4%
Equity	113,703	107,381	86.0	84.5	-6%
Non-current liabilities	12,104	11,937	9.2	9.4	-1%
Current liabilities	6,405	7,784	4.8	6.1	22%

Table 3: Highlights of the company’s business result

	2019	2020	Index 20/19
TRAFFIC			
Number of passengers	1,727,136	291,910	-83%
Aircraft movements	31,489	12,980	-59%
Cargo (in tonnes)	24,875	23,154	-7%
ANALYSIS OF PERFORMANCE (in thousand EUR)			
Operating revenues	47,276	18,062	-62%
Net sales revenue	45,321	16,757	-63%
Operating expenses	36,445	25,712	-29%
EBITDA	16,273	-2,114	-113%
Amortisation	5,442	5,536	2%
EBIT	10,831	-7,650	-171%
Net finance income/expenses	-350	-395	13%
Pre-tax profit	10,481	-8,045	-177%
Tax on profit	1,747	1,738	-1%
Net profit	8,733	-6,308	-172%
Total comprehensive income of the period	8,576	-6,304	-174%
Value added (operating revenues – costs of materials and services – other operating expenses excluding revaluation operating expenses and provisions)	35,905	14,099	-61%

BALANCE SHEET (in thousand EUR)			
Assets as at 31. 12.	132,212	127,102	-4%
Equity as at 31. 12.	113,703	107,381	-6%

EMPLOYEES			
Number of employees 31. 12.	478	395	-17%
Average number of employees based on hours worked	467.3	437.2	-6%

INDICATORS			
EBITDA margin	0.34	-0.12	-134%
EBIT margin	0.23	-0.42	-285%
Net ROE in %	8.31	-5.55	-167%
(net profit/average equity excluding net profit/loss from current period)			
Net ROA in % (net profit/average assets)	6.76	-4.86	-172%

Passenger traffic

After a fairly successful beginning of 2020, Fraport Slovenija managed to compensate for the most of the traffic loss caused by the bankruptcy of the domestic air carrier. After some good, encouraging prospects regarding some newly arrived air carriers to the airport for the summer season, we finally had to face the reality of the outbreak of the Covid-19 pandemic. The pandemic has changed travel industry completely, and thus the aviation industry as well, since many countries were forced to follow restrictions. On 17 March 2020, the Government of the Republic of Slovenia prohibited the operation of passenger air traffic in the Republic of Slovenia in order to curb the spread of the coronavirus. During this time, only cargo traffic stayed in operation at the airport. The number of passengers dropped by 73% in March, and by 99.8% in April due to very strict government measures adopted by most European countries. Despite the fact that the airport was open for passenger traffic again on 12 May, the airport was left practically without passenger traffic also in May because European airports were still closed and because of a mandatory quarantine when crossing the border was introduced. After lifting the strict restrictions in some European countries, some air carriers returned to Ljubljana Airport in June. Nevertheless, scheduled air traffic was severely curtailed also in the summer months. In summer, some tourist agencies carried out a chain of charter flights to Greek islands. End of summer 2020, the epidemiological situation worsened again inside the European area. The number of countries from which access to Slovenia was without limitations reduced and consequently a number of flights were cancelled again. In the wintertime, only Lufthansa, Air Serbia and Turkish Airliens maintained their scheduled flight connections. As a consequence of the above-mentioned restrictions during the pandemic, Ljubljana Airport handled only 291,910 passengers in 2020, which was an 83.1% fall in passenger traffic compared to 2019. There were also fewer aircraft movements, recorded only 12,980. It accounted for a 58.8% fall compared to the year before.

Cargo traffic

The cargo volume handled at Ljubljana Airport was by 6.9% lower than in the year before. Air cargo was reduced by 0.1%, mail cargo by 62.7%, and truck cargo by 8.2%. A fall in mail throughput is a consequence of a reduced number of passenger flights, through which the majority of post was carried. The largest fall was recorded in the first half of the year from March to June, when the pandemic broke out. In the second half of the year, the amount of transshipped cargo increased, and it exceeded the monthly amount by the end of the year, compared to 2019. In 2020, the amount

of express mail shipments (DHL, UPS and TNT) increased, however the amount of other freight shipments carried through our airport decreased.

In 2020, a cold chamber in size of 50 m² was constructed to store shipments at a temperature between 2 and 8 °C. The growth in cargo traffic is expected, and in two years this amount will exceed our storage capacity. In 2022, an extension of 240 m² in size is planned, which will provide storage services in the following years.

Graph 7: Share of passengers (in public traffic) according to types of carrier in 2020



Table 4: Number of aircraft movements in the period 2016–2020

Aircraft movements	2016	2017	2018	2019	2020
Public traffic	23,181	26,045	27,231	23,624	6,634
Domestic air carriers	15,069	17,166	17,651	12,125	535
Foreign air carriers	8,112	8,879	9,580	11,499	6,099
General aviation	8,300	7,319	7,128	6,999	5,750
Other*	1,220	1,080	1,153	866	596
Total	32,701	34,444	35,512	31,489	12,980

Table 5: Movement of the number of passengers in the period 2016–2020

Passengers	2016	2017	2018	2019	2020
Public traffic	1,404,831	1,683,071	1,812,411	1,721,355	288,235
Scheduled carriers	1,306,280	1,557,412	1,656,661	1,563,537	255,173
Low-costers	204,316	305,632	357,173	359,695	60,791
Charter carriers	98,551	125,659	155,750	157,597	33,062
General aviation	3,811	4,506	4,671	5,560	3,644
Others*	2,834	981	1,147	221	31
Total	1,411,476	1,688,558	1,818,229	1,727,136	291,910

Table 6: Cargo type and quantity in the period 2016–2020 (in tons)

Cargo	2016	2017	2018	2019	2020
Aircraft	10,379	12,327	12,378	11,365	10,559
Freight	9,093	10,961	10,903	10,095	10,084
Mail	1,286	1,367	1,475	1,271	475
Truck	9,202	11,362	13,128	12,864	11,812
Other**	221	625	401	646	783
Total	19,802	24,314	25,907	24,875	23,154

* school, position or technical flight
** receipts for custom cargo

Figure 3: Network flight connections

- Suspended scheduled flights due to the pandemic
- Charter routes
- Terminated scheduled flights due to the pandemic



Table 7: Influence of the coronavirus on flight routes

Scheduled routes	First wave		Second wave	
	Termination of a flight route	Establishing a flight route	Termination of a flight route	Establishing a flight route
Amsterdam	16 March	18 June	13 September	-
Belgrade	16 March	29 May		
Berlin	16 March	26 July	27 September	-
Brussels Charleroi	16 March	-		
Brussels International	14 March	16 June	19 September	
Frankfurt	16 March	15 June		
Helsinki	Due to the coronavirus air carriers cancelled the entire summer season before the start of flights.			
Istanbul	16 March	1 July		
London Heathrow	Due to the coronavirus air carriers cancelled the entire summer season before the start of flights.			
London Gatwick	16 March	4 September	23 October	-
London Stansted	16 March	-		
Madrid	Due to the coronavirus air carriers cancelled the entire summer season before the start of flights.			
Moscow Sheremetyevo	16 March	-		
Münich	14 March	-		
Niš	16 March	-		
Paris Charles de Gaulle	16 March	24 June	5 November	-
Podgorica	15 March	12 June	18 October	-
Tel Aviv	Due to the coronavirus air carriers cancelled the entire summer season before the start of flights.			
Warsaw	14 March	1 August	16 September	-
Zürich	12 March	-		

Note: When flight connections were resumed, airlines flew less frequently.



Communication plays a central role in times of crisis, as it is at the heart of drastically altered relationships with co-workers, passengers and other stakeholders. Among the key messages, of course, is safety. The airport is ready for safe reception of passengers and safe work of employees. New preventive measures for passengers and instructions for the work of employees are in force with the resumption of passenger traffic, thus the possibility of infection is reduced.

Sustainable Communication

Communication in times of drastic changes and extreme uncertainties affecting all spheres of life is even more important than in relatively normal conditions. The pandemic has forced us to look for new communication solutions in extremely turbulent circumstances. We remained loyal to our values of sincerity and respect in our two-way transparent communication. This is the way we keep paths open to revive business and interpersonal relations when the situation comes back to normal.

Communication during Covid-19 pandemic

Crisis communication in aviation is actually nothing unusual. However, communication when Covid-19 pandemic was declared, was unique. Exceptional. Overnight, not only did the known reality and normality change, but we had to confront business-related and also purely personal issues.

Internal communication

Literally overnight, our working practice has changed. And it has changed our lives. At the onset of the pandemic, communication did not play its role of informing, but it took the role of providing psychological security of employees, their binding, building trust, identifying and addressing numerous uncertainties, and ensuring clear, compassionate and understanding answers. In terms of our communication, we responded quickly and effectively to this specific situation, and adjusted the way of communication to completely different work methods. Some new technological developments were introduced in the method and implementation of our work, while also a clear, open, compassionate and quick communication among employees, passengers and other stakeholders was ensured.

At the beginning, our communication was focused on a quick, unambiguous communication related to the adopted preventive measures taken to curb the spread of infections, and also on instructions for the work of employees. Along with the adjusted work organisation, including home working, sending employees on furlough, reducing the working time, we had to deal with finding the most adequate approaches and ways to communicate with employees. Due to the complete airport closure in the spring time we felt the need to stay connected to our employees through communication, even though we were physically separated. Our revamped intranet took the role of a communication hub, where messages were merely directed at understanding the newly occurred situation and the effects of the global health crisis on the company's operations related to our employees. All messages were clear and short containing an encouraging note. However, we did maintain restraint in forecasting eventual developments of events. The company's management also participated in communication, which was on a weekly basis, addressing employees with some key messages about the company's operations and its future prospects. Employees were encouraged with some ideas of what to do in the times of staying at home, alone or with their family. We encouraged them to lead a healthy lifestyle and provided them with some easy reading and humour-related contents.

We tried to stay connected with each other all the time. However, this was a really big challenge due to the complete airport closure and employees working from home or being on furlough. When the healthcare landscape referring to the pandemic improved, some adopted measures regarding work organisation were eased, so communication started to feel more relaxing and less crisis-ridden. When a larger number of employees returned to their workplaces and the epidemiological picture improved, we also carried out a live workers' assembly in September, taking all the guidelines of the competent authorities into consideration. The company's management presented all the efforts which were made to manage the crisis situation and the consequences of the pandemic for our business activity, including the need to downsize the staff and a changed organisational structure. When there were again more employees available in the company, the effort for our most optimal inclusive communication intensified, which we, in the given circumstances, assess as successful. Our focus was directed at people and their stories, and at visual communication. With 'top down' messages we communicated to our colleagues only corporative contents, while focusing on horizontal communication among employees. Active involvement in content creation and good acceptance of such contents we consider as the right direction for further communication with employees.

Communication with external public

The epidemic, along with the associated health crisis, was also the most high-profile topic discussed in mass media, with a strong emphasis on aviation industry, since this industry had drastically changed due to its sudden global shutdown. Through mass media we demonstrated the company’s business operations, the effects of the adopted government measures on our company and the entire tourism industry. We revealed the insight into the life and work at the airport in the time of its closure, a lively activity of cargo traffic due to ad-hoc and urgent transport of protective and medical equipment. When the airport reopened, passenger traffic recovery and a safe return of passengers to the airport were in the eyes of mass media and the general public. In this particular area, we also provided a safe and carefree return of passengers to our airport with the use of open and responsive communication of all the adopted measures. Due to a number of cancellations of certain flight connections, numerous promotion-communication activities in relation to passengers were not carried out. Nevertheless, we carried on building our well-integrated and inclusive passenger relationship through social networks.

The decision of the company’s management on downsizing the staff due to the inability to provide jobs to all the employees, without changing the number of the staff, resonated strongly with the public and the media. Transparently and understandably, the company’s management communicated its decision and clarified unsustainability of its business model in case of keeping the same number of the staff, in the face of dramatical changes in its business operations.

At the end of the year, the media coverage and attention of passengers influenced the decision of the company’s management to provide Covid-19 testing at the airport, not only to passengers but also to the general public. Establishing a testing point at our airport was a communication opportunity, with which we wanted the existing uncertainty of flying and a trend of unwillingness to travel to rebound again. At the same time, we wanted to show the public that our airport is safe to accept passengers.



The year 2020 made us face the biggest challenge in the field of communication of how to successfully manage a sudden and unpredictable situation. The challenges we were forced to go through, encouraged our own creativity, which also made our communicative approach fresher, while at the same time preserving our communication values. In this extremely intense and challenging year, while constantly appearing in the media, we focused on proactive, transparent and open communication in order to manage to dictate the pace, keep moderate optimism and keep the reporting neutral, although communication topics could have been per se considered negative.

Materiality matrix

Strategic orientation of the parent company Fraport AG is based on a systematic dialogue with internal and external stakeholders. Since 2010, Fraport AG has been developing its materiality matrix which is used to show the company’s key challenges. In the materiality matrix, Fraport AG identifies those areas that have a great impact on business activity and strategic importance to society. At the same time, it recognizes and evaluates the factors that are important for strategic stakeholders. In 2018, based on an electronic survey, the company carried out evaluation of key topics made by all key stakeholders. The key topics comprise five areas: corporate governance, economic improvements, employees, environment and social community.

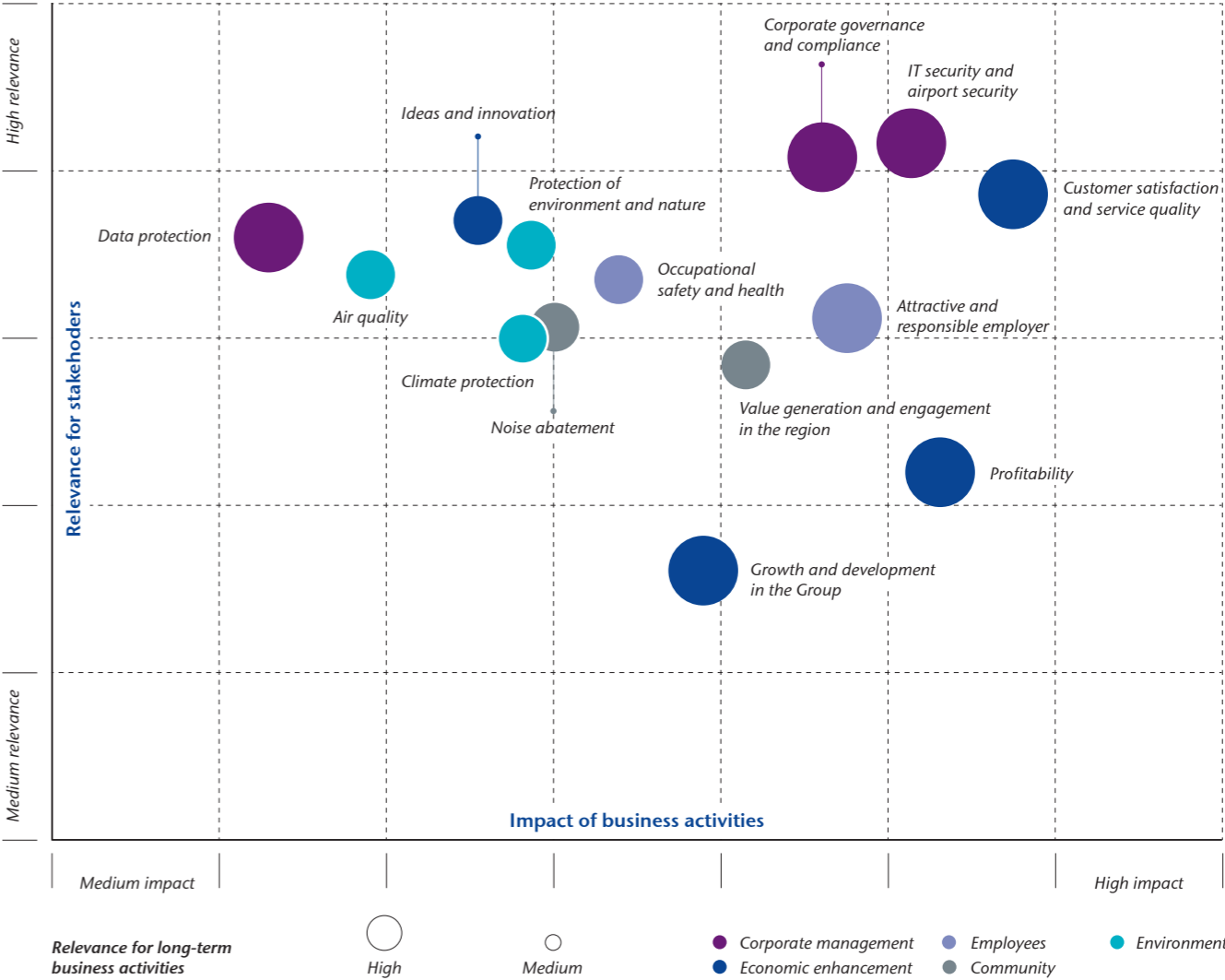
From the point of view of Fraport AG’s business, customer satisfaction and services quality are rated highest, which is also very important for strategic stakeholders. Management and compliance as well as company’s reputation as an attractive and

responsible employer are very important areas both to the company and to the stakeholders. Profitability is very important to Fraport AG and is given slightly less importance by strategic stakeholders. The company places the Group’s growth and development among its highest priorities, while this is somewhat less important to the stakeholders.

Generally all categories of management are rated as very important, as are the categories of economic enhancement. Occupational safety and health as well as ideas and innovations, which fall under the field of employees, are rated as of medium importance. All categories of environmental areas have the same status (protection of environment and nature, climate protection, air quality) and communities (value generation and integration in the region, noise abatement). It should be emphasized that, despite certain differences in importance for Fraport AG, all categories are important, otherwise they would not be included in the materiality matrix. All categories are carefully managed and progress is measured. Fraport Slovenia takes over the essential topics defined by the parent company, and it reasonably incorporates them into its environment.

The strategic division of the parent company is expecting for the year 2020 that the impact of Covid-19 pandemic made some changes in the materiality matrix. Covid-19 pandemic affected the axis ‘Influence of the business activity’ and its categories Occupational health and safety, Profitability, Growth and development of Fraport Group, Local integration of the company and environment categories such as Climate protection, Environmental protection, Air quality and Noise reduction. Regarding the assessment of category importance for long-term business activity, Ideas and innovations, Occupational health and safety, Climate protection and Environmental protection will play a more significant role in the future. Regarding the axis ‘Significant for stakeholders’, Covid-19 pandemic caused some changes in categories Occupational health and safety, Profitability, Fraport Group Growth and development, Ideas and innovations, and Desirable and responsible employer. This assumption is based on internal analyses of the strategic division. To confirm this assumption and the changes, a new stakeholder survey will be carried out as soon as the current situation allows that.

Figure 4: Materiality matrix



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

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

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

Customer satisfaction and service quality
Strong focus on customers and services. Increasing the Group's competitiveness.

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

Growth and development in the Group
Growth, consolidation and expansion of the Fraport Group portfolio.

Ideas and innovations
Development of new products and more efficient processes.

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

Occupational safety and health
Keeping and promoting physical and mental health of the employees.

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

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

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

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

Air quality
Recording air pollutant emissions from aircraft operations.

Strategic stakeholders

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

Note: The scheme depicts the established tools which the company uses to communicate with its strategic stakeholders and manages its communication objectives. Due to restrictions brought by the coronavirus pandemic, we – exceptionally - did not carry out all the activities in 2020, especially those related to gathering and socialising. However, we moved some of them on the internet and were implemented online.

Socially responsible projects

Proverbially, our company is a kind, open and reliable partner in a wider social setting. Due to the pandemic, we maintained only the activities which were in these extraordinary conditions doable. We are glad our maintained activities have attracted attention and recognition of the professional public.

The epidemic has significantly affected the implementation of our socially responsible projects. Through sociably responsible practice we endeavour to contribute to much better health and sustainably oriented economic and natural environment. A proof of our sustainable social responsibility is seen in our joint effort towards the company’s comprehensive and balanced business operations. Unfortunately, due to the impact of the pandemic on our business activity we were forced to cut all non-urgent costs which were not related to the airport safety and operation. For this reason, also sponsorship and donation activities, which we had continuously supported for years, were ‘frozen’. We have also suspended to perform all payable health promotion programmes. Due to the ban on events and gatherings we also stopped performing tours in our airport world for guided external group tours. Although the company in general promotes socialising and building informal relationships among employees, and for this reason organises many activities such as trips, sporting events, and other events to entertain employees and their children, we did not carry out any of these activities due to the epidemiological and cost aspects. We are now proud to have preserved a human face and a sense of social distress of our colleagues in these really tough times. We helped our colleagues in their dire financial straits with solidarity aid.

Fraport honey awarded

In 2019, we placed Fraport Slovenija apiary with ten hives on the meadow behind the covered car park of the airport. The colourful bee house decorated with paintings made by some pupils of Davorin Jenko Primary School in Cerklje na Gorenjskem is home to bee families of autochthonous Slovenian species apis mellifera carnica. Apis mellifera carnica excels at its diligence, modesty and a great sense of orientation.

According to Franci Strupi, the caretaker of our apiary, our honey is really high quality and has low water content, giving the Slovenian forest honey an advantage over other sorts of honey. Fraport honey exhibits its quality with two prizes awarded by Gorenjska Beekeeper’s Association in 2020. At the third quality assessment of Slovenian honey our linden honey received a silver award and our forest honey a bronze award.

Our bees were very diligent in 2020. In 2019 they produced 35 kilos of honey, which was a fairly good amount for their first year, considering rainy weather and capricious spring weather. Last year, they excelled at giving us 113.67 kilos of honey in total, of which 64.8 kilos were forest honey and 48,87 kg were linden honey. Last year’s honey we used for original and sustainable new year’s gifts given to our business partners.

Our intranet is an online champion

Due to the benefits it brings to its users, our intranet was recognised as a digital surplus within 2020 WEBSI Web Champions project. In the Digital tools category, we were delighted with an excellent second place. The mission of WEBSI Web Champions project, one of the most recognisable professional events of the year among Slovenian communicators, is to document, evaluate and to present the general public its projects and their creators, who represent a cross-section of the current situation in the field of Slovenian digital communication, and to award those who significantly contribute to raising its level.

Award for the best annual report in sustainable development

The newspaper Finance gave for the 21st time in a row the only and most prestigious professional award to organisations for their business reporting, i.e. the best annual report. Fraport Slovenija was the winner in the category of the Best Annual Report in sustainable development.

In addition to the main award for Best Annual Report in sustainable development, Fraport Slovenija also excelled in categories Best Financial Report (the third place), Best Annual Report among Large Companies (the second place) and Best Annual Report in Communication (the third place).



In a time of drastic changes, uncertain conditions and unclear future, employees have shown an exceptional level of loyalty, flexibility, professional ingenuity and team spirit. Constant communication in all possible and appropriate ways according to the adapted work organization was the key. E-communication somehow connected employees even more.

Sustainable Employees Relations

Employees are at the heart of the company's development perspective, which is why we cherish our mutual relations with the utmost attention and responsibility. The dramatic market conditions required to make steps which we wanted to avoid. Despite urgent redundancies we still care for stimulating working conditions which help open the door to personal and professional growth. The company and the airport are keeping the professional team that provides services at the highest level.

Measures taken to curb Covid-19 pandemic

Based on various state intervention laws, we enjoyed the possibility of partial reimbursement of compensation for furlough (on average, for 22.4% of employees per month from March to December, of which most of them were in April), and subsidising reduced working hours (on average 0.8% of employees in the last three months of the year, of which most of them were in October). For a reduced number of the staff in the second half of the year we enjoyed reimbursement of compensation for absence from work due to child care and ordered quarantine. Employees with one of these options were ordered to work from home, thus we took additional care of prevention from infection with the new coronavirus.

of 2020) were retired under a special agreement. In this context, it should be noted that we re-employed eight redundant workers in October 2020 after taking over the service of cleaning business facilities. Other former employees either terminated their employment contract by themselves, or retired or their employment contract for a definite period of time ended. The number of employees we strategically maintain at the level with which we will be able to professionally and safely handle aircraft, passengers and cargo when traffic at the airport resumes.

In order to increase multitasking of our employees and in compliance with the requirements of air carriers and associations, some operational services were reorganised in autumn and the number of managers was reduced. This has made our organisation even more agile and leaner, and at the same time our direct communication in departments has improved.

Redundancy programme and reorganisation

We adjusted the number of the staff to the reduced traffic volume through our redundancy programme and the retirement process. 82 employees were laid off for business reasons within the redundancy programme, and six employees (four of them by the end

Fluctuation and structure of employees

At the end of 2020, there were 395 employees, which is 17.4% down compared to the year before. The reduced number of employees is largely due to the implementation of the redundancy programme, and to a lesser extent due to retirement. The company is dominated by men, who account for more than 73%. 10% of the staff are in the age group of up to 30 years, less than 27% employees are in 31 to 40 age group, less than 38% of the staff are in 41 to 50 age group, less than 24% of the staff are in 51 to 60 age group, and 2% of the staff are older than 60.

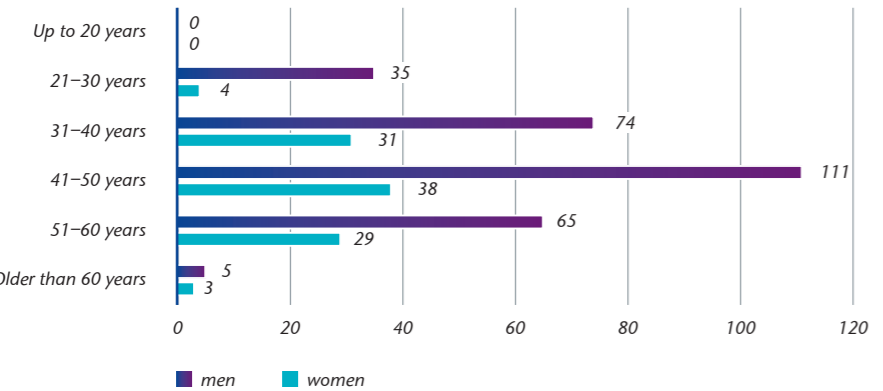
9% of the employees have completed the elementary school, 14% of the employees are qualified workers, 37% of the employees have completed a secondary school programme. 36% of the employees have a tertiary education level: 11% have a short-cycle higher education level, 12% have a higher education level, almost 13% have a university degree level, and 12 employees have a master’s degree, which is 3% more than the employees in total.

Table 8: Employee fluctuation in the period 2018–2020

Age class	Number of terminations (at will) *		
	since 1 Jan 2018 to 31 Dec 2018	since 1 Jan 2019 to 31 Dec 2019	since 1 Jan 2020 to 31 Dec 2020
Up to 30	3	3	7
31–40	7	8	4
41–50	4	2	2
51–60	0	0	1
Older than 60	0	0	0
Total	14	13	14

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

Graph 8: Number of employees according to age and gender on 31 December 2020



Providing equal career opportunities

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

Prevention of mobbing

We reject any maltreatment that would violate the dignity and hurt personality of employees. Our Rules on prevention and elimination of consequences of workplace harassment and ill-treatment ensures adequate measures in cases of violation.

Professionally qualified and empowered representatives help employees in cases of addressing and preventing the issue of mobbing.

Child labour and youth work

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

Code of Conduct and Standards of Behaviour

Guidelines for ethical and moral conduct of employees and other individuals working in or for the company are laid down in the company’s Code of Conduct and Standards of Behaviour for Employees. The company’s Ethics committee has been operating since 2014 and has the authority to deal with eventual complaints about violations of ethical conduct or any other topic related irregularities in the company. In 2020 there was no complaint recorded about violating the Code of conduct. Complaints about serious infringements of law can also be submitted or reported indirectly to the external human rights ombudsman of Fraport AG, whereby anonymity of applicants is assured.

Table 9: Number of employees according to the level of education in the period 2018-2020

Levels of education according to SOK (Slovenian qualification framework)	31 Dec 2018	%	31 Dec 2019	%	31 Dec 2020	%
Level II (completed elementary school)	45	9.32	43	9.00	37	9.37
Level III (incomplete secondary school)	0	0.00	0	0.00	0	0.00
Level IV (qualification for a certain job)	83	17.18	74	15.48	57	14.43
Level V (completed secondary school)	193	39.96	190	39.75	146	36.96
Level VI (completed a short-cycle high. edu. study)	44	9.11	46	9.62	44	11.14
Level VII (completed a higher education study)	49	10.14	51	10.67	49	12.41
Level VIII (completed a university degree)	60	12.42	63	13.18	50	12.66
Level IX (completed a master’s study)	9	1.86	11	2.30	12	3.04
Level X (completed a doctoral study)	0	0.00	0	0.00	0	0.00
Total	483	100.00	478	100.00	395	100.00

Complementing the mosaic of memories on their first school day, Fraport Slovenija contributed a special gift to 18 of our little ones, which will help them acquire knowledge about the diversity of the animal world.

Compliance committee

The Compliance committee consists of three members:

- head of integrated governance system as an authorized person for compliance;
- head of human resources and training;
- legal counselor.

The basic tasks of the committee are:

- to address breaches of compliance and preparing measures for the immediate elimination of non-compliance;
- to consider the statement about family members, related persons and competing activities of employees and to assess the nature of the conflict of interest and eventual consequences arising from the conflict.

In case a decision on the existence of a conflict of interest is positive, the proposals to handle such conflict are the following:

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

In year 2020 committee did not address any compliance violations.

Family-friendly enterprise

In the given circumstances, we did our best to continue implementing the adopted family-friendly measures, highlighting gift giving to newborns and first-graders. In 2020, we were delighted with 14 newborns of our employees, seven girls and seven boys. Each employee received a reward in the amount of 150 euros gross upon the arrival of a new family member. Complementing the mosaic of memories on their first school day, Fraport Slovenija contributed a special gift to 18 of our little ones, which will help them acquire knowledge about the diversity of the animal world.

We did not carry out our corporate volunteering due to the pandemic in 2020. When the situation allows, we will immediately join our forces again in volunteering. Being a family-friendly enterprise is only one of the fields where our company is doing its best to make employees feel good at work. There are numerous other benefits and measures available to employees (health, social life, leisure time, family and financial benefits). According to cutting non-urgent costs linked to the company’s business activity in 2020, we also reduced the amount of employee benefits.

Figure 5: Employees tree



Note: The organisational units Airport Technology, Airport Coordination and Supervision, Load Control and the unit General Aviation were in operation until 30 September 2020. On 1 October 2020, the new organisational unit Airport Supervision and Technology was established, while Load Control joined with Ramp Handling, and General Aviation joined with Passenger Handling.

Education and training as a supporting pillar

Fraport Slovenija builds its long-term competitive advantage on top knowledge from multidisciplinary fields related to aviation. With this supporting pillar, the company is positioning itself in the global aviation market. This pillar incorporates a number of internal and external modules of training, a highly competent Fraport Aviation Academy and a state-of-the-art training centre with cutting-edge technology.

Training of employees

Knowledge and staff development are of great importance in our company. Considering current and future needs for fresh knowledge, we annually prepare educational plans within the company and educational institutions in Slovenia and abroad. The company performs a business activity that requires a lot of specific knowledge and skills, most of which require licences that can be issued by CAA. Regular training activities are the basis for obtaining and renewing the licences. All pieces of evidence in terms of training and education programmes of employees are available in their personal files. All procedures of specific knowledge or skills are documented and regularly updated, and also aligned with requirements of regulations and air carriers. The company ensures that all specific knowledge and skills are widespread among employees, so there are always enough employees available in the company who possess specific knowledge in order to perform fundamental company's processes. The epidemic of the new coronavirus has also affected the amount of training in our company.

Table 10: Internal training in 2020

Type of training	Number of participants	Number of teaching hours	%
Professional on-the-job training	492	2,141	29.43
Licencing training	92	1,369	18.82
Management of hazardous substances	150	699	9.61
Foreign language course	262	524	7.20
Occupational health and safety	142	495	6.80
Training in the field of security	139	413	5.68
Andragogical lectures	39	373	5.13
Information systems training	88	318	4.37
Airport driving licence	104	307	4.22
Training in the field of safety	81	215	2.96
Winter service	65	135	1.86
Training in the field of emergencies	51	135	1.86
Other types of internal training	38	96	1.32
Fire protection	43	49	0.67
Electric vehicle driving course	5	6	0.08
Total	1,791	7,275	100.00

Due to many measures taken, we had to adapt to the new situation and approached to training in new ways. When planning and implementing training for our employees, a priority was given to legally required training and training of professional competences necessary for the work performed by employees.

Internal training

In 2020 7,275 hours of training were performed for regular employees, attended by 1,791 employees. On average, each employee participated in 16.3 teaching hours annually, which represents almost 12 hours less than the year before, when 28.1 teaching hours were performed. Most of the training were performed in the fields of professional on-the-job training, licencing training, management of hazardous substances and foreign language course.

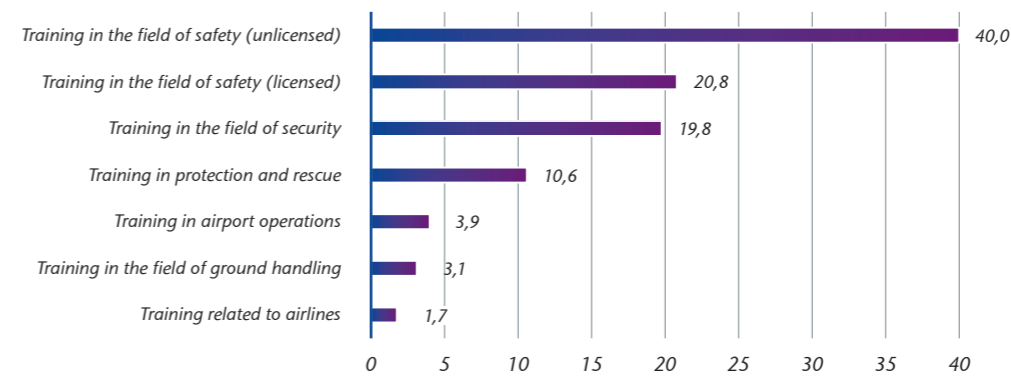
Training of external providers

In 2020, the employees attended 34 external training activities in total. The prevailing trainings among them were vocational trainings of employees dedicated to upgrading the knowledge of professional competences required for their job, and training of firefighters. 83 participants attended external trainings. They performed 1,644 teaching hours in total. 19.8 teaching hours were performed per individual participant, and 3.7 teaching hours per employee.

External training

In addition to internal training, the company also performs training of trainees, where in 2020 1,255 participants from different companies were included. Most of the training was provided in the framework of the renewal of knowledge in the field of safety and security at the airport.

Graph 9: Types of external training in 2020 (according to the number of participants in %)



Aviation Academy

Tha Aviation Academy responds to the training needs of individuals within Fraport Group and the wider market. The academy represents an expansion of Fraport Slovenija’s main business activity. Fraport AG and Fraport Slovenija opened a new training centre for the Aviation Academy on March 2019 at the Ljubljana Airport, in the total worth of six million euros. The demand for professional trainings within Fraport Group and in the wider market is expected to grow sharply. The training centre provides more than 1,500 m² of indoor space used for classrooms, simulators and other specialised equipment. And there is a testing ground for practical training through simulations of real

situations of fire, disabled aircraft and some other types of accidents. The academy offers a wide range of aviation trainings, together with its partners. The academy has approached to providing trainings comprehensively. This means it has brought Fraport Group’s experts together and integrated them with specialised partners in terms of shaping comprehensive curricula. 90 different curricula are currently available by the academy, above all in the fields of firefighting, protection and rescue. Some curricula are also designed for crisis management, airport operations and ground handling. The fields of education and their curricula will be further expanded in the near future.



“Although our training field is well-equipped for training with AFFF, we have decided to use Fluorine-Free Foam as the safer alternative. It not only preserves the environment and the health of the training participants, but prepares them for the future.” **Thomas Uihlein**, Director of Aviation Academy

The training centre provides more than 1,500 m² of indoor space used for classrooms, simulators and other specialised equipment. And there is a testing ground for practical training.



A fluorine-free future

In 2020, Fraport Aviation Academy announces a new partnership with Dr Sthamer, one of the leading researchers, developers and producers of foam fire extinguishing compounds, as it prepares for stricter European legislative requirements, develops safer aviation foam training, and tries to decrease the overall impact of fire intervention on the environment and health of firefighters.

Growing environmental awareness and the related requirements are becoming increasingly challenging for the field of firefighting, but they also promote the development of environmentally sound technologies and products. This particularly affects firefighting with foam agents; there is a push to replace the currently most-used foam agent worldwide, AFFF (Aqueous Film Forming Foam), with fluorine-free foam, which has been developed to avoid issues with recent European regulations on fluorine-containing chemicals. Fluorine-free foam agents have been known for a long time, and under the pressure on AFFF have improved significantly and are now able to yield a fire performance similar to AFFF if properly applied.

The new generation of foams require the development of new extinguishing/ application methods and tactics to maximise their extinguishing capabilities, which can only be carried out through testing. The partners will work together to develop these tactics, increase awareness of raising environmental demands, and create better understanding of the new generation of fluorine-free foams.

Events in 2020

All events in 2020 were either carried out online, or cancelled or postponed to autumn 2021. Only Intersec 2020 Safety and Security Fair was organised in Dubai in January, which we did not attend that time. We however decided to attend Hannover Interschutz Fair because a larger number of our business partners were there. But the fair was eventually cancelled.

Growing environmental awareness and the related requirements are becoming increasingly challenging for the field of firefighting, but they also promote the development of environmentally sound technologies and products.



Occupational safety system

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

Strategic objectives of occupational safety system

- Our strategic objectives until 2025 are:
- maintenance of occupational safety system (ISO 45001);
 - reducing the number and severity of injuries or damages through regular work safety training, additionally raising employee awareness and regular work process controls;
 - improvement of work environment by providing regular measurements and work environment controls; adjustment of work environment to employees according to their needs;
 - update and improvement of work equipment;
 - update and improvement of personal protective equipment;

- improving cooperation with external providers of occupational safety by providing information and concluding written agreements and regular controls;
- promoting occupational health (organising internal and external sporting events, various workshops, trips, etc.).

Occupational injuries

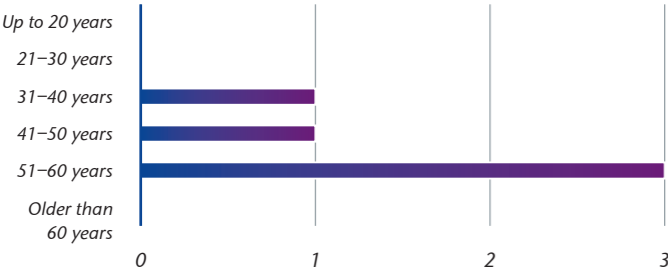
Occupational injuries are a constant of each company that depends on various factors. In the first phase, this is a corporate safety culture, supported by financial resources intended for trainings, protective equipment, work equipment and working environment, and for health promotion. The second factor is difficulty and risk of a process and the appropriate safety assessment. The third factor comprises the volume of traffic, the amount of work and complexity of processes. In the epidemic year, the fall in the amount of traffic significantly contributed to an extremely low number of injuries. In 2020, five occupational accidents were recorded due to minor injuries like injuries to legs, arms and lower back pains. Occupational diseases were not recorded.

In the current phase of extraordinary circumstances, when traffic is still curtailed, multitasking is being introduced to optimise the number of staff and some processes, where employees must perform several different tasks or handle different tools and systems in a relatively short period of time. The later can lead to lack of concentration, confusion and stress, which can pose a hazard and a risk of serious occupational accidents. For this reason, safety and preventive procedures and measures have been introduced to prevent such accidents.

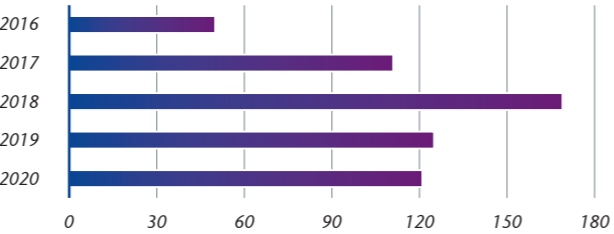


In order to achieve even higher quality of occupational safety, we operate according to ISO 45001 Occupational safety system standard.

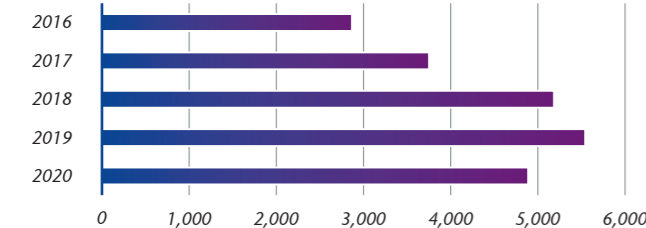
Graph 10: Occupational injuries according to age groups in 2020



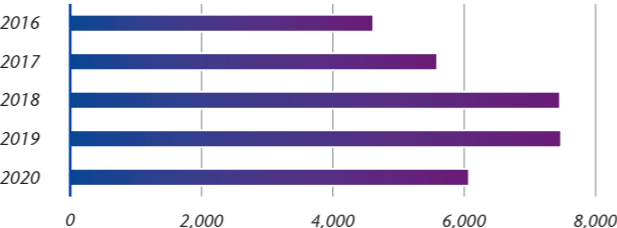
Graph 11: Occupational injuries in the period 2016–2020 (in days)



Graph 12: Sick leave and injuries in the period 2016–2020 (in days)



Graph 13: Employee absence from work in the period 2016–2020 (in days)



Non-occupational injuries

The ordered furlough to a larger number of employees due to the reduction in the business activity enabled those employees to take more leisure time to spend it for household chores, sports and other activities. Non-occupational injuries were a consequence of this situation. The number of the latter approached to the annual average of 25 to 30 injuries.

Absence from work

There were 6.073,75 days of absence from work in 2020. In comparison with 2019, there were 18.8% fewer absences, which is partially correlated to the reduced number of employees last year (-17.4%). The most common reason for sick leave was a disease (67%), the second most common reason was similarly to the year before - maternity or paternity leave (almost 11%).

Maternity and paternity leave

There were five female employees and one male employee on maternity leave in 2020. 19 male employees decided to take paid paternity leave, 12 of them immediately upon the childbirth. 14 children were born to our employees in 2020.

Table 11: Employee absence from work in the period 2016–2020 (in days)

Absence from work less than 30 days	2016	2017	2018	2019	2020
Sick leave	2,433.38	2,812.75	3,381.00	3,285.00	2,468.25
Occupational injury	36.00	100.25	111.50	125.75	121.00
Absence from work more than 30 days					
Sick leave	235.50	659.75	1,214.25	1,789.00	1,606.00
Occupational injury	14.00	0.00	57.00	0.00	50.00
Non-occupational injury	197.50	278.25	589.00	468.00	504.00
Isolation	-	-	-	-	284.00
ATMMRC Article 20 (3-day sick leave)*	-	-	-	-	5.00
Nursing care, escort, child rehabilitation training	345.13	323.63	357.13	299.63	228.00
Maternity or paternity leave	1,129.00	1,205.00	1,517.00	1,256.00	648.00
Disability leave	130.50	130.00	140.50	130.50	78.50
Blood donations	82.00	79.00	86.00	89.00	61.00
Other reasons	13.25	0.00	5.50	48.25	20.00
Total	4,616.26	5,588.63	7,458.88	7,476.13	6,073.75

* Act Determining Temporary Measures to Mitigate and Remedy the Consequences of Covid-19





Health promotion

In accordance with the extraordinary circumstances in the country and consequently with a plunge in traffic, we adjusted and also abandoned certain individual activities linked to health promotion in 2020. In the first three month of the last year, we organised for our employees morning workouts twice a week, fruit meals once a week, we started registering for running events which would take place early in spring. When the epidemic was declared, the above mentioned activities were abandoned or cancelled. Health promotion plan for 2020 was in the first place full of different sporting activities, socialising, workshops, promotions, vaccination and organisation of fruit days. However, the plan was largely curtailed and we only carried out vaccination against ticks and seasonal flu.

Employees had a constant access to information linked to the epidemic, and also a possibility to provide necessary information or help in cases of Covid-19 disease at work or at home. We used electronic media - intranet and e-mail for the needs of informing employees, and a virtual meeting of employees with the company's management was organised.

All employee trainings for the needs of achieving a high level of occupational safety and health were carried out with some adaptations, considering all NIJZ (National Institute of Public Health) recommendations.

Covid-19 epidemic as a challenge of emergency preparedness

The company Fraport Slovenija responded to the pandemic crisis with numerous measures, in cooperation with NIJZ. Since the occurrence of the pandemic, the company has put safety and health of its employees, business partners and passengers first (in the following the airport users), while also taking recommendations to curb the spread of the virus into consideration. The initial phase of the measures included informing the airport users over the internet, intranet, leaflets and billboards, and screens in the terminal. Possible risks were assessed and instructions for the implementation of processes in specific conditions were prepared. The latter was followed by an extraordinary purchase of protective equipment for employees, hand sanitizers, work equipment and places, and thermometers to measure temperature. Employee planning and work organisation were prepared in the way to maximally avoid unnecessary employee exposure and to reduce the risk for the infection among employees.

Subsequently, additional glass partitions were installed in the workplaces where employees were in direct contact with passengers. In the workplaces where this form of protection was not possible, employees were equipped with additional personal protective

equipment, above all for the employees handling passengers, aircraft and cargo. A protective mask became mandatory in all closed areas and spaces for all the users of the terminal and other business facilities, and also vehicles carrying several persons at the same time. Additional floor markings, adequate directional strips and adequate leaflets were placed in the airport for the needs of ensuring safety distances among the airport users. Seat markings prevented passengers from seating side by side. The number of persons in individual rooms or spaces were additionally reduced, according to facilities. For the needs of hand disinfection of the airport users, several disinfection points were placed in the territory of the airport or in the facilities managed by Fraport Slovenija. In case of requests made by air carriers to measure body temperature of passengers, measuring temperature was organised and performed at the entrance of the terminal. Measuring temperature quickly proved to be a senseless and inefficient measure, thus air carriers abandoned their request. More intensive cleaning and disinfection of the premises was carried out for the needs of cleanliness and safety against infections in the airport facilities. For this purpose, we entered into agreement with a cleaning service to provide disinfection of our premises. The increased intensity of cleaning and disinfecting was also performed in the company premises where cleaning used to be performed internally.

In the processes of handling passengers, aircraft and cargo, certain work equipment, such as aircraft passenger stairs, airport buses and other tools, have to be used. To ensure safety against the infection we approached to regular disinfection of such equipment. To prevent the spread of the infection by air, regular so-called artificial ventilation was provided, or where possible, air conditioning ventilations were installed for better and clear indoor air. For the needs of cargo and passenger air traffic, some air carriers requested for the service of aircraft disinfection - passenger and cargo space, and pilot cabins. For this purpose, the company has entered into an agreement with two external performers having adequate licences to perform disinfection, and directed them to the contractors of such service. Additional measures were adopted and performed in the first spring wave of the epidemic for the cases of organised flights for repatriation of Slovenian citizens (repatriation flights), where there was a suspicion of the infection at the highest level. For each arrival of the aircraft, reception and identification of passengers, and informing passengers by NIJZ were organised, as well as issuing decisions, and in the initial stage also transport of passengers to quarantine at home.

The company's measures followed in proportion of risks, this meant measures to be tightened or mitigated regarding

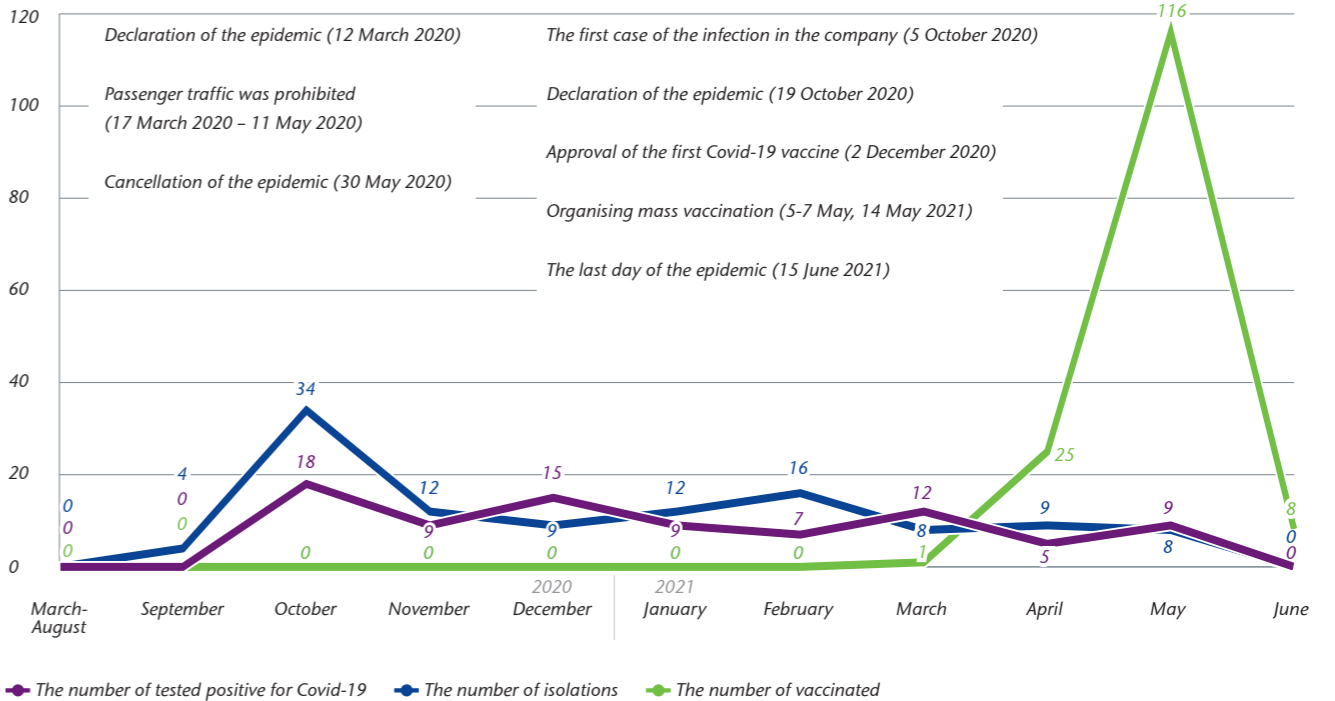
the risk or the escalation of the number of infections. Tightening of measures followed in September when the number of infections started to grow countrywide. In August and September, the company's employees returned back from abroad, which posed an additional risk. The first infections and at the same time the highest number of infections among employees occurred in October, followed by a drop in the number of infections in November. In December, there were only rare cases of infections. After the Christmas and New Year holidays, the number of infections rose again, as well as the number of ordered isolations from workplaces and employees due to personal contact with colleagues tested positive with Covid-19. This was the only way to curb the spread of the infection at work. The self-isolation measures, if not ordered as quarantine at home, were performed in the form of furlough, home working or taking a holiday. All cases of infection and isolation were consistently monitored, analysed and recorded, and several conversations were made and many instructions were given to employees dealing with Covid-19, as well as when being in contact with a person tested positive for Covid-19. To easier monitor, control and report to the company's management, we organised the so-called Covid team made up of representatives of different departments. For the purpose of reporting, we introduced tracking of infections and

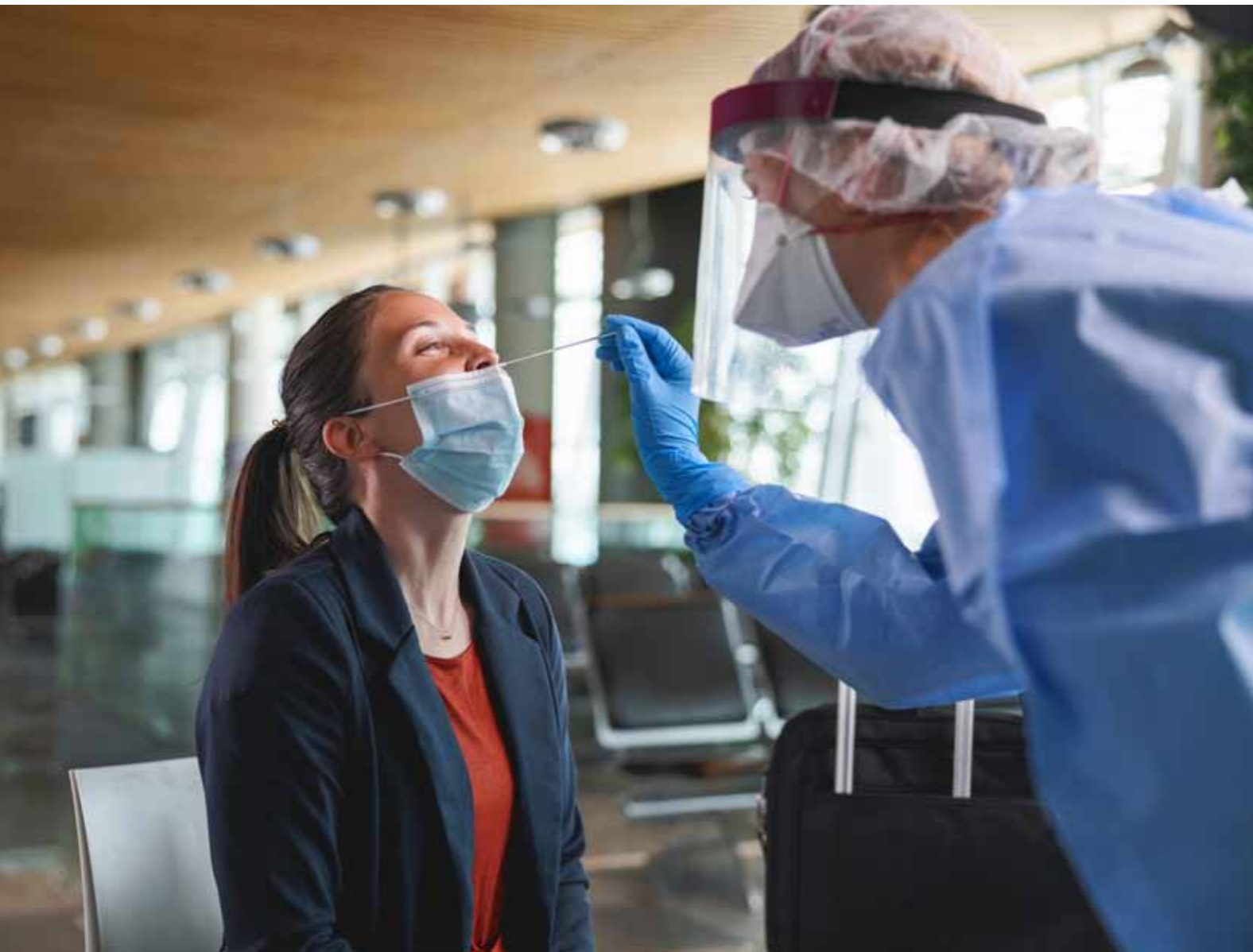
isolations of employees by using Covid-19 tracker, which we regularly published on the intranet.

One of the last measures in 2020, which complemented the set of measures taken and activities carried out in the field of controlling the spread of SARS CoV-2 virus, was establishment of Covid-19 testing point. By doing this, we introduced an additional service for air travellers and actively approached to solving the current problem of significantly reduced air traffic around the globe. The global aviation profession is namely striving to establish free movement, whereby there will still be a lot of focus on ensuring passenger and employee safety, uniform health standards and protocols. Following some airports around the world, also our airport joined such efforts by establishing its testing point for Covid-19. Subsequently, the testing point proved absolutely necessary, since it meant acting in accordance with the legislation governing border crossings.

Fraport Slovenija was in the air traffic sector recognised by the government to be part of the national essential infrastructure, thus our employees were given an opportunity to be included in the priority list for vaccination against Covid-19 virus. By June 2020, around 40% of our employees had already been vaccinated.

Graph 14: Covid-19 tracker in the period March 2020 – June 2021 (employees)





Ljubljana Airport has introduced an additional service for air passengers by opening a swab collection point on Covid-19. As a part of global aviation profession, we strive to establish freer movement, focusing on ensuring the health of passengers and employees as well as uniform health standards and protocols.

Sustainable Relations with Passengers, Visitors and Business Partners

We responded responsibly to a practically complete passenger traffic suspension with agreements with all our partners. We are aware that the light is at the end of the tunnel, even though no one can predict when the end of the epidemic comes. By investing in airport infrastructure and providing the quality of our services we are maintaining the highest level as the airport operator.

Policy and strategy of relationship with business partners

Along with the crisis caused by Covid-19 pandemic and deterioration of the economic situation of companies that are mainly or largely influenced by passenger air traffic, the company Fraport Slovenija in their wish to maintain long-term cooperation with their business partners coordinated temporary measures to mitigate their disadvantaged economic situation. Various measures were prepared for individual segments, which were agreed quarterly and adjusted to passenger traffic as well as to other altered circumstances. The most commonly selected measure was extension of payment deadlines in order to overcome liquidity issues. In some individual cases it was agreed to reduce fixed rents, exempt from paying the mandatory minimum rent, reduce operating costs, or a possibility to cancel leased parking places for the transport segment.

In the fields of F&B and retail at the airport Fraport Slovenija expects fresh wind and new opportunities with partners who are taking over the operation of new F&B and retail units inside of the new passenger terminal. Together we will strive for even better quality of our services and will adjust

our offer to our passengers' requirements and to other airport customers by analysing their needs. We lay great focus on our offer and that we have authentic Slovenian products from local suppliers. Besides we also enable refilling of plastic bottles with drinking water at designated places in the terminal. There is also one kid's corner in each section of the terminal intended for free play of kids. Also adults are provided with relaxation at the airport. There are several massage chairs available at the entire terminal, and also bookcrossing corners, where passengers can bring or read books or just take some on board and make them available to the rest of the world.

Our suppliers and service performers shall comply with all applicable national laws and regulations, and other adequate internationally adopted standards, guidelines and principles, such as anti-corruption laws and regulations, international anti-monopoly legislations and regulations, and competition law. The working environment of our business partners must be safe, secured and hygienically safe. They should have an established system and take necessary measures to prevent accidents and adverse health effects.

The basic principle of dealing with our suppliers were maintained during the pandemic. However, we have noticed that cooperation with some suppliers have diminished. We are still faced with curtailed purchases and we are striving to purchase only necessities. On the other hand, to provide completely new needs, linked to the epidemic, we are now confronting new suppliers and new forms of cooperation. Above all, this is related to the supply of goods and services which are necessary to perform mandatory epidemiological measures and to follow the required trends.

We expect from our business partners to comply with international environmental standards and statutory requirements. All our new tenants and contractors must agree on the new contractual provision with which a tenant or a contractor gets acquainted with Fraport Slovenija environmental protection policy, which is laid down in detail in Airport Use Regulation or in our Environmental Protection General Condition. We systematically transfer all elements of our sustainable commitment into our supplier relations at all levels.

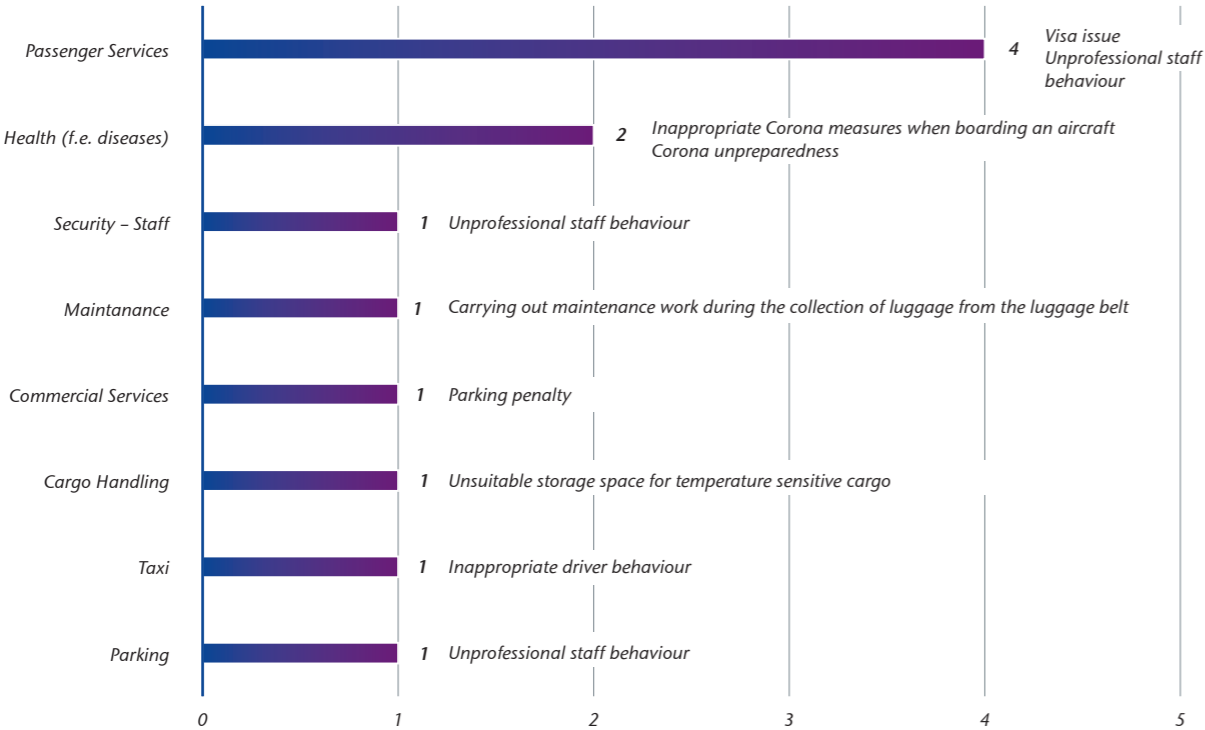
Analysis of complaints and compliments

We appreciate opinions of our passengers about the quality of our airport services. That is why we regularly measure their satisfaction by questionnaires and by a systematic check of passengers' complaints and compliments. In 2020 we handled 12 complaints and 5 compliments given by passengers,

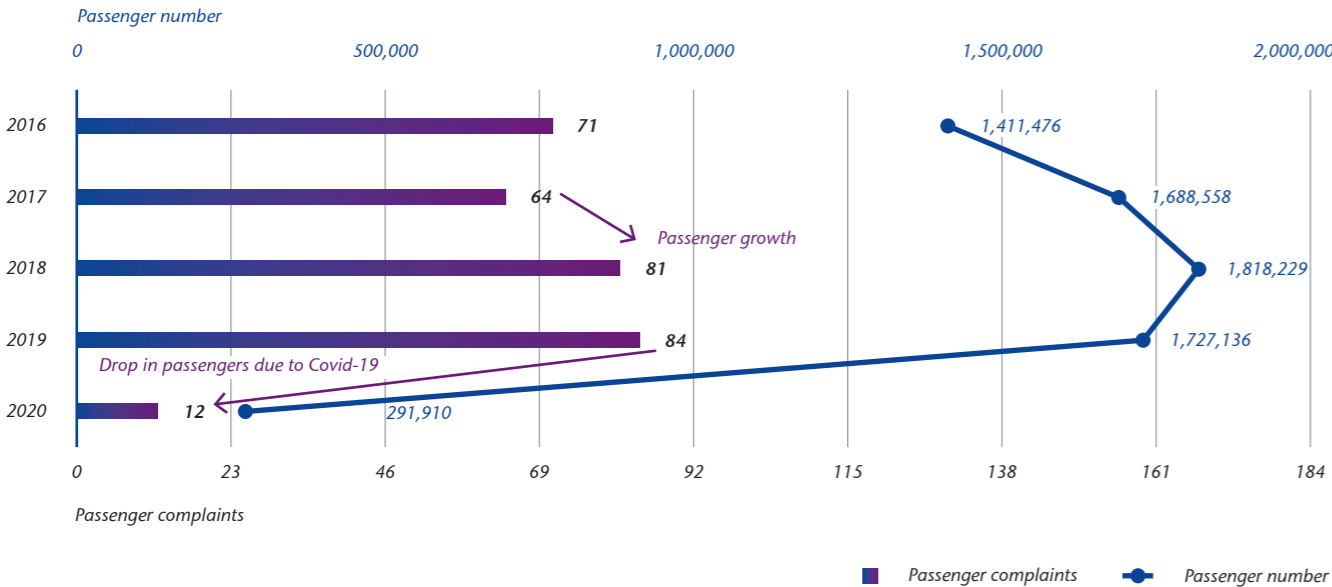
airport visitors, air carriers' staff and other partners. We accurately analyse all received complaints and compliments, and where possible, we prepare adequate measures. All compliments relate to the extremely friendly and efficient staff at check-in and passenger services of the carriers.

12 complaints
5 compliments

Graph 15: Complaints in 2020



Graph 16: Passenger complaints in the period 2016–2020



Mystery shopping

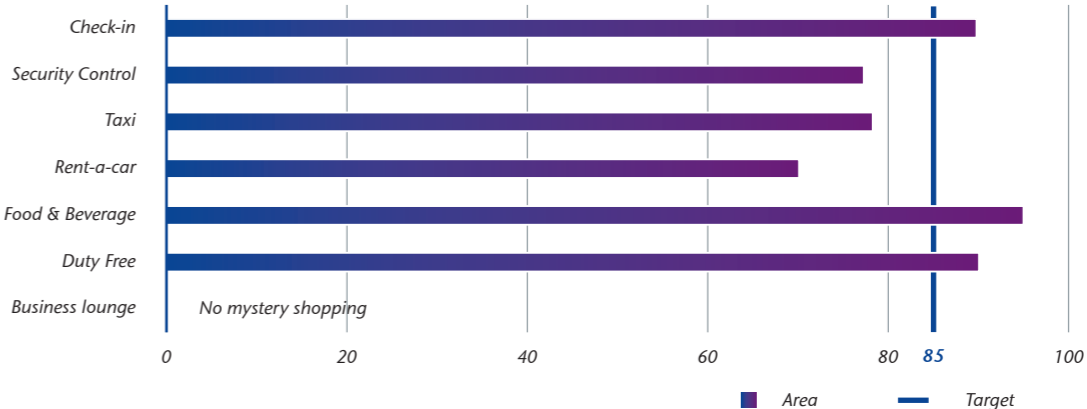


Mystery shopping service provides anonymous customer relationship research, which we use to assess the attitude of the airport staff to their customers, whereby we do not obtain such data from real customers but from the so-called mystery shoppers. In 2019 we prepared a strategic program for measuring offer and service quality for the period 2019 - 2023, which is intended for regular monitoring of the needs and wishes of airport users. We are performing mystery shopping in the

fields of food & beverage services (F&B), security control, Duty Free service and check-in procedures for years. In 2019 we added mystery shopping for taxi rides, rent-a-car and business lounge services. The research was made in order to check the quality of the operations performed by our F&B providers, security control providers and commercial services, and our check-in staff. The implementation of the mystery shopping research in 2020 was carried out only in the first quarter, so before the coronavirus crisis.

We check the quality of the operations performed by our F&B providers, security control providers and commercial services, and our check-in staff.

Graph 17: Results of mystery shopping per area in 2020



Results of mystery shopping in 2020

The areas measured by the mystery shopper in F&B services were the following: F&B served, the procedure of serving, tidiness of the staff, additional sale, communication between the personnel and customers, first impression and some other criteria defined by the mystery shopper. In 2020, F&B were available at various locations where two providers operated. The first provider achieved an average score of 92% and the second provider 98%. Both providers engaged in the F&B thus achieved an average score of 95%.

The areas measured by the mystery shopper in the field of security control were the following: orderliness of the security control place, kindness, tidiness and attitude of the security staff and some other criteria of the mystery shopper. The average score was 77%.

The areas measured by the mystery shopper in the field of Duty Free Shop were the following: orderliness of the shop, presentation of a product, additional sale, tidiness of the sales staff and some other criteria of the mystery shopper. The average score was 90%.

The areas measured by the mystery shopper at the check-in desks were the following: orderliness of a check-in desk, check-in procedures, tidiness of the staff, and communication among the employees. The average score was 90%.

The areas measured by the mystery shopper for taxi rides were the following: arrangement of means of transport and personnel, kindness of staff, identification of needs in the wishes of the passenger, speed and quality of performance, billing, English language knowledge and communication. The average score was 78%. The areas measured by the mystery shopper for rent-a-car services were the following: arrangement of sales desk and personnel, kindness of staff, identification of needs in the wishes of the passenger, speed and quality of offer, and additional sale. The average score was 70%.

The areas measured by the mystery shopper for business lounge services were the following: determination of the quality of the offer, employee behaviour, the method of communication of employees, cleanliness of sanitary facilities. There were no measurements in 2020.

The average result does not show a representative sample for the whole year and the number of planned mystery purchases, which leads us to conclude that the year 2020 cannot be compared to previous years, since mystery shopping was performed only in the first three months, prior to the outbreak of the corona crisis. Considering the results of the first quarter of the year, we can conclude that we provide good quality services to all our customers. Results were very good for all the areas, except for three: security control, taxi transfer and rent-a-car services, which could not be improved due to cessation of the measurement process in mid-March 2020.

We provide good quality services to all our customers.



Passenger survey

An all-year-round passenger survey was planned, which was suspended in mid-March 2020 due to the outbreak of epidemic. The results shown in the following are thus available only for the first quarter of the year. After the pandemic was declared in Slovenia our airport was completely closed for passenger traffic for more than two months. After cancellation of the epidemic at the end of May, passengers started to return to the airport, but in a largely reduced number compared to 2019. This led to the decision to suspend the survey until a sufficient number of passengers return to the airport and provide an adequate representative sample.

Fraport Slovenija follows the strategic objectives of increasing passenger traffic and improving the market position of

Ljubljana Airport in the region. In line with these objectives, the company wanted to monitor passenger satisfaction in addition to the surveys conducted between 2017 and 2019 in an attempt to get an insight into its passengers, market position, perception and general satisfaction. An extensive quantitative survey was made intended for departing passengers to monitor different aspects of passenger satisfaction and passenger segments, and to see changes in the passenger structure.

The total satisfaction assessment was 4.9 from 6 (79%). The average satisfaction assessment was the highest (5.4) in three categories: flight check-in, safety and passport control, and the lowest for the offer available in bars and restaurants (4.6) and in stores (4.7).

Based on the survey results, the strong areas were highlighted, with which our passengers were satisfied. On the other hand, recommendations were given for weak areas where there is still room for improvement. The main improvements at our airport should be focused on its offer - a variety of shops, bars and restaurants, and all the aspects from the inside - from a variety of offer (different sorts of dishes, local dishes, etc.) to prices and availability of special and targeted offers. At the end, we can point out that also with the use of the satisfaction survey we identified exceptionally professional, friendly and loyal work of the airport staff. The company is aware that our staff is a source of competitive advantage in this industry. Most of the proposed improvements pointed out in the survey will be implemented and taken into account with the completion of the new passenger terminal project.

General survey data

Quota	Sample	Period	Language	Survey method
The monthly quota of surveys was determined through statistical data, flight type and time plan of outgoing flight.	N = 772	from 14. 1. to 15. 3. 2020	Slovenian, English, German, Russian	Computer Assisted Personal Interviewing

Survey results



Highlighted strong areas and advantages, and proposed improvements for weak points

Passengers satisfied with	Improving potential	Strongest advantage
Sense of security	Smooth check-in experience,	Kind and helpful personnel
Cleanliness & comfort	less waiting lines	
Parking areas (safety & security, proximity to the terminal)	Clean toilettes	
	Value for money of parking areas	



Greenhouse gas emissions in Europe fell by 11 percent in 2020, 40 percent of which was due to the dramatic shutdown of the aviation industry. If Europe wanted to achieve the Paris Commitment, it would have to reduce emissions by the same amount in the coming decades as it did in the corona year 2020. At Fraport Slovenija, we remain committed to an effective response to climate change.

Sustainable Relation to the Environment

The cessation of air traffic meant a significant reduction in the environmental footprint of the airport. We know that such a cut in traffic volume could also be an opportunity for further steps of decarbonisation of the entire aviation. Our company is aware of our impacts on the natural environment and we take full responsibility for them. We carefully manage all risk factors related to the environment, and decarbonisation is at the forefront. The Integrated governance system manual is considered the master document on environmental protection, which includes the environmental management system (ISO 14001), the company’s environmental policy and the main environmental aspects, and their impacts and environmental objectives with actions.

Environmental policy

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

Environmental commitments

Our environmental commitments are the following:

- taking measures to reduce aviation noise and noise from other sources,
- reducing CO₂ emissions and other greenhouse gas emissions,
- promoting efficient consumption of energy, water and paper,
- taking measures to prevent pollution,
- introducing best cases of practice in the field of waste management,
- preserving biodiversity and natural values,
- prevent pollution and soil degradation,
- incorporating environmental guidelines into procedures of public procurement,
- providing training for all individuals who might cause significant environmental impacts,
- encouraging a responsible and adequate conduct in relation to educating, informing and raising awareness of all employees about the aspects of their scope of work related to the environment,
- informing about the corporate environmental policy all the company’s business partners and other persons acting for or on behalf of the company, including contractors performing their work in the location of the company,
- compliance with the conditions imposed by the environmental legislation and other requirements,
- acquiring other environmental quality standards,
- providing human and financial resources necessary for the environmental management system and their related measures,
- encouraging transparency in communication and a dialogue with interested parties.

Strategic environmental objectives

- In accordance with the environmental commitments and other requirements, we also define our strategic objectives, which are also part of the company’s sustainability strategy. The central strategic objectives in key environmental areas by the end of 2025 are:
- environmental management system: keeping the documented system of environmental management (ISO 14001);
 - noise protection: keeping noise at such a level to enable the local citizens an improved life quality;
 - transition to a low-carbon society: carbon neutrality (the programme scheme ACA);
 - waste management: reducing the share of mixed municipal waste to 25% in the total amount of waste;
 - energy efficiency: reduction and replacement of energy products harmful to the environment (heating oil, gas and diesel fuel, electricity generated by thermal power plants) for ecologically more acceptable energy sources (natural gas, renewable energy sources);
 - renewable energy sources: a growing proportion of renewables used (hydropower, geothermal power, solar and wind power, biomass, biogas).

Planning the environmental management system

- Planning the environmental management system comprises the following elements:
- determining actions to address risks and opportunities;
 - checking and managing legal and other requirements;
 - identifying and assessing environmental aspects with regard to a life cycle model;
 - determining operational environmental objectives with actions.

Environmental risks

Needs and expectations of interested parties are regularly reviewed. Any deviation from the requirements and expectations is recorded and continues to take the necessary improvement measures. Also external and internal issues affecting the environment and which can pose a risk are identified. The individual environmental risks, related to its environmental aspects or compliance obligations or potencial emergency situations, are managed within the scope of the risk management system at the company’s level.

Compliance obligations

The activities performed in our company are subject to the binding legal requirements which are directly linked to the identified environmental aspects and therefore must be fulfilled. For this reason we have established the Register of Legal and other Requirements.

Monitoring and reporting imposed by the legislation are collected in the Legal Monitoring and Reporting Register, which determines the tasks and activities, the person responsible for the implementation of a task or an activity, deadlines, documentation, storage, a monitoring method of execution of a particular activity, and the current status of the task or the activity. The register is regularly updated. We also perform periodical assessment of compliance with the legislation and other requirements in three ways. In the field of environmental aspects, the system is designed in the form of the table called Register of Environmental Aspects, where compliance obligations is one of the criteria to determine significant aspects. Two additional evaluations are performed within the company’s regular internal audits and the annual management review.

Environmental aspects and the lifecycle

We implement, maintain and document procedures to identify and assess all the aspects causing environment impact. Therefore, we have established the Register of Environmental Aspects, which defines aspects, the importance of each aspect, the lifecycle model and definition of emergency situations and abnormal conditions. The register also comprises a detailed description of criteria used for assessing the importance of each aspect.

Policies and action plans

- In addition to the environmental commitments and strategic objectives we have also introduced policies and action plans according to individual specific areas:
- Carbon Management Plan;
 - Energy Strategy;
 - Mobility plan;
 - Sustainable Procurement Policy;
 - Printing Policy;
 - Wildlife Management Plan.

It includes aspects that can be directly managed, the aspects that can be only indirectly influenced, and also aspects which can be direct and indirect at the same time (cumulative aspects).

In order to determine relevance of aspects, the following criteria are taken into consideration: legislative requirements, the economics and public opinion. According to these criteria, each aspect is marked with different colour: red, yellow and green. Important are those aspects which are marked with the red colour according to one or several criteria. Less important aspects are the ones marked with yellow or green colour. All the aspects are categorised in the way to include the lifecycle of services.

- The lifecycle model of a service is defined in four phases according to its nature and specificity of our processes and services:
- service design and development;
 - providing resources for the provision of services;
 - the supplier chain and the distribution network;
 - provision of services.

The environmental aspects arising from cooperation with tenants, contractors, suppliers and business partners are generally managed via contracts or written agreements or arrangements.

Directly managed and cumulative environmental aspects

Noise			Hazardous substances
Noise caused by air traffic			Storage and management of hazardous substances
			Decanting of hazardous liquids
Air			Consumption of energy products
Emissions caused by boiler rooms operation			Electricity consumption
Emissions caused by vehicle fleet			Gas consumption for thermal energy
Emissions caused by diesel generation units			Motor fuel consumption for vehicle fleet
Cooling systems maintenance			
Greenhouse gas emissions caused by firefighting training			
Waste			Consumption of materials
Non-hazardous waste production			Consumption of spreading material
Hazardous waste production			Aircraft de-icing material consumption
Production of construction waste			Hazardous material consumption
Aircraft cabin waste production			Office material consumption
Water			Other impacts on the environment
Generation of urban waste water			Airport external lighting operation
Generation of industrial waste water			Airport management and its impact on the nature
Production of rainwater			Electromagnetic radiation impact on the surroundings
Causing groundwater and soil pollution			
Quality and consumption of drinking water			

Environmental aspects

Environmental operational objectives with actions









The basis to determine operational objectives can be the environmental policy, importance of an aspect, statutory or other requirements, savings, urgency of improvement, and financial and technological capabilities. Operational objectives should be determined for important aspects. Operational objectives can also be determined for the remaining aspects of lesser importance. However, they are not obligatory. On the basis of operational objectives we are planning actions to achieve them. More demanding or complex actions are implemented through projects. All operational objectives and actions are collected in the Register of objectives and actions. Meeting the operational objectives and execution of programmes are reviewed within the company’s management review.

Methods of evaluation for meeting environmental objectives



- The mechanisms and tools the company uses for monitoring and reporting on the progress in the field of environmental objectives are:
- Official monitoring performed by the authorised institution, all legal environmental aspects (monitoring noise emissions in the environment, regular measurements of flue gases from boiler rooms and other devices, and regular measurements of drinking water quality, reports on waste treatment and ozone-depleting substances);
 - Continuous assessment of important environmental aspects and related environmental targets (consumption of water, energy products, motor fuels, harmful materials, etc.);
 - Monitoring of key performance indicators (so-called KPI's);

- Self-assessment - a system of internal audits and corrective actions, and opportunities for improvements;
- Results of external audits;
- Monitoring the implementation of policies and action plans by individual areas;
- Review of environmental objectives within the management reviews;
- Honest, transparent and fair reporting on company's sustainable operation:
 - Sustainability report,
 - communications and press releases on the company’s website and social networks,
 - informing and raising awareness of the employees on the intranet.

Table 12: Operational objectives and actions for the period 2020–2025

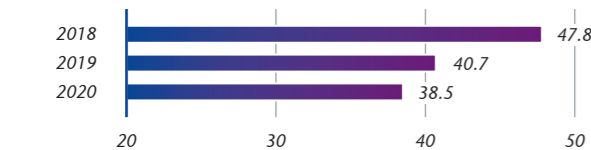
No.	Operational objective	Action description	
1	Formalisation and improvement of relations with stakeholders regarding aviation noise emissions	Group meetings of an airport environmental partnership group of relevant stakeholders (ATC, CAA, competent ministry, etc.) Dealing with noise complaints	
2	Reduction in relative carbon footprint in 2019 by at least 10% regarding the 2016–2018 average*	Measures to reduce fuel and energy consumption Establishing and promoting sustainable forms of mobility	
3	Reducing the share of mixed municipal waste to 25% in the total amount of waste by the end of 2025	Introduction of activities for more consistent waste separation at collection points (especially in the passenger terminal and in rented premises)	
4	Complete renovation of the heat supply system (in phases)	The installation of cogeneration with natural gas + heating pumps	
5	Energy rehabilitation of old buildings (in phases)	Execution of rehabilitation works / additional insulation of facade and changing the fixtures (windows)	
6	Implementation of long-term Energy strategy	Preparation of an action plan about a long-term energy strategy	
7	Gradual establishment of targeted monitoring of energy consumption	Procurement of targeted energy monitoring software	
8	Implementation of the measures from the action plan for the management of wild fauna	Management of animal habitats (particularly birds) in the areas around the airport	

* The objective remained the same for 2020 (impact of coronavirus crisis on aviation emissions).

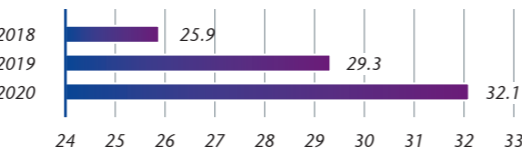
 in progress  completed

Trend of key performance indicators in the environmental field

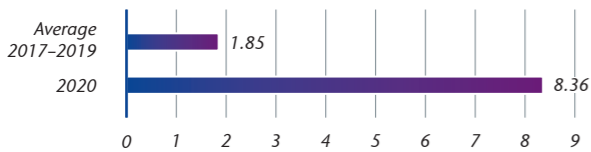
Graph 18: Share of mixed municipal waste (in %)



Graph 19: Share of electric vehicles (in %)



Graph 20: Relative carbon footprint (kg CO₂ / passenger)



Noise protection

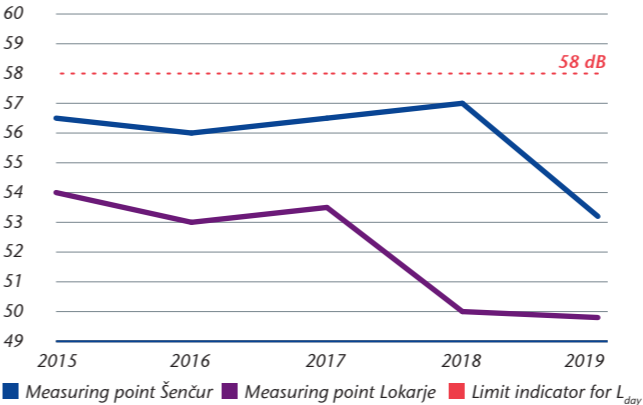
Noise is a constant companion to the airport and its activities, therefore we manage it carefully. According to the Decree regulating environment noise assessment, Ljubljana Airport belongs to smaller airports. For those airports the requirements of noise pollution are a bit stricter than for bigger airports with over 50,000 operations of air traffic annually. The main sources of noise on the territory of the airport are aviation operations (take-offs and landings) on the runway. Passenger and cargo traffic, and also general aviation are considered as the source of noise at the airport. Other sources of noise (the ones coming from road traffic, field work and other extraordinary events or incidents, etc.) are not taken into consideration when assessing our environmental impact. In identifying aviation noise the most important parameters are the number of flights and the time of the noise burden of each flight. We monitor the number of flights via the aviation information system and the measuring system.

The time of each individual noise burden is obtained from the noise measurement system. The flyover time is recorded and later on included in noise burden calculations. Last noise measurements were performed in 2019 at two measuring points: Šenčur (location 1) and Vodice - Lokarje (location 2). The measurements were performed between 1 January and 31 March and between 15 July and 15 August 2019, when the density of air traffic is the highest compared to the annual average. The identification of aviation noise sources was performed on the basis of radar data, airport information system data and events recorded at an individual measuring point. Based on the identification of air operations, the shares of take-offs and landings in each direction were also determined. From the point of view of environmental noise assessment, in addition to the number of air operations, the distribution of flights over individual periods of the day is also important.

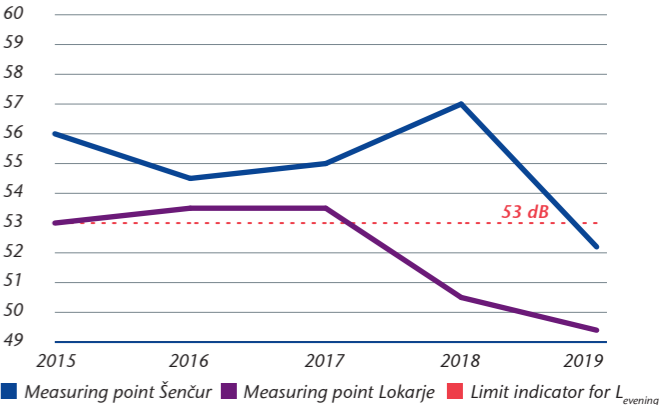
Based on the measurements and calculation of ambient noise for 2019, it was determined that the day, evening, night, all-day and peak noise levels, as a result of aircraft operations, are within the permitted limits at all measuring points. Due to the outbreak of the corona virus pandemic and consequently a huge decline in air traffic at the airport, the measurements were not made in 2020, since their results could not have been compared to those of 2019. Also noise maps were not made for the same reason. The next measurements are planned for summer 2021, since a bit higher air traffic density is expected. However, more than two thirds drop in traffic is still expected compared to 2019. According to aviation analysts, in 2025 it will be possible for the first time to make comparison with the period prior to the outbreak of the pandemic. Measurement results for 2015–2019 period are analysed below.

Analysis of noise indicators in the period with the highest air traffic density in years 2015–2019

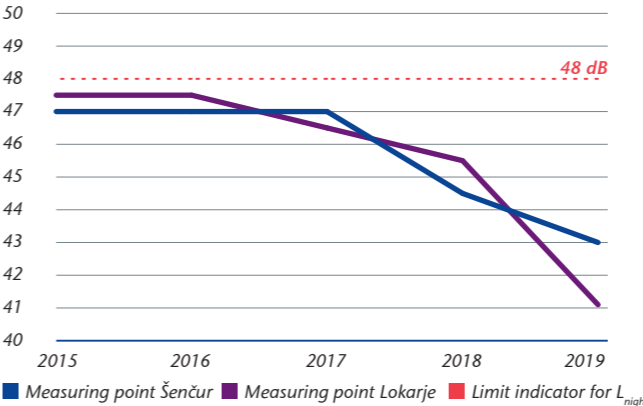
Graph 21: Average day noise values in the period with the highest air traffic density*



Graph 22: Average evening noise values in the period with the highest air traffic density*



Graph 23: Average night noise values in the period with the highest air traffic density*



Due to the outbreak of the corona virus pandemic and consequently a huge decline in air traffic at the airport, the measurements were not made in 2020, since their results could not have been compared to those of 2019.

* For the period 2015–2018 it is July and August, and for 2019 the period from 15 July to 15 August.

Carbon management

The air quality in the airport area 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. In the last years we replaced the old cooling devices with new ones containing environment-friendly freons, thus reducing emissions of harmful substances into the air.

Energy consumption

Efficient energy consumption, use of renewable energy sources or environment-friendly energy products, and reduction of CO₂ and other greenhouse gas emissions are considered important environmental commitments of the company Fraport Slovenija. We also defined key energy efficiency indicators. Fuel and energy consumption are checked regularly. In 2020, we consumed 5,449.892 kWh of electricity, which was 78.7% generated from renewable energy sources (energy generated by hydropower plants), and 21.3% generated in thermal power plants, 345,603 m³ of natural gas (NG), 31,493 L of liquefied petroleum gas and propane (LPG), 89,077 L of diesel and gas oil, 7,723 L of gasoline, and 492 L of kerosene.

Commissioning of a new energy facility

In accordance with the company’s energy strategy and its commitment to preserving the environment, the construction of the central power facility was completed at the end of 2019, which provides efficient supply of heat and cooling energy for the entire airport territory in one place. After a testing period, it became fully operational in early 2020. In its design, the plant combines the advanced technological and environmental systems of heating elements. Natural gas is used as the main fuel for heating boilers. It is modularly designed and allows expansion of energy facilities for further ten years. The new passenger terminal is going to be connected to this power facility. In the future, we are going to focus more on the supply of energy and invest more



in renewable energy sources. By doing so, we will additionally contribute to reducing the company’s carbon footprint. In the coming years, the installation of a water-to-water heat pump and its pertaining drills is planned, as well as the installation of a cogeneration system of heat and electricity production, and already in 2021 the installation of a solar power plant on the roof of the administrative building.

Carbon footprint

The declared pandemic, which caused an unimaginable suspension of air traffic, had a direct impact on the rules of ACA (Airport Carbon Accreditation) certification programme scheme for the reduction in the impact of greenhouse gases, run under ACI Europe, the association of European airports. The almost complete cessation of air traffic led to a significant and abnormal reductions in greenhouse gas emissions in 2020. Therefore, the association ACI Europe decided to extend the validity of the existing certificates for a year, without taking the data on carbon footprint for 2020 into account in the future applications for renewal or extension of the accreditation. Namely, if the year 2020 were to become relevant, it could come to the situation where the airport could unjustifiably present a significant reduction in the absolute carbon footprint within the previous three-year period, which would in the following years mean a huge challenge for the airport to prove this carbon footprint reduction with the last three-year period with such unusually

low average. On the other hand, the airport could not show reduction in the relative carbon footprint (CO₂ emissions per passenger) in comparison with the three-year average. The reason lies in the fact that energy consumption and consequently air emissions cannot be reduced as quickly as the number of passengers. There is a minimum energy consumption (and associated air emissions) which is necessary for the airport to stay open and in operation, even with a heavily reduced number of flights and passengers. The results of carbon footprint calculation for 2020 are shown below, although not relevant for ACA programme scheme.

Compared to the past three-year average (2017-2019) the absolute amount of CO₂ emissions were reduced by almost 26%. Based on the data on the number of passengers and the weight of cargo for 2020, air emissions increased by almost 343% per passenger compared to 2017-2019 period, or decreased by almost 20% per 100 kg of cargo (the global pandemic had no significant impact on cargo traffic over airports, therefore a bit less than 8% decline in cargo traffic in 2020 was recorded at our airport). A reduction in carbon footprint was recorded in 2020 in almost all segments, except for heating and generators. In the latter case, an increase in air emissions was a consequence of a larger amount of diesel to run generators, and the reason in the case of heating was an increase in natural gas consumption for testing phases and a regular startup of the new power facility.

Compared to the past 3-year average (2017-2019) the absolute amount of CO₂ emissions were reduced by almost 26%.

Graph 24: Share of scope 1 and 2 emissions in the carbon footprint calculation for 2020

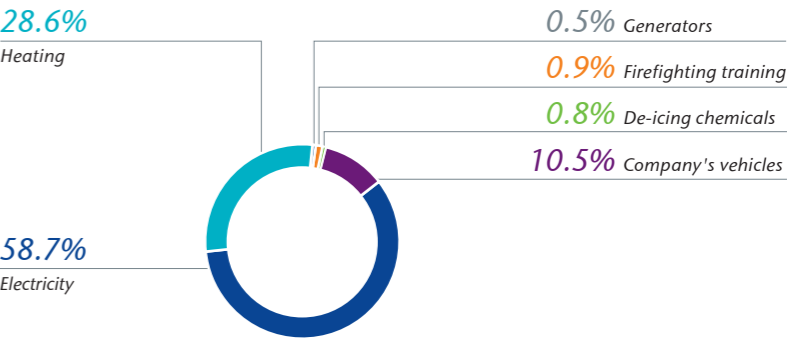


A reduction in carbon footprint was recorded in 2020 in almost all segments, except for heating and generators.

Table 13: Calculation of carbon footprint for scope 1 and 2 for 2020

Scope / Emissions source	t CO ₂ e	%
SCOPE 1	985.700	41.4
Heating	682.500	28.6
LPG	29.500	1.2
NG	653.000	27.4
Generators (GO)	12.300	0.5
Fire training	22.200	0.9
LPG	22.170	
Direct CO ₂ emissions (fire extinguishers)	0.030	
De-icing chemicals (glycol)	19.800	0.8
Vehicles (business trips included)	248.900	10.5
Diesel	229.500	9.6
Gasoline	18.200	0.8
Kerosene	1.200	0.1
SCOPE 2	1,401.100	58.7
Electricity	1,401.100	58.7
SCOPE 1 + SCOPE 2	2,386.800	100.0

Graph 25: Carbon footprint of individual emission sources (scope 1 and 2) for 2020



Graph 26: Carbon footprint of energy, fuel and chemicals consumption for 2020

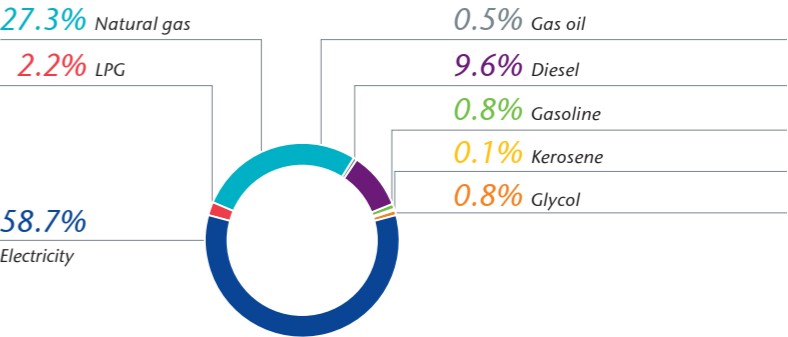


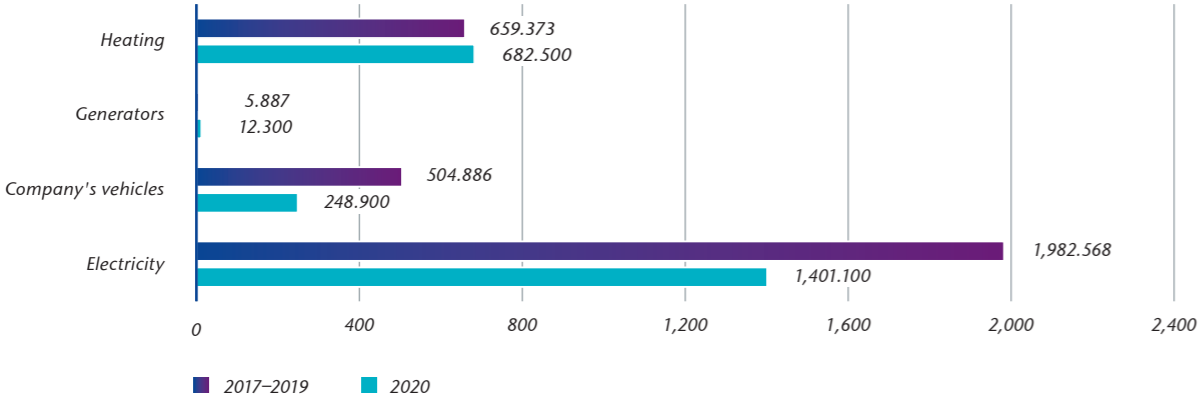
Table 14: Carbon footprint (scope 1 and 2) in the period 2017–2020

Category of data	Year –3 (2017)	Year –2 (2018)	Year –1 (2019)	Base year Average 2017–2019	Year 0 (2020)	Carbon footprint in Year 0 according to base year (%)
Absolute carbon footprint (t CO ₂ / t CO ₂ e*)	3,168.543	3,417.000**	3,080.000**	3,221.848	2,387.000	–25.9%
Number of passengers	1,688,558	1,818,229	1,727,136	1,744,641	291,910	-
Weight of cargo serviced (in tons / 100 kg cargo)	243,140	259,070	248,750	233,410	250,320	-
Realtive carbon footprint (kg CO ₂ / kg CO ₂ e* / passenger)	1.88	1.88**	1.78	1.85	8.18	342.8%
Relative carbon footprint (kg CO ₂ / kg CO ₂ e* / 100 kg cargo)	1.30	1.32**	1.24	1.29	1.03	–19.9%
Emission factor for electricity (for each year)	0.379	0.355**	0.348	0.361***	-	-

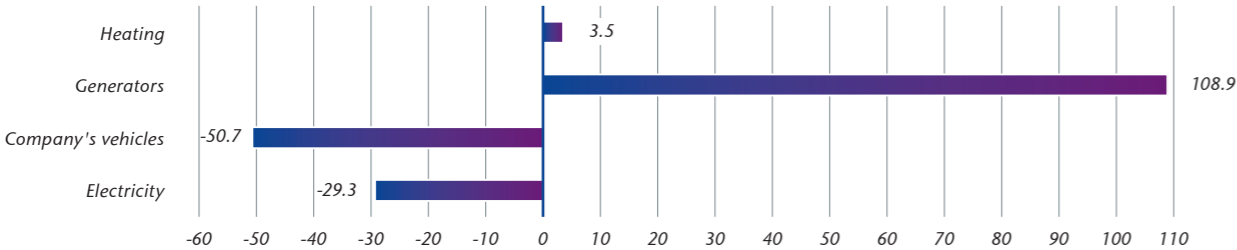
* From 2018 we report about CO₂e.
** Adjusted data.
*** Considered the average value of factors of three-year period prior to the year for which carbon footprint is calculated.

Based on the data on the number of passengers and the weight of cargo for 2020, air emissions increased by almost 343% per passenger compared to 2017-2019 period, or decreased by almost 20% per 100 kg of cargo.

Graph 27: Amount of individual CO₂ emissions sources in base year and in (in t CO₂e)



Graph 28: Display of percentage of reduction of individual amounts of CO₂ emission sources in 2020 according to the base year



Sustainable mobility

Our mobility plan is aimed at encouraging our employees, business partners, passengers and airport visitors to change their travel habits, use cars reliably and rationally, and to opt for a sustainable means of transport. The company is aware of the difficulties with the mobility and accessibility in terms of sustainable means of transport, thus the mobility plan tries to comply with these limitations in the best way possible. The airport is namely connected with neighbouring settlements through a public transportation network. However, our employees cannot use it due to the shifting nature of their work. Thus, employees mainly use cars to get to work, since the existing traffic infrastructure is quite inconvenient and unfriendly for walking or cycling.

Due to limited airport operation the number of kilometres made by electric vehicles declined by almost 30% in total, compared to 2019.

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

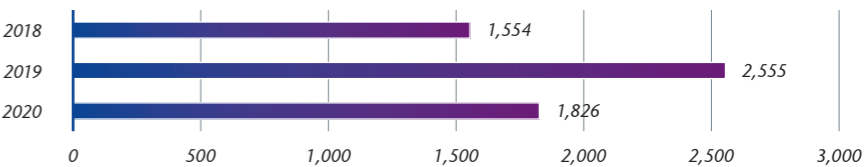
- to reduce carbon footprint of car business travel by 10% (the average of 2017-2019);
- to perform 30% of car business trips by using electric car sharing in 2020;
- to encourage 2-5% of passengers to use car sharing.

All key objectives are operationally performed on the basis of the action plan which defines measures by areas:

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

Due to limited airport operation in spring and partly also in the autumn wave of the pandemic in 2020 and the fact that only urgent business trips were handled, the number of kilometres made by electric vehicles declined by almost 30% in total, compared to 2019. Despite this, 1,826 of totally 6,766 km were made by electric vehicles, which accounted for 27% of all car rides. So we came very close to the set goal - 30% of electric rides to be made in 2020. Due to significantly reduced business travel compared to 2019, there was 44% less carbon footprint recorded in the car rides segment.

Graph 29: Distance travelled with electrical cars in the period 2018–2020 (in km)



Drinking water supply

Drinking water is supplied to the airport complex through the use of two main sources from the direction of Krvavec and Kranj. Inside the airport complex, the primary water supplies are connected to the secondary water supply. Water redundancy is provided through several different water sources.

A reservoir with the capacity of 300 m² was built to provide fire extinguishing water or hydrant supply. The watershed of the water supply system takes place in corridors of roads with side branches leading to individual facilities or building plots. In the future, the third water source will be provided from the direction of Adergas.

Discharge of waste waters

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

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

In 2018, the entire airport complex was connected to the central waste water treatment plant Domžale-Kamnik. All municipal and industrial waste waters from the airport complex are currently accumulated in a common sewage tank which is connected to the system in Spodnji Brnik. From there, waste waters run off and accumulate into the public sewerage system, which ends up in the central waste water treatment plant in Domžale. Rainwater from clean surfaces (roofs of facilities) runs off through percolation directly into the immediate

soil. Discharge of rainwater from polluted surfaces (roads, car parks, the airport apron) is carried out through the internal sewerage system with integrated adequate oil and grease separators and through percolation directly into the soil. There are no watercourses in a wider area of the airport. The brook called River flows west from the location of the airport through the settlements Spodnji Brnik and Lahovče and is more than two kilometres distant from the plant. The river Sava flows south from the airport and is more than four kilometres away from the plant. Since there are no watercourses in the vicinity of the plant and the soil texture allows good percolation, rainwater coming from the airport facilities is indirectly discharged into the water bodies through percolation. The percolation area of treated waste water is neither located in any water protection area nor at the drainage basin of the watercourses allowing bathing. A wider area of the airport is also not located in the area of Natura 2000.

Waste management

Within our business activity we generate a wide variety of waste. Since we do not wish to expand the company's business operations on account of increasing environmental footprint, we find it logically to put most of our effort in reusing or recycling our waste in order to limit material flows as much as possible. The company is the original producer of waste, which generates more than 150 tons of waste in average in calendar year or more than 200 kg of dangerous waste. In accordance with the legal requirements, which regulates the areas concerning the waste and waste oil handling, the company have waste management plan in place. In phase of preparation of the waste management plan the valid legislative framework concerning waste management and guidelines of National environment protection programme with programmes of measures until 2030, was taken into consideration. In the field of waste management, we pursue the medium-term objective of reducing the share of mixed municipal waste to 25% in the total amount of waste by the end of 2025.

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

- administrative waste;
- maintenance-operations waste;
- aircraft waste.

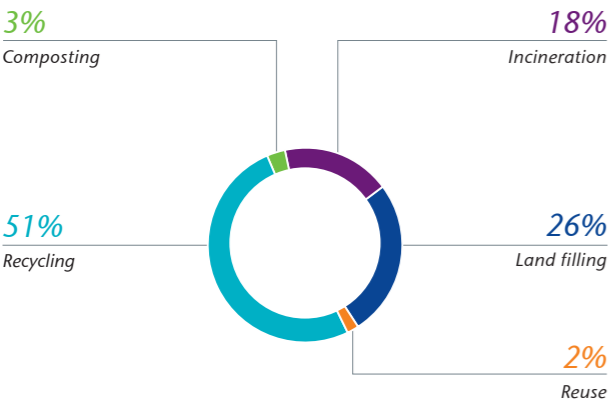
When individual types of waste are generated, we treat them in line with the concept of circular economy, which means they are considered raw materials. Therefore, all waste is collected and adequately separated in the areas of individual activities. In order to ensure waste separation by basic fractions we have waste central ecological island and some other minor ecological waste collection centres (for some other types of waste like cartridges, waste motor oils, absorbents, oil filters, worn tires, aircraft cabin waste, etc.). Adequately separated waste, according to fractions, is collected by local public waste company and waste collectors who hold necessary permits or certificates of their entry in relevant records by Slovenian Environmental Agency in order to perform that kind of activity. A certain amount of aircraft cabin waste (so-called first category waste) is destined for incineration.

Table 15: Methods of waste management in 2020 (in kg)*

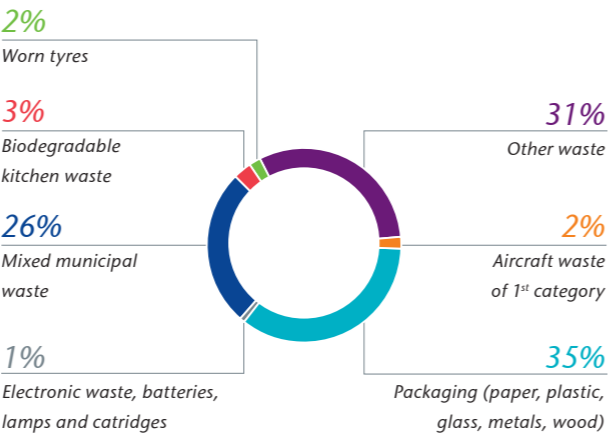
Waste management method*	ν kg
Composting	7,164
Reuse	3,600
Recycling	114,772
Incineration**	39,042
Land filling	58,240
Total	222,818

* Construction waste is not included.
** Non-municipal waste is also included.

Graph 30: Methods of waste management in 2020 (in %)*



Graph 31: Types of generated waste in 2020 (in %)*



The new central ecological island built in 2019 officially started operating in April 2020, after it was equipped with additional municipal equipment and technology which will enable even better quality of waste management, particularly from the aspect of waste separation during waste production at source, when waste is transferred to the collection centre. The coronavirus epidemic in Slovenia also had a direct impact on the amount of waste generated in 2020. Due to limited business activity of the airport services and a significant decline in the number of passengers, we recorded a 67% decline in waste volumes in the separately collected municipal waste segment, a 69% decline in the segment of municipal waste disposed to landfill, and a 76% decline in waste volumes in the segment of municipal waste for incineration (aircraft waste). Construction waste occurring at Ljubljana Airport account for the biggest portion of waste in the waste structure. The volume of construction waste depends on annual construction investments aimed at modernisation of the airport. The year 2020 was moderate in terms of investment due to the construction of a new terminal and the completion of construction of internal roads, which resulted in certain amounts of construction waste, but less than in the previous two years.

Table 16: Collected waste in the period 2016–2020 (in kg)

Type of waste	2016	2017	2018	2019	2020
Aircraft waste of first category (1)	10,604	8,804	9,532	13,893	3,398
Packaging (paper, plastic, glass, metals, wood)	161,046	155,228	203,780	252,290	77,596
Electronic waste, batteries, lamps and catridges	5,316	7,026	8,481	9,542	3,079
Mixed municipal waste	155,580	178,600	204,740	190,060	58,240
Biodegradable kitchen waste	809	4,021	4,707	7,164	7,164
Worn tyres	2,507	3,620	3,424	3,760	3,530
Other waste*	9,821	407	189,658	15,323	69,811
Construction waste	503,555	0	18,707,381	47,396,929	5,563,424
Hazardous waste – total (2)	15,053	4,587	7,979	8,661	34,416
Non-hazardous waste – total (3)	900,081	459,315	20,048,192	47,866,407	5,748,428
Total (1 + 2 + 3)	925,738	472,706	20,065,703	47,888,961	5,786,242

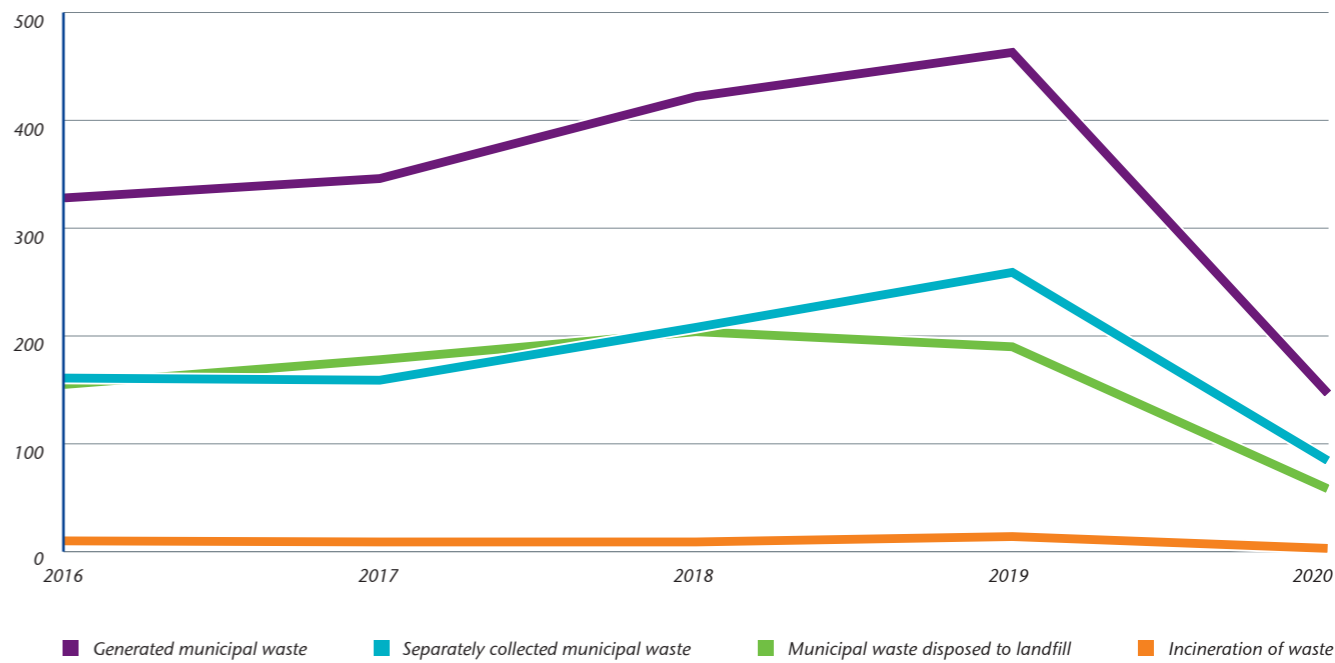
* In this group of waste, an amount of waste from grit chambers (186,120 kg in 2018, 10,740 kg in 2019 and 5,020 kg in 2020) was included, which was found during excavation on the different construction sites, and also an amount of waste related to foam testing at the training ground for firefighters (31,460 kg in 2020).

Table 17: Generated municipal waste in the period 2016–2020 (in kg)

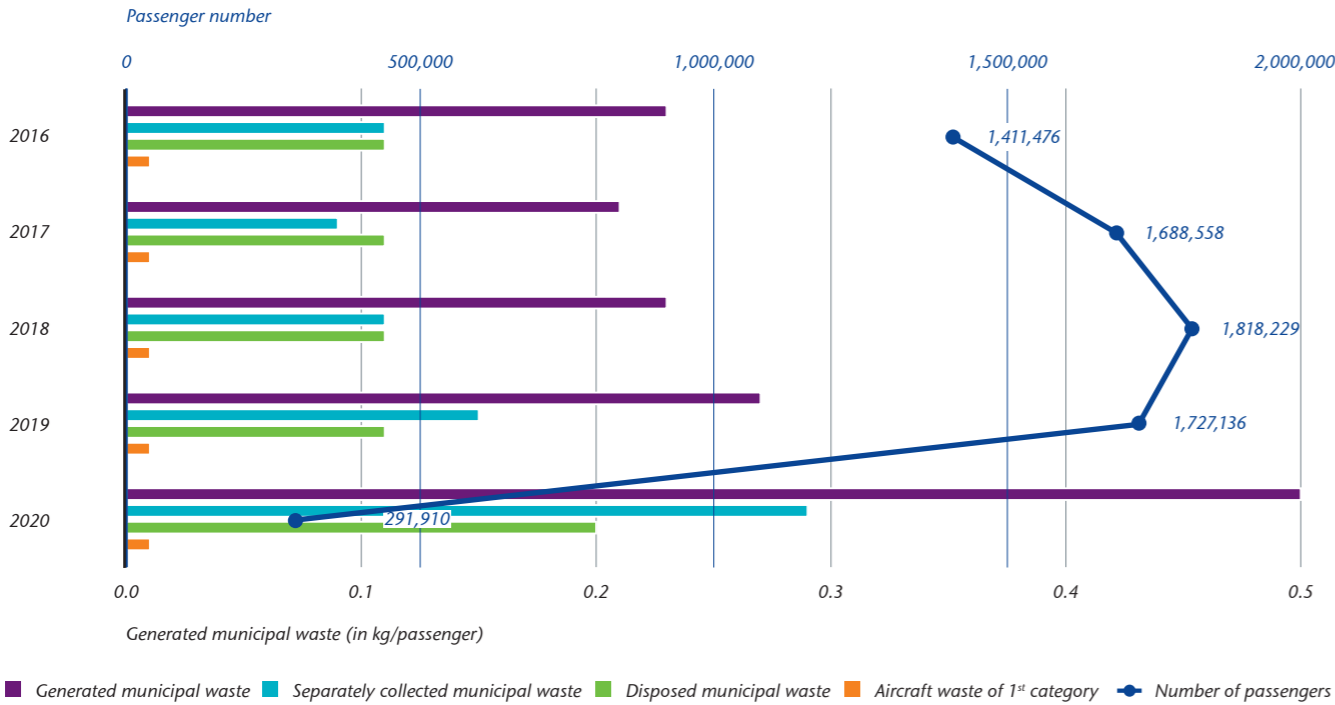
	2016	2017	2018	2019	2020
Generated municipal waste	328,039	346,653	422,759	463,407	146,398
Separately collected municipal waste*	161,855	159,249	208,487	259,454	84,760
Municipal waste disposed to landfill**	155,580	178,600	204,740	190,060	58,240
Incineration of waste***	10,604	8,804	9,532	13,893	3,398

* packaging (paper, plastic, glass, metals, wood), biodegradable kitchen waste
** mixed municipal waste
*** aircraft waste of 1st category

Graph 32: Generated municipal waste in the period 2016–2020 (in t)



Graph 33: Generated municipal waste in the period 2016–2020 (in kg/passenger)



Management of hazardous liquids, substances and materials

In accordance with the Decree on the storage of hazardous liquids in stationary storage containers, it was required to adopt a Hazardous Liquid Management Plan for the storage facilities with the capacity over ten cubic meters 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 cubic meters. It is used for storing heating oil, which is in its chemical and safety terms a substance with the same characteristic as diesel fuel, and regarding its distillation temperature it belongs to the category of medium petroleum distillates. Smaller amounts of hazardous substances or waste are stored or collected in the cargo warehouse and in workshop areas.

Several oil separators and trap containers preventing oil from leaking and spill of hazardous liquids (f.e. fuels, waste oil, deicing fluids), are placed in several points of the airport. Oil traps are regularly checked and maintained. In the past we replaced all the existing oil separators with the new ones, or we adjusted them to the SIST EN 858-2 standard by installing coalescence filters. Consumption of hazardous materials in 2020 was around 460 kilograms (paints, pesticides, diluents, etc), which is more than in 2019, especially due to higher consumption of paints for painting floor surfaces.

Electromagnetic radiation

The sources of electromagnetic radiation located in the airport area are: base stations for mobile telephony, air surveillance radars and transformation substations for the electricity supply of the airport area. Air surveillance radars, owned by the Slovenian Air Traffic Control, are subject to mandatory monitoring in accordance with the legislation in the field of electromagnetic radiation. The monitoring results prove that the radiation exposure in the vicinity of the radars is below the legal limit values.

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 the proper airport operation. Advertising areas are also lighted. The company has not yet established separate system for calculation of energy consumptions for lighting. Calculation of energy consumptions are carried out in every transformer station that is placed in location of individual terminals depending on their energetic needs. Switching the lighting is carried out via the on-off buttons installed on individual switchboards and facilities. To avoid switching the lighting on during the day is in switchboards installed photocell. All lights and panels are switched on based on the photocell principle. Lamps are switched on and off completely alone. The annual electricity consumption for outdoor lighting is estimated at about 240 megawatts. In compliance with the legislation we are obliged to draw up a lighting plan. Its last renewal was in spring 2021, which was also published publicly, because the sum of the electric power of the airport lights exceeded 50 kilowatts. The reason for bigger electric power demand of the lights was additional lighting along the newly constructed internal roads in 2020.

Unexpected environmental events

The company is able to recognise eventual situations which could lead to emergency circumstances and accidents in the environment. We have established standby procedures and responses to emergencies. The most significant documents describing the ways of taking measures in cases of emergency events are the following:

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

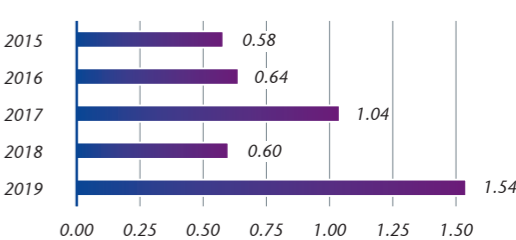
We are aware of any potential environmental hazards and risks. Individual environmental hazards are defined within the risk management system. 20 spills of hazardous substances were recorded in 2020 (19 spills in 2019). Such accidents are divided into minor spills of up to five square meters and major ones exceeding five square meters. Among 20 spills there were 18 minor spills (on average three liters of substance) and two major ones (on average 100 liters of substance). All spills were immediately remedied by absorbents and cleaned with highly efficient cleaning agents and fire-extinguishing medium for decontamination of the environment with mineral oils.

The number of spills is comparable to 2019, despite a significant reduction in the number of airport operations. Following the analysis of the spills we found out that most of the spills occurred in cargo transport and general aviation operations, while very few spills occurred in passenger traffic operations. The segment of cargo flights and general aviation flights accounted for almost 70% of the total air traffic in 2020, which influenced the spill frequency indicator, which increased by 2.5 times.

Table 18: Spills of hazardous substances per 1,000 operations in the period 2016–2020

	2016	2017	2018	2019	2020
Number of operations	32,701	34,444	35,512	31,489	12,980
Number of spills	19	22	37	19	20
Spill frequency / 1,000 operations	0.58	0.64	1.04	0.60	1.54

Graph 34: Spills of hazardous substances per 1,000 operations in the period 2016–2020



Sustainable procurement

When selecting a supplier, we pay attention to sustainable indicators, so our supplier relationship, among others, is based on our Sustainable Procurement Policy. We procure office paper that is not bleached with chlorine, and is primarily made of wood that originates from sustainably managed forests (FSC, PEFC, SCI). We also procure paper with a recognised environmental symbol (Ecolabel, Blaue Engel), and office paper from 100% recycled primary raw material. Employees and external cleaning providers use for cleaning only environment-friendly cleaning agents with recognised ecolabels. Electricity provided to the airport by suppliers, is generated mainly from renewable energy sources. We estimate that approximately 90% of our suppliers originate from the local environment or their registered office is located in the Republic of Slovenia.

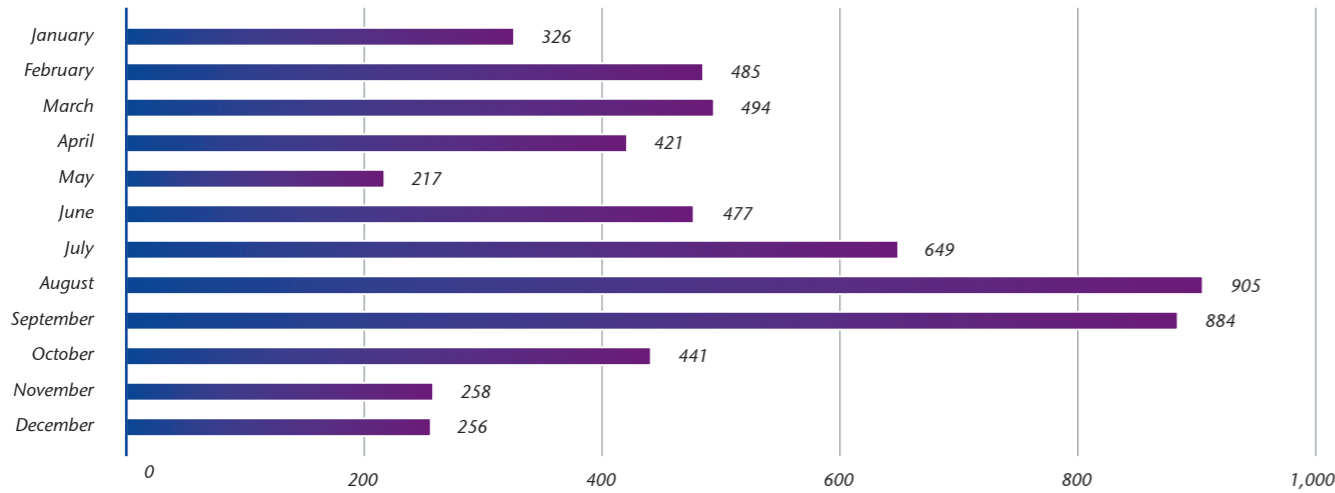
Coexistence with birds

The take-off and landing runway (RWY) is an open space where coexistence with birds is essential. The airport operator is striving to achieve that by using different measures. However, the operator does not forget about its main responsibilities in the field of management of wildlife animals, including study, prevention, taking measures and continuous improvements. The basic knowledge for its coexistence with birds was obtained from a long-term ecological study. The study enabled an insight into the state of biological populations, the presence of the attractiveness factors, preparation of measures to reduce the presence of bird and their monitoring. We continuously seek and introduce new ways which are based on up-to-date systems for monitoring and reducing the presence of birds. Above all, by intervening in the environment we want to reduce the amount of food available for birds in the nature. In accordance with the study's

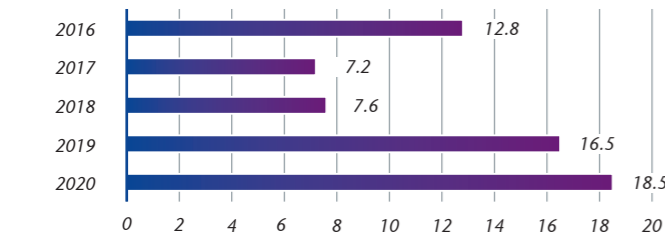
recommendations we have provided all suitable technical means in order to keep birds away from the airport, and we have adequately trained the staff to do so. In order to additionally highlight our endeavours that help us provide airport safety in a sustainable manner, we regularly attend training and learn about innovations in the field of bird and wildlife management. We prepared reports on monitoring birds and keeping them away from the airport, and bird strikes with aircraft. The data are collected in WLM Galiot software tool, available for the operational staff in their vehicles. We also made an action plan for the management of wildlife animals, where measures to reduce the risks of bird strikes at the airport are defined. The measures are made on the basis of the risk assessment and are focused on risk reduction in cases of birds which pose the highest level of risk. The highest level of risk is still seen with the bird common buzzard.

In 2020, we endeavoured to maintain the trend of reducing bird strikes. However, due to the pandemic, the opposite situation occurred. Birds had a significantly calmer environment and they multiplied strongly. We managed to take timely measures against the increase in the amount of food for birds, particularly the species called field vole. Due to a smaller number of airport operations also the number of bird strikes declined compared to 2019, but the number of bird strike increased statistically per 10,000 operations. In autumn, we tested additional technologies for keeping birds away from the airport and prepared a new action plan for the management of wildlife animals.

Graph 35: Number of bird dispersal conducted in 2020 (by months)



Graph 36: Confirmed bird strike rate per 10,000 operations in the period 2016–2020



We continuously seek and introduce new ways which are based on up-to-date systems for monitoring and reducing the presence of birds.



Common buzzard, hooded crow, common kestrel, common starling and barn swallow are the most common species of birds in the airport area.

Graph 37: Average bird presence on RWY for the five species with the highest presence in 2020

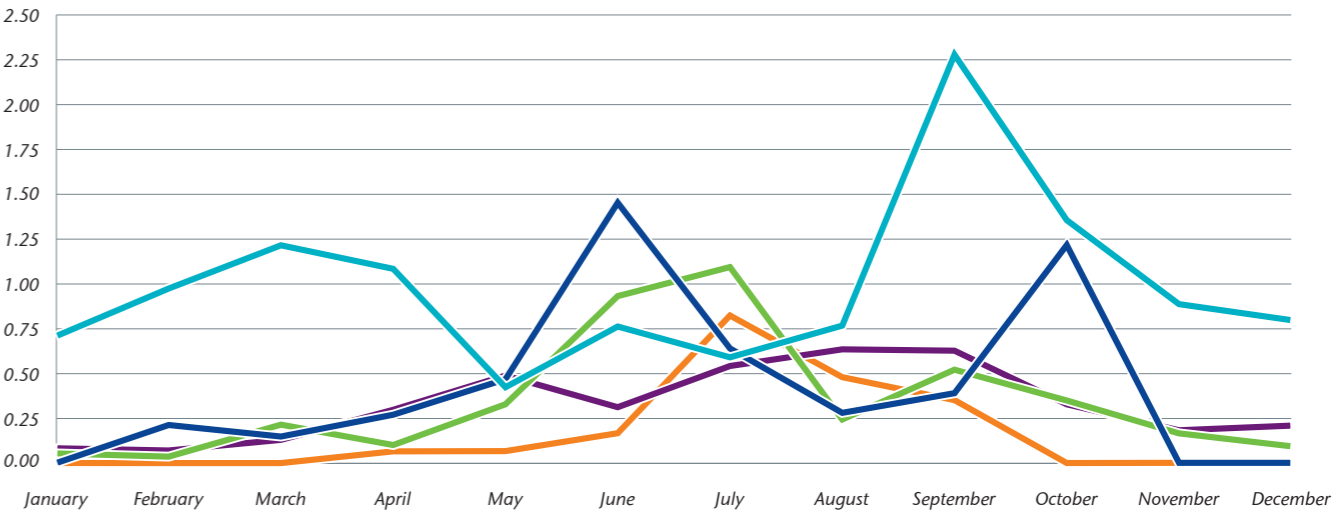


Table 19: Average bird presence on RWY for the five species with the highest presence in 2020

	January	February	March	April	May	June	July	August	September	October	November	December
Common buzzard	0.710	0.975	1.216	1.084	0.424	0.763	0.591	0.768	2.278	1.356	0.888	0.798
Hooded crow	0.002	0.214	0.149	0.271	0.469	1.453	0.641	0.282	0.391	1.217	0.003	0.003
Common kestrel	0.055	0.037	0.216	0.102	0.329	0.932	1.094	0.245	0.522	0.351	0.167	0.095
Common starling	0.084	0.072	0.131	0.299	0.490	0.313	0.543	0.636	0.628	0.329	0.184	0.210
Barn swallow	0.002	0.001	0.002	0.067	0.068	0.168	0.824	0.480	0.353	0.002	0.003	0.003

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

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Members of the Ethics Committee:

Jolanda Kovačič
Alenka Pečnik
Denis Talič

Compliance management committee

Members of the Compliance

Committee:
Taja Skobir
Špela Uršič
Boštjan Šijanec

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Lea Jarc Smole
Tadeja Strupi
Jana Tišler

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Boštjan Šijanec, chairman
Benjamin Markač
Špela Uršič

Work Council

Members of Works Council:

Aleš Može, chairman
Boris Možek, deputy chairman
Joži Kariž
Anže Musek
Alojz Petek
Žiga Pitako
Tomaž Prezelj
Miha Rajgelj
Martina Serdoz

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Trade Union Aerodrom Ljubljana
Trade Union of Professional Firefighting
Aerodrom Ljubljana
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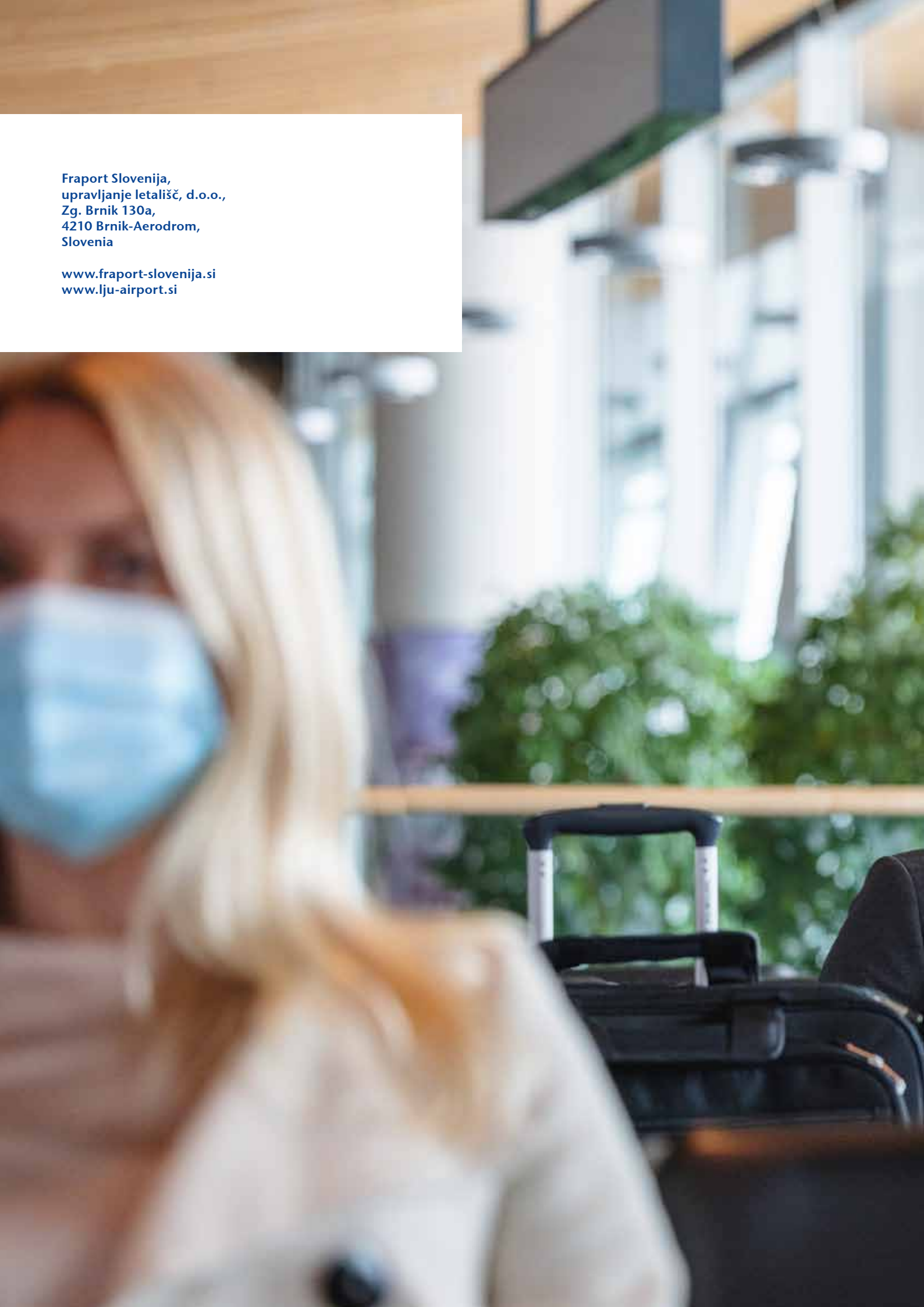
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