



# Prague Airport Group Profile and Sustainable Development Report 2020



**TOP  
2020**  
ODPOVĚDNÁ FIRMA  
V REPORTINGU  
Cena Byznysu pro společnost



# Foreword



## Jiří Kraus

Vice-Chairman of the Prague Airport  
Board of Directors



## 2020: Crisis or Opportunity?

Our goal is the formation of a sustainable and high-quality airport, which will be the first choice for travellers within the catchment area. In the post-pandemic recovery, we want to become stronger through the best possible combination of sustainability, security and safety, innovations, appropriate investments and customer care.

Dear Friends,

You now hold in your hands the Prague Airport Sustainable Development Report for the year 2020, which will remain forever the year of the greatest aviation industry crisis. The cause of the unprecedented global air transport and tourism decline was indeed the COVID-19 pandemic, resulting in a worldwide air traffic decline. It was a year which turned lives upside down not only in our country, but around the globe. It was a year which brought about many challenges and uncertainties, but at the same time showed the power of community, pride, and mutual assistance. Looking back at the past year in retrospect and considering all circumstances,

I allow myself to say, we still managed to cruise through 2020 graciously, thanks to the everyday effort of my colleagues and the support of our partners.

We had to deal with the devastating impact of the pandemic on the aviation industry, which affected our airport too, by implementing extensive austerity and optimisation measures, resorting to efficient resource management, and relying on our long-term-built financial stability, confirmed by the Moody's international rating agency's evaluation of our company as highly credible.

Václav Havel Airport Prague is part of the country's critical infrastructure. Therefore, it was and still is vital to ensure the airport remain operational. Although, certain mid and long-term projects and investments in airport development had to be temporarily suspended, investments in the areas of security and safety, maintenance, quality of operation, and customer care continued. We took advantage of the limited traffic and accelerated some projects of necessary airport infrastructure modernisation. We have intensified our digitization efforts, expanded the area of our environmental impact monitoring, and focused on boosting customer experience.

Our priority remained the safety of passengers and employees, to which we added the dimension of health protection and were rewarded with an international ACI Airport Health Accreditation certificate. The support of our employees and efforts to create a safe and pleasant working environment, both in their airport office and when under the home office regime, was a matter of course. New initiatives, such as the assistance on solving difficult life situations and a series of supportive vocational or sports activities for maintaining employee motivation, were launched.

At the beginning of spring 2020, it already became apparent that the crisis would be of a long-term nature, and the number of passengers handled by Prague Airport would be minimal compared to the previous record year. It was therefore necessary, in close co-operation with individual department managers and trade unions, taking into account existing collective agreements, to proceed with a new social plan. I am very sorry that

several hundred colleagues, for whom the airport will not have jobs in the next few years, had to leave as a result of the dramatic decline in airport operations. We still tried to ensure the best possible conditions in terms of outplacement, above-standard severance pay, and advisory upon new job searches.

We continually and openly communicate with our immediately surrounding areas. At a time, we ourselves are faced with a very trying economic situation, we provided our neighbouring municipalities with non-financial aid. We help where it is within our capabilities, for example, with cleaning roads, landscaping or by lending our equipment. We believe the situation will improve soon and we will be able to return to our financial support of beautiful public benefit projects.

Just as 2020, this year represents a great challenge and commitment to passengers, employees, business partners, and the general public. In addition to ensuring safe and secure airport operations, we will work on the development and implementation of our sustainability strategy. We will try to make sure our airport is a ground-breaking and inspirational business entity with a long-term tradition, even from the point of view of future generations. With passion and full commitment, we will continue to promote meaningful travel, which will only be possible with the help of our exceptional employees and business partners.

Enjoy your reading,

*Jiří Kraus*

*Vice-Chairman of the  
Prague Airport Board of Directors*

*"When everything seems to be going against you, remember that the airplane takes off against the wind, not with it."*

*Henry Ford*



# Contents



**PRAGUE AIRPORT GROUP MEMBER COMPANIES 6**

A Flight Through 2020	14
Future Plans	18
Together in Flight	19

**WHAT, HOW AND WHY WE DO (WHAT WE DO) 22**

Around the World by Air	25
From Restaurants to Parking Places	28



**WE ARE A RESPONSIBLE COMPANY 32**



**WE PROMOTE TRANSPARENT OPERATIONS AND ETHICAL BUSINESS CONDUCT 34**

We Care About Safety and Security	36
We Want Passengers to Like Our Airport	41
We Want to Be the First Choice	44
Transparent Communication and Business	44
We Behave Responsibly and Act Sustainably	47





## **EMPLOYEES - AIRPORT HEART AND SOUL 48**

Vocational Training Is the Cornerstone	49
Our Employees	52
We Protect Health and Ensure Safety of Employees at Workplace	57
Health Always Comes First	59
Employee Number Development Trends	61



## **WE PROTECT THE ENVIRONMENT 62**



## **WE ACT NEIGHBOURLY 84**

Supporting Our Neighbours Financially	85
Communication Is Key	86
We Are Not Afraid of Work	87



## **WE DO CARE 90**

Volunteering	91
Other Ways We Help	92



## **ABOUT THE REPORT 94**

GRI (Global Reporting Initiative) Indicators Overview	95
---	----



# Prague Airport Group Member Companies

The parent company of **Letiště Praha, a. s.**, (hereinafter “Prague Airport”, “PA” or “the Company”), facilitates coordination, financial and strategic management, implements synergies within the Group and provides shared services to its subsidiaries. These are, for example, IT, central procurement and sales, human resources management, accounting and legal support, financial services, PR and marketing. Thanks to this centralisation of the administrative services, individual Group member companies are able to fully concentrate on their own main business subject.

The subsidiaries of Prague Airport are **B. aircraft, a.s.**, **Czech Airlines Handling, a.s.**, providing comprehensive ground handling of aircraft and passengers, and **Czech Airlines Technics, a.s.**, providing aircraft maintenance services.

# Prague Airport Group Ownership Structure



State Represented by the Ministry  
of Finance of the Czech Republic

100%



**Prague Airport**

100%

**B. aircraft, a.s.**

100%



**Czech Airlines Handling, a.s.**

100%



**Czech Airlines Technics, a.s.**



## Prague Airport

Prague Airport organises and manages operations at Václav Havel Airport Prague, international civil aviation airport, allocates airport capacity to individual air carriers and provides additional services connected with airport operations, such as handling of passengers and their baggage and leasing airport space for commercial use and provides selected complementary services. In addition, Prague Airport ensures security at Václav Havel Airport Prague. The Company provides various other services connected with airport operations, such as parking and catering. PA is constantly expanding, developing and modernising its services.

Prague Airport works closely with the Ministry of Transport of the Czech Republic, the Civil Aviation Authority, the Air Navigation Services of the Czech Republic, air carriers and public authorities within and outside the aviation sector. Its key partners are the Prague City Hall, the authorities of the city districts and municipalities located in the neighbourhood of Václav Havel Airport Prague.

PA pursues its duties in full accordance with the strategy of sustainable development, exercising due care and due diligence in respect of the economic growth of the company and carefully considers the social and environmental impact of its operations on the surrounding areas and the Czech Republic.



In 2020, the smallest number of passengers passed through the gates of Václav Havel Airport Prague since 1993. Just 3.6 million passengers were handled during the year, representing a decrease of almost 80% compared to 2019.





## Prague Airport Administrative Bodies

**The General Meeting** is the highest authority in Prague Airport. It appoints and dismisses members of the Company Board of Directors and Supervisory Board with the exception of the two members of the Supervisory Board appointed directly by the company employees. The General Meeting also appoints and dismisses members of the Audit Committee.

The four-member **Board of Directors** is the Statutory Body of the company, which manages its activities and acts on behalf of the entire company.

### Prague Airport Board of Directors



**Václav Řehoř**  
Chairman  
of the Board  
of Directors



**Jiří Kraus**  
Vice-Chairman  
of the Board  
of Directors



**Jiří Černík**  
Member  
of the Board  
of Directors



**Milan Špaček**  
Member  
of the Board  
of Directors  
(role terminated  
on 30 June 2020)



**Jakub Puchalský**  
Member  
of the Board  
of Directors  
(role commenced  
on 1 July 2020)



#### DID YOU KNOW THAT...

throughout 2020, during the pandemic, there were two routes in operation, namely to Minsk and Sofia?

Prague Airport

K letišti 1019/6  
161 00 Praha 6 – Ruzyně

+420 220 111 888

Data box:  
ayqexy5

[www.prg.aero](http://www.prg.aero)

## Czech Airlines Handling, a.s.

Czech Airlines Handling, a.s. (hereinafter “Czech Airlines Handling” or “CSAH”), provides the complex service of ground handling of passengers, aircraft, cargo and post at Václav Havel Airport Prague for over 40 airlines. These include carriers that are members of the SkyTeam Alliance and Star Alliance, as well as other airlines providing regular or charter passenger transport or specialising in cargo transport.

Czech Airlines Handling has dutifully maintained a high standard of services within the scope of ground handling of passengers and aircraft in 2020. This has been proven by the results of audits performed by individual air carriers and by the expansion of the portfolio of new customers, such as the Smartwings Group member airlines, including Czech Airlines, alongside Thai AirAsia X, Bamboo Airways, and China Cargo Airlines.

In 2020, the Company was, again, a major provider of handling services at Václav Havel Airport Prague, largely in charge of handling medical supply flights arriving in the Czech Republic in connection with the COVID-19 pandemic.

In the context of a dramatic decline in passenger air transport, CSAH has further strengthened its position in the growing cargo handling segment, in particular in cooperation with Qatar Airways Cargo and other companies from its customer portfolio.

Aircraft refuelling services is an important area of business of CSAH. In 2020, CSAH continued its strategic cooperation in the field of fuel trade with PKN Orlen. Major customers of these services are Czech Airlines, Smartwings, easyJet, Korean Air, LOT Polish Airlines, the IAG Group (British Airways, Aer Lingus, Iberia and Volotea) and other customers.

CSAH also operates its own Contact centre, which provides its services to Korean Air.

Other services provided by Czech Airlines Handling for its clients include ticket sales, operational ticketing, the cleaning of aircraft, aircraft de-icing and deliveries of delayed baggage to passengers.



## Czech Airlines Handling Board of Directors



**Tomáš Svoboda**

Chairman of the Board of Directors  
(role commenced on 1 March 2020)



**Michal Soukup**

Vice-Chairman of the Board of Directors



**Jiří Vyskoč**

Member of the Board of Directors  
(role commenced on 1 March 2020)



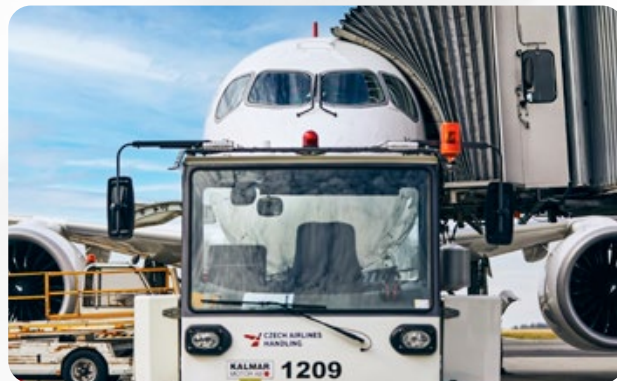
**Jiří Jarkovský**

Chairman of the Board of Directors  
(role terminated on 29 February 2020)



### DID YOU KNOW THAT...

our teams participated in the handling of most repatriation and special cargo flights with medical supplies headed to Prague in 2020? Despite the crisis, we won new customers and, moreover, since 2014, when we started providing the service of aircraft refuelling, we exceeded 1 billion litres of JET A-1 pumped into aircraft in 2020?



Czech Airlines  
Handling, a.s.

Aviatická 1017/2  
160 08 Praha 6 – Ruzyně

+420 220 113 317

[csa.handling@prg.aero](mailto:csa.handling@prg.aero)

[www.czechairlineshandling.com](http://www.czechairlineshandling.com)



## Czech Airlines Technics, a.s.

Czech Airlines Technics, a.s., (hereinafter “Czech Airlines Technics” or “CSAT”) has been providing aircraft and aircraft equipment repair and maintenance within the areas of Base Maintenance, Line Maintenance, Aircraft Component Repairs, Consumables Sales, CAMO Support, Landing Gear Maintenance and Aircraft Storage.

CSAT’s Base Maintenance division performed approximately 80 large-scale inspections throughout the course of 2020. The main clients included the following airlines: Finnair, Transavia Airlines, Czech Airlines, Austrian Airlines, Jet2.com, Smartwings, NEOS and others.

CSAT performs the largest share of its line maintenance jobs at Václav Havel Airport Prague, where it is also the largest provider of services in this segment. The division was affected the most by the 2020 decline in air traffic caused by the worldwide COVID-19 pandemic. In 2020, Czech Airlines remained the CSAT’s main Line Maintenance client, with other clients using the Prague facility being KLM Royal Dutch Airlines, China Eastern Airlines, and Turkish Airlines. CSAT was also operating foreign line maintenance stations in Bratislava and Innsbruck.

Czech Airlines Technics continually updates and expands its Capability List, specialising mainly in workshop repairs of ATR, A320/A330 and B737NG components. CSAT also offers its customers wheel and brake repairs.

CSAT is able to respond to the demanding customer requirements connected with sales of aircraft consumables in a flexible manner. The Company also runs its E-Commerce portal, allowing customers of this division to order spare parts and aircraft components they need in an easy manner. The portal also facilitates more efficient and faster order processing.

As part of the Continuing Airworthiness Management Organisation (CAMO) services, the Company performs activities for aircraft operators vital to ensure the airworthiness of their aircraft. Czech Airlines and GLOMEX were the main CAMO Support customers of the Company

in 2020. Within this division, the Company aims at expanding its service portfolio next year.

In the Landing Gear Maintenance area, the Company specialises in landing gear overhauls and partial repairs of Boeing 737 aircraft. In 2020, the Company successfully performed a number of landing gear maintenance projects and recorded the annual average capacity of 32 overhauls. The Company owns six spare landing gear sets which fit the Boeing 737 aircraft. Within the division, CSAT performed a complete reconstruction, including a change of technology and facility updates, of the galvanic line, made investments in machining centre and a new painting and drying box, which will contribute to increasing the quality of painted surfaces.

As a new addition to its service portfolio, the Company now offers the services of Aircraft Storage at Václav Havel Airport Prague and other Czech and Slovak airports. A package deal combining aircraft parking options with the provision of maintenance represents a significant competitive advantage.





## Czech Airlines Technics Board of Directors



**Pavel Haleš**  
Chairman of the Board  
of Directors



**Igor Zahradníček**  
Vice-Chairman of the Board  
of Directors



**Petr Doberský**  
Member of the Board  
of Directors



### DID YOU KNOW THAT...

2020 was both a challenge and an opportunity? We offered customers a new segment of aircraft parking combined with our maintenance services, established co-operation with leasing companies, finalised the modernization of the galvanic line, and expanded our portfolio with additional authorisations for modern types of aircraft manufactured by Boeing and Airbus.

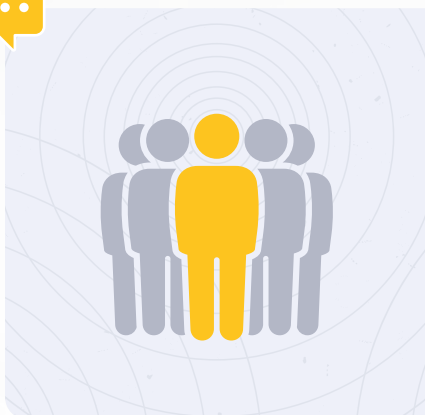
Czech Airlines  
Technics, a.s.

Jana Kašpara 1069/1  
160 08 Praha 6 – Ruzyně

+420 220 114 227

frontdesk@csatechnics.com

www.csatechnics.com



### DID YOU KNOW THAT...

as at 31 December 2020, all Prague Airport Group member companies combined employed a total of 3,509 employees and that the average recalculated number of the Group employees was 3,915.5 employees? Reductions in employee numbers occurred in response to the COVID-19 pandemic due to the dramatic decline in passenger air transport. Throughout the year, all Group-member companies reduced the number of employees and workers pursuant to outside employment Job Agreements.

# A Flight through 2020

01



## JANUARY

- There is a lot of snow for which we are ready.
- CSAT makes an investment in a new hydraulic testing facility in the segment of Rotating Aircraft Component Repairs.



Aircraft De-Icing



Runway Snow Removal



02



## FEBRUARY

- We launch operations of our **Cyber Security Operational Centre (CSOC)**, designed to protect us from cyberattacks.
- We win the Zlatá pecka (Golden Hit) award for our billboard campaign run on New York subway trains and in the centre of Manhattan, with the 'See It Live' website.
- We have our own **ON AIR podcast**, hosted by Veronika Bernard alias Weef travel blogger, broadcasting interviews with interesting personalities held at the airport about travelling, inspiration and interesting travel stories.
- We launch a unique project of a **live camera feed**, showing high-resolution images of the 06/24 main runway action. <https://www.prg.aero/planespotting> 📡



Live Camera Feed

03



## MARCH

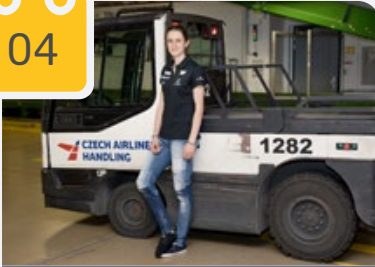
- We join, once again, the **Biking to Work initiative**.
- We receive the 2019 **Airport Service Quality Award**, defending the position of the best European airport in the category of 15 - 25 million annually handled passengers in terms of customer satisfaction.
- Following the declaration of the state of emergency by the Government of the Czech Republic, the Board of Directors approves the implementation of procedures pursuant to the Crisis Preparedness Plan.
- Employees are gradually transferred under the partial unemployment regime and stay at home, in line with the controlled downturn of operations. Employees able to work remotely are subject to mandatory home-office.



Airport Service Quality Award

# A Flight through 2020

04



## APRIL

- We launch a volunteering project for full-time employees under the partial unemployment regime in the most affected areas. For a volunteer day, employees are paid 100% of their regular salary.
- We launch the **Pursue Sports at Airport** programme. Airport employees now have the opportunity to engage in sports with Olympic athletes and learn useful tips and tricks.



Volunteering Project



Airfield Sports Activities

05

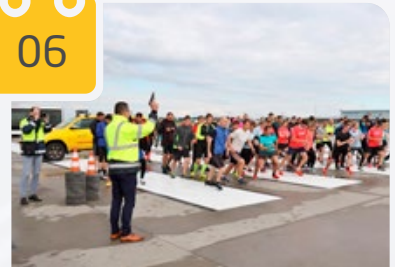


## MAY

- For the first time in seventy years, a **unique parachute jump** lands on a grassy area of Václav Havel Airport Prague. The event is organised in co-operation with the Civil Aviation Authority and the Air Navigation Services of the Czech Republic.



06



## JUNE

- Minimal operation combined with an improving hygienic situation make it possible to organise a running race directly on the main runway for almost a hundred runners from the ranks of employees.
- Václav Havel Airport Prague remains open throughout the pandemic handling both arrivals and departures. It is thus able to handle flights with medical supplies for the Czech Republic. First such flight lands on 20 June 2020.



Medical Supplies





# A Flight through 2020

07



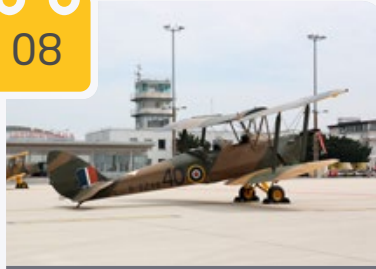
## JULY

- The **Runway Park** kick-off weekend takes place at Václav Havel Airport Prague with the programme mainly comprising a presentation of our airport units, i.e., falconers and K-9 handlers alongside demonstrations of airport equipment and vehicle fleet. Visitors are also able to learn details on the operation and maintenance of airfield and aircraft.
- Organising a running race directly on the runway becomes popular. Therefore, working with RunCzech, we organise another event, a **2020 Runway Run**.
- We re-launch operations of the **Runway Restaurant** in a new design and with a wider selection.



Runway Run Medal

08



## AUGUST

- Together with **Knights of the Sky**, we commemorate the 75<sup>th</sup> anniversary of the arrival of Czechoslovak RAF pilots in Prague.



09



## SEPTEMBER

- We visit neighbouring municipalities as part of our **Roadshow**.
- Working with the National Technical Museum and in co-operation with the Aviation Association of Bohemia, we organise a **panel exhibition of photographs** on the occasion of the 75<sup>th</sup> anniversary of the homecoming of Czechoslovak pilots serving in the British Royal Air Force.
- To ensure increased comfort of our passengers, we launch operations of a **new Relax Zone**, located on the first floor of the non-public part of Terminal 1.



Panel Exhibition Commemorating 75<sup>th</sup> Anniversary of Czechoslovak Pilots Homecoming



# A Flight through 2020

10

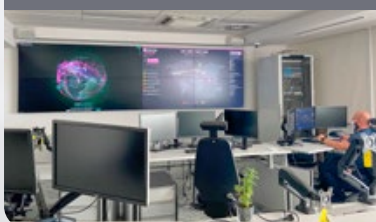


## OCTOBER

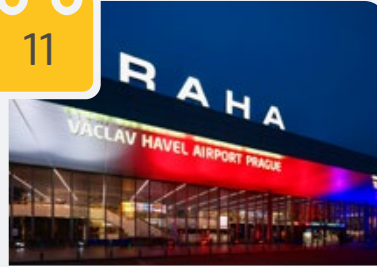
- We win **second place in the 2019 Sodexo Employer competition** in the Prague region in the category of businesses with under 5,000 employees.
- The airport hosts another **Film Food Festival** for its employees. This time, in an online environment, but without compromising the quality.
- We launch operations of our **Cyber Security Operational Centre (CSOC)**, designed to increase the protection our airport strategic infrastructure from cyberattacks and prevent the misuse of airport information systems.



New Cyber Security Operational Centre



11



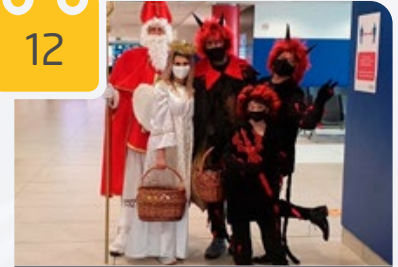
## NOVEMBER

- We launch the **Colleague-to-Colleague** project, i.e., a counselling service to mitigate the COVID-19 induced strain of our psyche.
- We join the celebrations of the **Day of the Struggle for Freedom and Democracy**. The airport arrival hall lights up in the colours of the Czech tricolour.
- The Chairman of the Board of Directors of Prague Airport, **Václav Řehoř**, is elected a member of the European Council of Directors of Airports Council International (ACI Europe), an international association of airports.
- We receive the **ACI Airport Health Accreditation certificate** for detailed readiness and diligence in the area of protective measures against the spread of the COVID-19 virus.



COVID-19 Virus Spread Preventive Measures

12



## DECEMBER

- We organise Christmas events at the airport, namely the visit of **St. Nicholas** bringing treats to all the good children, **Christmas charity markets** where employees can buy gifts for their loved ones and **Christmas workshops** where they can make Christmas wreath, candles or bake something sweet.



Charity Markets





## Future Plans

According to all available international forecasts, a worldwide increase in demand for air travel is expected in the next few decades, despite the air transport crisis caused by the COVID-19 pandemic. According to the IATA forecast, the passenger numbers are to increase from 4.5 billion in 2019 to 8 billion in 2039.

Prague Airport must be prepared for the predicted increase. To remain competitive in this regard as well as modern, safe and passenger-friendly throughout the coming era, the airport must continue developing. Even before the COVID-19 pandemic, the business scope of the airport and all other actors in the tourism industry represented a share of approximately 3% in the Czech Republic GDP, while the tourism segment accounted for more than 4% of the overall country employment.

During the following decade, Prague Airport still plans to implement its long-term development projects, such as the Terminal 2 expansion and runway system reconfiguration, primarily comprising the parallel runway construction, which is to replace the existing 12/30 secondary runway. The current unsuitable system of two crossing runways will thus be replaced with a lot more efficient and operationally safer solution.

The process will result in a number of benefits, namely smoother check-in of aircraft on arrival and departure, increased passenger comfort, expanded range of air connections for passengers and, last but not least, the closure of the airport at night, which is especially

important with regard to the quality of life of residents of the airport surrounding areas and selected residential parts of Prague. With regard to the COVID-19 pandemic, we also expect the implementation of investments in airport development to help boost economy and revive economic growth.

The Terminal 2 extension should begin in 2025. After that, by 2029 at the latest, the runway system reconfiguration should commence. The projects are planned in the light of the expected long-term development trends in air transport, and with respect to the next few decades.



*Prague Airport 2035 Look*



## Together in Flight



The operation of an international airport involves a wide range of activities and affects a number of areas. Cooperation and fair partnerships are important to us, both in terms of economic success and sustainable business. Together, great results can be achieved. The airport has a significant local impact on life in the surrounding villages and Prague municipalities and on the environment. It is one of the region's most important employers and other jobs are closely linked to its operation.

We require personal responsibility from every employee and partner. Our responsibility is also demonstrated through our active membership in national and international professional associations and other organizations that help develop air transport, certify our activities or are involved in the often-complex negotiations on air transport regulation. Close cooperation with state institutions that oversee air transport and airport operations is a matter of course.

## We Are Actively Involved in...



### AIRPORTS COUNCIL INTERNATIONAL EUROPE (ACI EUROPE)

- A professional association of air carriers, airport operators, aviation associations and other air transport stakeholders.



### AIRPORT CARBON ACCREDITATION (ACA)

- A global initiative supporting the reduction of greenhouse gas emissions generated by various airport operations.



### BPS - BYZNYS PRO SPOLEČNOST, Z.S. (BUSINESS FOR SOCIETY, A REGISTERED ASSOCIATION)

- The largest platform for the pursuit of responsible business conduct in the Czech Republic, helping companies implement and develop the principles of sustainable business practices and CSR.



### ASSOCIATION OF THE CZECH AEROSPACE INDUSTRY (ALV)\*

- An independent and open association of prime aircraft contractors and system suppliers, aircraft aggregate and component manufacturers and small aviation-industry specialised companies.



### EUROPEAN UNION AVIATION SAFETY AGENCY (EASA)

- An agency of the European Union (EU) with responsibility for civil aviation safety and security, and environmental protection across the European civil aviation segment.



### INTERNATIONAL CIVIL AVIATION ORGANIZATION (ICAO)

- An intergovernmental organization affiliated to the United Nations designed to facilitate the coordination of international civil aviation.





## THE TRANSPORT UNION OF THE CZECH REPUBLIC

- An independent, voluntary, non-political, interest-related organisation associating business entities active in all basic and related branches of transport.



## ASSOCIATION OF CRITICAL INFRASTRUCTURE OF THE CZECH REPUBLIC

- An association established to represent primarily owners and operators of the critical infrastructure, promote their mutual interests across different fields and industry segments.



## INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA)

- A non-governmental international organization of air carriers with around 280 member companies from across the world, which provide about 83% of regular international air transport.



## CZECH ASSOCIATION OF LOCAL DISTRIBUTION SYSTEM OPERATORS

- An association designed to get actively involved in the creation and commenting on energy topics related to the operation of local distribution systems.



## CZECH INSTITUTE OF INTERNAL AUDITORS

- A non-profit organization of internal auditors aimed at enforcement and support of internal audit development in the Czech Republic.



## OUR CLOSE PARTNERS:

- Air Navigation Services of the Czech Republic
- The Civil Aviation Authority
- Prague City Tourism
- CzechTourism
- The Association of Tour Operators and Travel Agents of the Czech Republic

# What, How and Why We Do (What We Do)

## Prague Airport in 2020

**3,665,871 Passengers**

Year-on-Year drop of **79.4%**



Record Day: 3 January 2020

**49,387 Passengers**

Record Day: 25 April 2020

**3 Passengers**



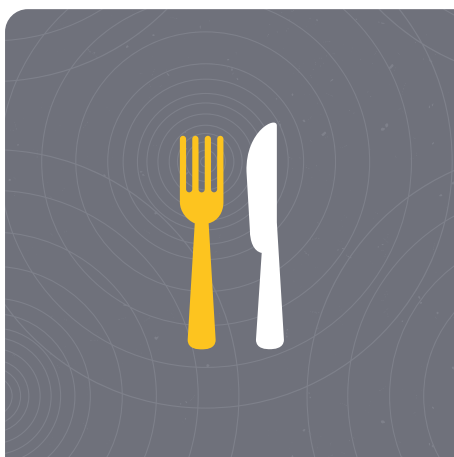
**54,163 Movements**

**65% Drop**

**Cargo: 52,442,778 kg**

**35.9% Drop**





New  
**Runway  
Restaurant**



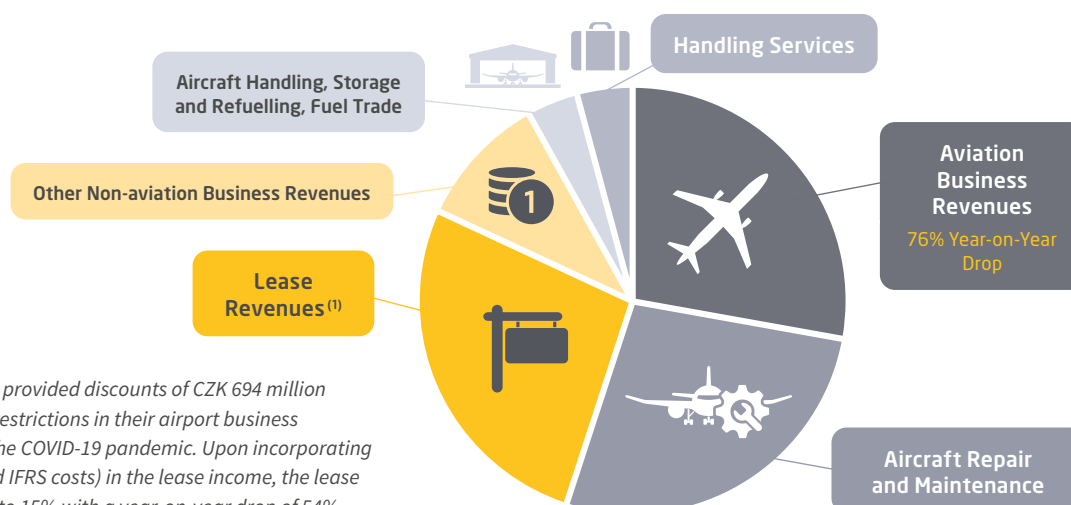
New  
**Relax Zone**



# Financial Results

## IFRS Compliant Consolidated Prague Airport Group 2020 Revenues

BUSINESS SEGMENT	(in million CZK)
Aviation Business Revenues	1,409
Aircraft Repair and Maintenance	1,404
Aircraft Handling, Storage and Refuelling, Fuel Trade	228
Handling Services	192
Lease Revenues	1,358 <sup>(1)</sup>
Other Non-aviation Business Revenues	528
<b>Sum Total</b>	<b>5,119</b>



<sup>(1)</sup> In 2020, the PA Group provided discounts of CZK 694 million to its tenants due to restrictions in their airport business activities caused by the COVID-19 pandemic. Upon incorporating the discounts (related IFRS costs) in the lease income, the lease income share equals to 15% with a year-on-year drop of 54%.

## CONSOLIDATED 2020 OPERATING RESULTS <sup>(2)</sup>

### Loss Equal to CZK 643 Million

The greatest aviation industry crisis resulting from the COVID-19 pandemic was, indeed, the cause of the year-on-year passenger number decline of almost 80%.

Prague Airport remained open throughout the pandemic as part of the country's critical infrastructure. In spring, it was thus able to handle flights with medical supplies and repatriation flights, aboard which thousands of Czechs returned home from abroad.

<sup>(2)</sup> Consolidated operating loss adjusted for the effect of depreciation of tangible and intangible assets.



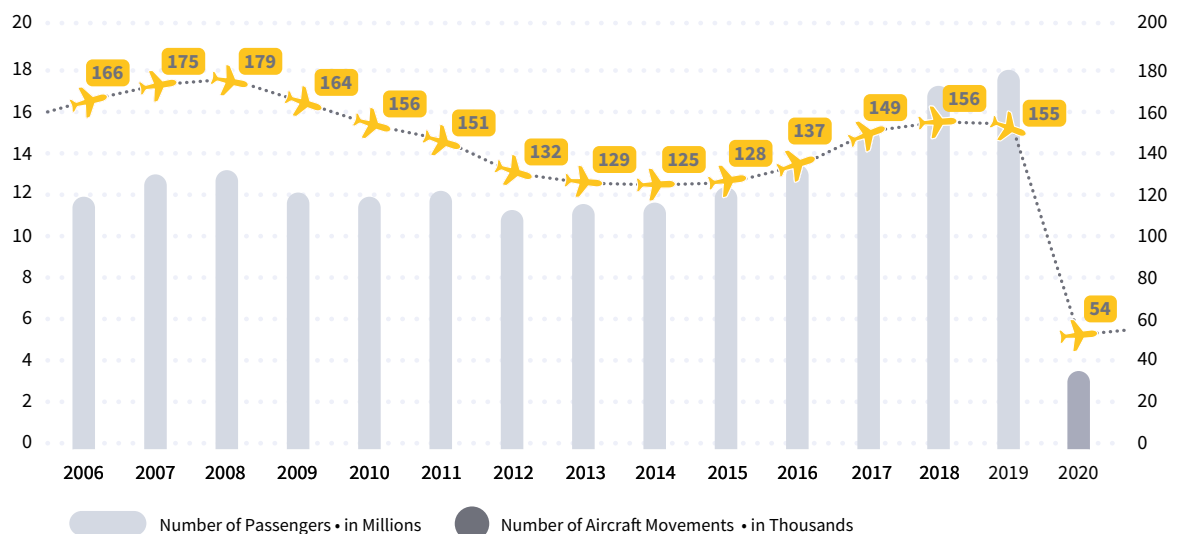
## Around the World by Air

In 2020, Prague Airport handled a total of 3,665,871 passengers, which represents an almost 80% decrease in the number of customers compared to 2019. The reason for such a dramatic decrease was the unprecedented global crisis caused by the spread of a new type of coronavirus causing COVID-19. As a result of the pandemic and subsequent protective measures implemented by individual states of the world, the demand for flying and air transport dropped significantly in March 2020. The trend continued in the following months of 2020, when the demand for air transport was affected by prevailing restrictions which made it impossible to resume air traffic at the level common before the start of the pandemic.

During the 2020 summer months, a short-term limited resumption of outgoing tourism to popular holiday destinations was experienced. However, incoming tourism remained at a low level. In the last quarter of 2020, due to the second wave of the COVID-19 pandemic, air traffic demand dropped again.

Throughout the entire crisis, commonly described as the worst and longest in the aviation history, the maintenance or resumption of air connections to key European destinations, representing major transfer hubs (to preserve worldwide transfer options), and connections with major economic centres, remained the priority of the aviation business team.

### Number of Passengers vs Number of Aircraft Movements





## 2020 PASSENGER NUMBERS

In 2020, 10 thousand passengers passed through the gates of Václav Havel Airport Prague a day on an average. The busiest day was Friday, 3 January 2020, when a record 49,387 people were handled in the course of 24 hours. The busiest month of the year 2020 was January, during which a total of 1,051,028 passengers were serviced.



### AIR CARRIERS

**71 air carriers** operated their flights from Prague.



### DESTINATIONS

A total of **165 places around the world**, incl. 15 long-haul routes, were serviced.

01 - 02

January - February  
**111 Destinations**

03 - 12

March - December  
**Up to 87 Destinations**



Number of Destinations Total  
**137**  
(Passenger + Cargo)  
**10 Long-haul**



Number of Air Carriers Total  
**58**  
(Passenger + Cargo)

## Prague Airport Performance Overview

### Passenger Pool Structure



	January - December 2018	January - December 2019	January - December 2020	Y/Y Change
<b>Passengers in Total</b>	<b>16,797,006</b>	<b>17,804,900</b>	<b>3,665,871</b>	<b>-79.41%</b>
International Flights	16,765,580	17,802,284	3,663,354	-79.42%
Domestic Flights	31,426	2,616	2,517	-3.8%
<b>Departure Passengers</b>	<b>8,388,619</b>	<b>8,892,540</b>	<b>1,860,417</b>	<b>-79.08%</b>
Local	8,170,393	8,667,540	1,819,531	-79.01%
Transfer and Transit	218,226	225,000	40,886	-81.80%



## Passenger Volume Share



	2019	2020
<b>Regular Flights</b>	<b>16,829,449</b>	<b>3,536,364</b>
Network Carriers	11,323,987	2,216,717
Low-Cost Carriers	5,505,462	1,319,647
<b>Commission Flights</b>	<b>975,451</b>	<b>129,507</b>
Charter Flights	954,261	115,283
Private Flights	21,190	14,224

## Sum Total of Transported Cargo



Year	Amount (in kg)
2018	+80,915,290
2019	+81,768,140
2020	<b>+52,442,778</b>
<b>Y/Y Change 2019/2020</b>	<b>-35.86%</b>

## 2020 TOP Countries



2020 TOP Countries	2019 PAX Numbers	2020 PAX Numbers	Y/Y PAX Change
1. <b>Great Britain</b>	2,169,450	<b>524,863</b>	<b>-75.81%</b>
2. <b>France</b>	1,170,829	<b>277,251</b>	<b>-76.32%</b>
3. <b>Italy</b>	1,465,896	<b>274,366</b>	<b>-81.28%</b>
4. <b>Russian Federation</b>	1,257,999	<b>252,420</b>	<b>-79.93%</b>
5. <b>Spain</b>	1,228,813	<b>247,665</b>	<b>-79.85%</b>

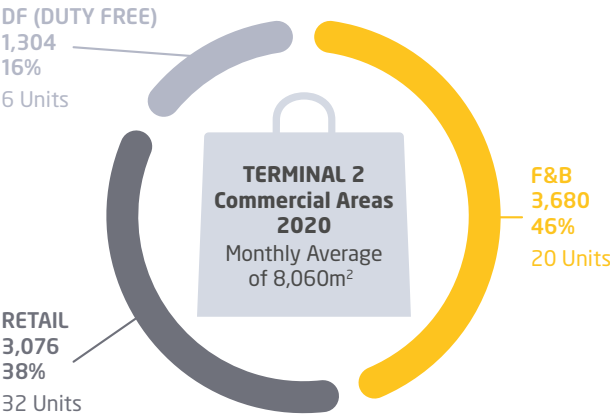
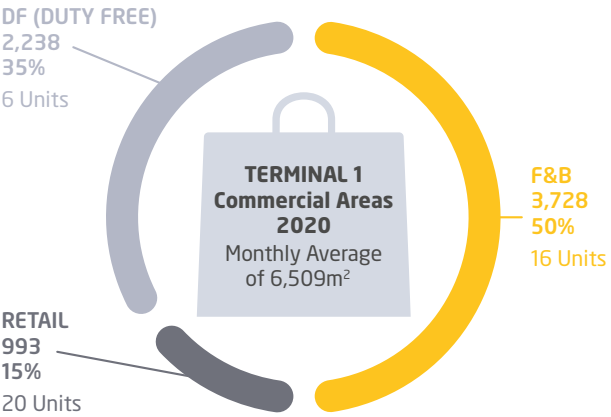
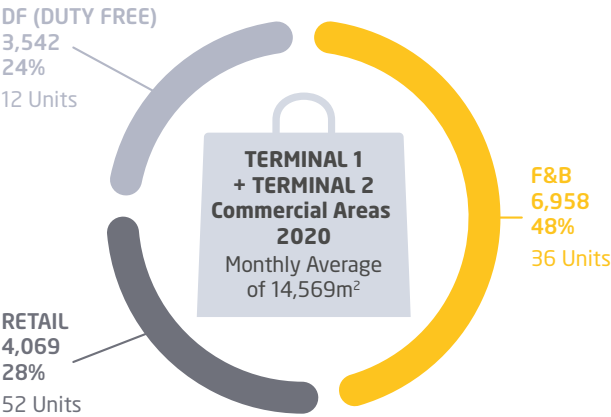
## 2020 TOP Destinations



2020 TOP Destinations	2019 PAX Numbers	2020 PAX Numbers	Y/Y PAX Change
1. <b>Amsterdam</b>	759,011	<b>214,392</b>	<b>-71.75%</b>
2. <b>Paris / CDG</b>	740,439	<b>182,976</b>	<b>-75.29%</b>
3. <b>Moscow / SVO</b>	696,232	<b>137,950</b>	<b>-80.19%</b>
4. <b>Frankfurt</b>	527,836	<b>122,363</b>	<b>-76.82%</b>
5. <b>London / LHR</b>	447,149	<b>112,456</b>	<b>-74.85%</b>



# From Restaurants to Parking Places



## 2020 Overview

### Retail

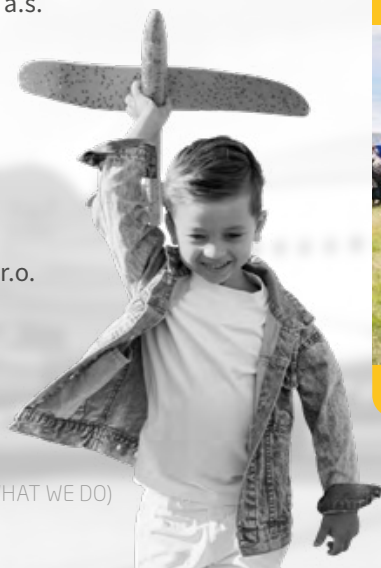
Lagardère Travel Retail became the winner of the Travel Essentials tender for the operator of Relay shops, which are gradually being built and launch their operations throughout Terminals 1 and 2. Style Avenue shop selling jewellery, run by the H.P. TRADE plus Ltd., the repeated winner of the tender, re-opened its doors to customers at Terminal 2, Pier D.

### Runway Park

As part of the Runway Park project, which took place at Prague Airport in the summer months, tenants and other business entities were offered the option of participating. The following entities were among those taking part in the event:

- Algida – Unilever
- Alimpex Food a.s.
- APE CAFE s.r.o.
- Birell
- Caffino s.r.o.
- Coca-Cola
- Česká spořitelna
- David Jůna
- Fly Czech
- Ilona Růžičková
- inAero s.r.o.
- LagardereTravel Retail, a.s.
- Marriott
- Mattel
- O<sub>2</sub>
- POP
- Sixt
- Škoda Auto
- Tempo Team Prague, s.r.o.
- Vít Řimsa
- Yeddoo

**Runway  
Park** 



WHAT, HOW AND WHY WE DO (WHAT WE DO)

### Services

In response to the Covid-19 pandemic, vending machines with a range of face masks, respirators and similar protective gear were placed across both terminal buildings, while COVID-19 Test Points, operated by GHC GENETICS Ltd., were established at the airport.



*Aircraft Interior Tour*



*Panther Fire Truck Showtime*



*Airport Security Units*



## Car-sharing

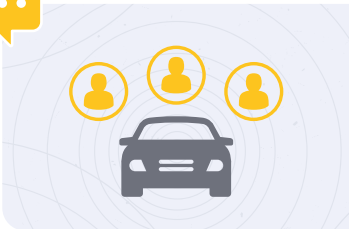
In autumn 2019, we decided to opt for the car-sharing system due to multiple requirements to expand the vehicle fleet. The move itself ensured the project economic feasibility.

Since autumn 2020, we have 27 vehicles in a shared vehicle fleet. This means, we have approximately 20% of all company cars under a shared regime.

The fleet is currently available to approximately 120 employees via web and mobile applications (users are divided into several groups according to their place of work and can see a certain number of cars each).

### System Implementation Major Advantages Comprise:

- Decrease in the number of vehicles and better use of the existing fleet
- Regular vehicle condition reports by users help the Fleet Management respond to potential malfunctioning in a better way (and eliminate, for example, discharged batteries, which Fleet Management workers had to jump-start using cables)
- Decrease in the number of vehicles results in decrease in the number of needed parking places



### DID YOU KNOW THAT...

in the future, it is possible to increase the number of users, the share of company-provided cars, vehicle types (even including e-bikes and scooters), parking zones, etc.?



## Approach to Tenants Operating Shops, Restaurants and Service Points at Prague Airport During the COVID-19 Pandemic

Measures implemented by the Government of the Czech Republic as well as measures implemented by foreign Government Bodies, and the related dramatic decline in demand for travelling, have significantly limited the activities of the airport and its tenants both, primarily shop, restaurant, and service point operators active at the airport.

The entities were subject to the same conditions for state aid acquisitions as other entrepreneurs in the Czech Republic. Prague Airport actively assisted them in collecting documents to obtain support from the respective grant programmes.

As part of the steps helping tenants save costs directly related to the operation of shops, Prague Airport provided its consent to the temporary closure of certain establishments and informed business partners on a regular basis about planned flights. This way, they were able to better adapt their opening hours and staff headcount to the expected number of arriving passengers.

Furthermore, Prague Airport, in an effort to find the optimal solution to this unprecedented situation, decided to explore the option of adjusting the rent. According to the definition given by law, irrespective of the method of calling tender results, most contractual relationships fall under the category of concession relationships. For this reason, Prague Airport had to comply and proceed strictly in accordance with the Public Procurement Act in the search for a solution to the impact of the Covid-19 pandemic on airport tenants. The provision and calculation of rent discounts was further based on several parameters and also adhered to the rules of equal competition, which govern all lease agreements.



## **Future Commercial Activity Strategy in Selecting Business Partners**

When selecting tenants, we aim and will aim to select optimal partners whose operations at Prague Airport will guarantee the preservation of key services and the coverage of key areas. Only in this way, the airport will ensure a high quality of operations on par with international airport standards, leading to increased passenger satisfaction. We focus not only on long-term cooperation, but also on pop-up stores and stands.

As part of the preparatory phases of concession, tender and demand proceedings, in connection with the unprecedented situation that occurred in 2020, greater emphasis is to be placed on turnover rents, the amount

Using all legal and economic options available, and at strict consideration of the principles of due diligence, a unified model was created to adjust all business space lease agreements. The model comprises the following three pillars:

- The Public Procurement Act
- The Competition Act
- Economic Analyses

Negotiations on the possibility of adjusting the contractual conditions were conducted with all tenants of retail space. Applying the above model to all lease agreements for commercial premises, 84% of tenants were offered new contractual conditions, which most of them accepted.

As each contractual relationship stems from different input parameters, there was no uniform final offer drafted. In some cases, no rent discount could be offered based on the uniform model. However, based on the legislative framework, legal and economic analyses, Prague Airport was able to offer almost all tenants a solution that took into account the current situation, in particular the extreme decline in the number of passengers. The offers then differed according to the specific case. For example, there were adjustments to fixed payments, a fixed discount or adjustments in the amount of rent calculated based on turnover for a precisely defined and necessary period.

of which will correspond to the number of passengers. The general structure of rents or operating conditions will thus ensure the preparedness for possible recurrence of the pandemic or other restrictions affecting both tenants and Prague Airport as a whole.

The preparatory stage of tenders also follows the rules of responsible procurement, which we implement within the qualitative criteria of the procedure emphasising the overall social responsibility (mainly the business partner correlation with the Airport Sustainable Development Goals) and the environmental policy of the potential tenant.

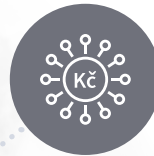


## We Are a Responsible Company

With regard to important interest groups, five key areas have been defined, which are, from the point of view of our stakeholders, the most important as the basis of a corporate responsible business concept.



**Prague Airport's  
corporate  
responsibility**  
concept comprises  
the following areas:



**Ethical and Transparent  
Business Conduct**



**Employee Care**



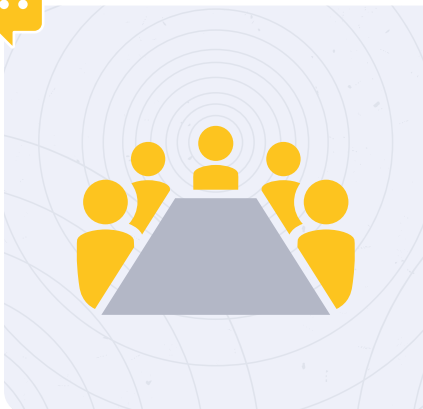
**Environmental  
Protection**



**Assistance  
and Support  
of Surrounding Areas**



**Support of the  
Non-Profit Sector**



#### **DID YOU KNOW THAT...**

there is a CSR board, i.e., a sustainable business conduct support working group, at the airport? We fully focus on the area and can appreciate the fact that the world, the environment, and even ourselves are all changing. Therefore, it is necessary to constantly keep looking for new ways, approaches, technologies, and procedures. With this conclusion in mind, a CSR board of experts from various departments was established. Together, they seek and propose steps to further develop the area.



## We Promote Transparent Operations and Ethical Business Conduct

We consider a company's reputation an important asset, which takes years to build but can be lost within seconds. We are aware that our internal and external corporate image relies on the behaviour of each individual employee. Hence, we place emphasis on strengthening our ethical corporate culture based, alongside binding rules and principles, on shared values and high moral standards we promote.

## The Code of Conduct

Our long-term vision and goal are to form a strong corporate ethical culture and a sustainable business. Therefore, we require a personal responsibility be assumed by each and every one of us for their enforcement. The Code of Conduct and Ethical Principles document, which is published on [our website](#), is one of the key tools of strategic management and corporate culture shaping. It includes a set of values, particular patterns of conduct and ethical practices, binding for each employee. Our employees are acquainted with the policy at our entry training. Regular inhouse follow-up trainings are organised.

## Ethical Business Conduct

The Code of Ethics is but the basis for promoting a responsible and transparent business conduct. The Company is aware of the risks of malpractice, including corruption, which we systematically monitor and prevent using adequate tools. To do so and to increase the safety of operations, the degree of risk inherent to each job is carefully assessed. In the case of high-risk positions, the company responsibly reviews the employees' criminal record and personal integrity. In terms of preventing conflicts of interest, including the issue of competitive roles, the company has defined clear rules, obligatory for all employees, the observance of which is checked systematically. There are also set rules for accepting and offering gifts and entertainment. A responsible approach to business conduct, our values and ethical principles is encouraged not only within the Company, but also via our business relations. We observe who we work with and monitor the risks of new business relationships.

In the area of public procurement, we fully comply with the law and, where possible, enforce responsibility beyond the legal obligation. The principle of transparency, as one of our company core values, is included in every tender, in every inquiry.

## Compliance Ethics Line

Suspected breach of the set rules and principles can be reported anonymously by both employees and the general public using [the Compliance Ethics Line](#). Since 2016, when the Compliance Ethics Line was implemented within the Prague Airport Group, we have received dozens of reports which we thoroughly reviewed and processed.



### CORPORATE VALUES

#### SAFETY

We are aware that the main prerequisite for safety in the air is safety on the ground. Our mission is to provide an above-standard level of air travel safety and keep improving it at all times. Striving to increase safety is a natural part of every employee's job.

#### CUSTOMER ORIENTATION

Our customer satisfaction is the only acceptable measure of our success. We treat every customer on an individual basis with the utmost care as every person is important to us.

#### COMPETITIVENESS

We support creative and innovative ways of thinking and actively look for opportunities to achieve our goals. We work hard and consider high-quality work to be the norm.

#### RESPONSIBILITY

We are a good partner, an inspiring employer and an outstanding neighbour. We require that every one of us assume personal responsibility. We are aware that all our decisions influence both the Company future and the future of our surrounding.

#### TRANSPARENCY

We stand behind our decisions. We pursue open communication with our customers, business partners, employees, and the general public. In all situations, we act correctly, in a trustworthy manner and with mutual respect.







## We Care About Safety and Security

Ensuring safe and secure aircraft operations is our utmost priority. The operations of Václav Havel Airport Prague are very complex. To manage and comprehend a large number of tasks requires due cooperation of various specialists from all aviation operation departments. Our primary mission is to provide an above-standard level of air travel safety and security and continue improving it at all times. Civil aviation security is an important part of national security. Therefore, we purposefully motivate all our employees to take an active approach in increasing airport safety and security.



### Safety

The main prerequisite for safety in the air is safety on the ground. Operational safety comprises a set of measures preventing errors and incidents, predominantly unintentional conduct due to unawareness or omission of job duties, missing, incorrectly set or extremely complex operational processes. Occasional failures of technologies or force majeure are also experienced.



## Safety Management System (SMS)

The Safety Management System represents a pro-active approach to the field of operational safety implemented at prominent industry segments, such as aviation and nuclear energy. The aim is to prevent incidents through early identification of threats and efficient safety hazard management. Its goal is to purposefully and systematically increase safety. We closely co-operate with organisations involved in airport operations, which also employ SMS.

### The system comprises four pillars, defined worldwide by the International Civil Aviation Organization (ICAO)

- Safety **Policy and Objectives set-ups**.
- **Risk Management** of risks which could lead to personal injuries or property damages, i.e., their active identification, continuous monitoring, and reduction to a socially acceptable level.
- **Safety Assurance**, i.e., a set of tools for repeated operational safety level checks, evaluation of trends, analyses of indicators, reporting on the company management state, comparisons of results with other airports.
- **Safety Promotion** in a popular form (using cartoons and caricatures) and at meetings and conferences, reminding that operational safety is the utmost priority for each employee and the company as a whole.

### Voluntary Safety Reports

To ensure and continue increasing operational safety, the Safety Office needs operation-related information in the form of Voluntary Safety Reports, which can be filed by employees, aircraft crew members as well as the general public, reporting any safety incidents, operational irregularities at the airport and in its surrounding areas, and concerns regarding operational safety in general. The Safety Office will review all reports and address any identified risks immediately. Safety reports can be submitted:

- Via the Václav Havel Airport Prague Safety Office **website** ✨
- In person at the Safety Office located in Terminal 2, office No. 3075
- Via e-mail forwarded to: **safety@prg.aero** ✨
- By phone at: 22011 2969 / 7569 / 724 550 576 / 7573
- Via the WhatsApp Safety Chat at: 601 121 888



The Safety Office regularly encourages those involved in the process to report any irregularities and deviations from safety directives, procedures and from the operational safety in general. We do not request the report to ensure someone is punished, but to ensure an expert evaluation of the incident and elimination of the threat or its reduction to the acceptable level. One of the safety culture main principles is that the person reporting an operational safety issue is never to be punished for so doing. Personal data of the person reporting an incident as well as the data of the persons involved in the incident do not have to be included in the report. The provision of such information is voluntary.

### Three SMS Objectives:

- **To Supervise Current Airport Operations**

The process consists of regular audits and inspections of operations with the goal of repeatedly checking whether the infrastructure remains intact, and procedures are properly set and followed, as well as reviewing whether what used to be considered safe remains safe.

- **To Ensure Future Airport Safety**

The airport keeps changing and every change may represent a safety threat. All new procedures must be carefully reviewed and evaluated prior to their implementation. Unless evaluated as safe, a change cannot be implemented.

- **To Convey Lessons from the Past**

If, despite all employee efforts, a safety issue occurs, threatening the operational safety, it is necessary to learn from it. All negative events are thoroughly analysed and appropriate solutions to eliminate the cause are proposed consecutively to prevent their potential reoccurrence.



## Security

Security is one of the basic Prague Airport values and as such is of fundamental importance in terms of airport operations. To ensure the protection of civil aviation against acts of unlawful interference, a wide range of activities addressing specific risks are involved, including the obligations pursuant to:

- The protection of soft targets
- The state critical infrastructure
- The national, European and international aviation rules and regulations

The year 2020 was the year of the COVID-19 pandemic, which affected all areas of our lives in an unprecedented way, with air transport being no exception. There was a traffic downturn of a scope never experienced in the past. This unforeseen event brought about new risks, needs and challenges that Prague Airport had to face in terms of security in 2020. From the activation of the crisis committee, managing airport activities during the state of emergency, through purchasing and distribution of protective gear to activities associated with the traffic restriction and preparation for its resumption.





## Security Strategy

The purpose of our security strategy is to define the ways in which employees, passengers and other users of the airport, airport resources, information, integrity and reputation of the Company are protected against potential threats. The environment safety evaluation and the risk analysis of threats to our assets is also a part of the strategy.

### Security Strategy Comprises the Following Components

- Protection of Civil Aviation Against Unlawful Acts (airport security guards, security control of passengers and baggage)
- Protection of People, Company Assets and Employees
- Protection of Public Order and Crime Prevention
- Administrative and Information Security
- Cyber Security

### Measures to Increase Security

We continuously search for additional opportunities and implement new measures, which leads to increased airport security as well as aids the security forces of the Czech Republic in the fight against extremism and organised crime, including arms and drug trafficking.

- **Implemented Integrated Platform for Security Dispatch Office**

In line with the long-term strategy of data digitization and integration of individual systems, a new integration platform was implemented at the end of the year to streamline the work of Prague Airport security forces.

- **Team of Drone Pilots**

We constantly introduce new technologies both to increase security and to ensure individual security tasks become more efficient. We have recently formed a team of drone pilots.



# Our Firefighters Protect the Airport and Its Surroundings

The Prague Airport Aircraft Rescue and Firefighting Unit (the ARFF), which is a part of the Integrated Rescue System (IRS) of the Czech Republic, plays an important role in the field of Václav Havel Airport Prague security. It contributes to the safety of civil operations and performs the role of fire protection directly on airport premises and in the close vicinity thereof. Through its professional firefighters, it provides a round-the-clock service 24 hours a day, 365 days a year. Annually, our firefighters undergo over 6,000 hours of repeated demanding training and workshops.

Their readiness includes a theoretical part, such as the knowledge of tactics, regulations and the properties of dangerous substances, and hands-on training with technical equipment, both in Czech and foreign special training centres. Physical training is also necessary to ensure the job readiness of firefighters, alongside a wide range of tactical and practice drills, performed either separately or with other IRS units. Cooperation with other security services active at the airport is a matter of course.



## ARFF Intervention Statistics

UNIT INTERVENTIONS	2020
Air Crash	1
Full Alert	4
Local Alert	4
Fire	19
Technical Assistance	58
Leakage of Hazardous Substances	74
Other Technical Assistance	90
False Alarm	96
Traffic Accident	33
Tactical Training	69
Unit Misuse	1
Removal of Stationary AC	1
Sum Total	450



NUMBER OF INTERVENTIONS Y/Y COMPARISON	2019	2020
Sum Total	704	450

### Assistance Activities Within Prague Airport Premises

REASON FOR ASSISTANCE	2020
Handling Flammable Substance (Aviation Fuel)	103
Fire Hazardous Work	15
Permanent Medical Team Assistance	223
SD Flight Alert Local Assistance	12
Other Activities	132
Handling AC with Medical and Other Supplies (COVID)	56
Sum Total	541

### Fire Extinguishers

FE CHECKS	2020
Sum Total	4,225



## We Want Passengers to Like Our Airport

### Passenger Care

It is important for us to ensure passengers are content at and with our airport. Therefore, we want to provide the best services, and we constantly strive to improve customer experience and satisfaction.

Restaurants, shops, lounges, a relax zone, facilities for parents with children, children’s corners, baby pushchairs, large format games, prayer rooms, library, drinking fountains, car rentals, the AeroRooms hotel, Private Check-in Services, Financial and postal services, Visitor Centre and more.





## We Provide Our Services to Each and Every Passenger

We pay great attention to provide professional services to passengers with specific needs. The aim is to ensure their comfortable, safe, and uninterrupted journey and assistance that is tailored to the needs of each person.

**We work closely with the National Council of Persons with Disabilities of the Czech Republic**, consulting the quality of our services for people with specific needs and the availability of information provided to them, including suggestions on modifications to our website. Together, we try to identify additional improvements. At the same time, we use the help of experts during employee trainings on an appropriate approach and communication towards people with disabilities.

### Services for Passengers with Specific Needs

- We provide 24/7 complimentary assistance.
- Approximately 27 employees provide assistance during security screening, help escort passengers through security and passport control points, accompany them to lavatories, shops, and throughout the airport, assist them on boarding the aircraft via a modern Ambulift forklift and locating their seat aboard the aircraft.
- There are a total of 20 contact points across the airport premises, out of which two are designed as comfortable waiting areas with assistance located directly in departure halls of both terminal buildings.
- Guaranteed free parking at the airport for ZTP/P and, as of recent, ZTP card holders.
- The option of ordering a special taxi for people with specific needs is provided by our contractual partner, Taxi Praha s.r.o.

Detailed information is available at

<https://www.prg.aero/en/persons-reduced-mobility-and-orientation>



#### NUMBER OF ASSISTANCES PROVIDED

2013	34,294
2014	34,842
2015	37,244
2016	40,508
2017	46,872
2018	54,290
2019	61,525
2020	10,577



*Services for Passengers with Specific Needs*

## We Value Feedback

We realise that all reactions of passengers and other airport users to the services we provide, even negative, represent a very valuable source of information and important feedback, which we wholeheartedly welcome. Our clients' satisfaction is our top priority. Therefore, we include the received input in regular analyses evaluating the services provided by us and use the results as the basis for identifying opportunities to increase the quality of our operations.

Suggestions, comments and other forms of feedback can be delivered to the responsible places via an online form available on our website under the „contacts“ section. Input concerning the environment may be submitted via a shared e-mail address or telephone line, alongside regular communication channels and, to report suspected malpractice or wrongdoing, an established anonymous Compliance Ethics Line can be used.

## Complaints - Statistics

In 2020, a total of 440 cases were received. Frequent topics included the check-in procedure and security control. It is important to note that complaints related to these areas are often a result of the unwillingness to accept the strict conditions of carriage, which are vital for safety and security reasons.

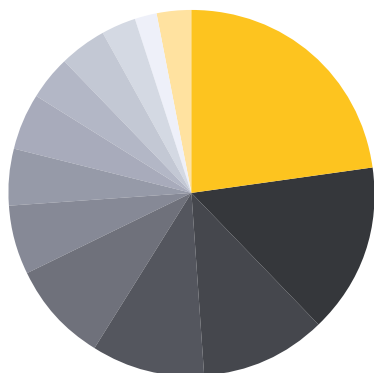
Airlines and handling agents also greatly influence the quality of the services provided. Twice a year, Prague Airport holds a regular questionnaire survey among the representatives of these partner organisations in order to compare their views with our expectations and to compare the quality of services with the results received the previous year. Appropriate measures are implemented based on the survey conclusions.

Environmental issues are analysed in detail in the [Environment chapter \(page 62\)](#), where important information regarding the airport's approach to environmental issues and protection is provided.

### Number of Complaints Received - Y/Y Comparison

Year	Number of Complaints Received	Number of Handled Passengers	Number of Complaints per 100K PAX
2013	521	10,974,196	4.75
2014	456	11,149,923	4.09
2015	503	12,030,928	4.18
2016	679	13,074,517	5.19
2017	1,073	15,415,001	6.96
2018	1,280	16,797,006	7.60
2019	1,534	17,804,900	8.61
2020	475	3,665,871	13.00

## The 2020 Most Commonly Complained Issues



### Please Note:

- The graph shows only the shares of complaints received via the Service Desk, i.e., website-based contact for + the environment
- COVID-19-related complaints show 6%, but were also a factor in other categories (e.g., handling – documents, airlines – delayed flights)
- The 2020 environment-related complaints rank as the 5<sup>th</sup> category

COMPLAINED ISSUES	Number	%
Handling	109	23%
Other	69	15%
Inquiries	51	11%
Security Control	48	10%
The Environment	42	9%
COVID-19	30	6%
Passport Control	24	5%
Airlines	22	5%
Terminal Buildings	21	4%
Compliments	18	4%
Commercial Activities	15	3%
Website	10	2%
Customs	6	1%
Transport	5	1%
Damage	3	1%
PRM Passengers	2	0%
<b>Sum Total</b>	<b>475</b>	

Complaints Submitted via Service Desk, except Environmental Issues

433

Environment-related Complaints from All Sources

42

## We Want to Be the First Choice

To enhance our competitiveness and increase the number of connections to Václav Havel Airport Prague, we signed several important agreements and maintained a high rating in 2020. Modern Czech economy ought to develop and needs a quality international airport.

## Transparent Communication and Business

The emphasis on business transparency is a part of Prague Airport's strong corporate culture. We stand behind our decisions. We pursue open communication with our customers, business partners, employees, and the general public. In all situations, we act correctly, in a trustworthy manner and with mutual respect.

### Communication with Customers and Business Partners

We communicate with our customers, i.e., airlines and non-airline companies, openly in order to ensure mutually beneficial co-operation while maintaining a fair competition.

In the area of public procurement, we fully comply with the law, and enforce responsibility beyond the legal obligation. We also observe the general principle of a responsible contracting authority beyond the scope of the law, whenever possible. The principle of transparency, one of our corporate values, is included in every procurement procedure, in every enquiry. We follow other general principles, such as non-discrimination and equal treatment, too. We draft the procurement conditions in a way as to support a free competition.





### DID YOU KNOW THAT...

in 2020, we called 36 tenders for the modernisation of construction, transport and technical infrastructure, amounting to CZK 1.1 billion (rounded)?

The procurement of goods and services from companies based in the Czech Republic equalled approx. 96% (i.e., CZK 2.6 billion rounded), while the remaining 4% were covered by foreign suppliers in 2020.

## Communication with Employees

We pay special attention to communication within the company. We support the corporate culture and employee engagement using a variety of channels, such as our Intranet, a printed company magazine, Runway News, posters, company events and meetings with company management. We are constantly improving these tools in line with the new corporate identity, using new trends and technologies. At the same time, we encourage and welcome employee feedback.



## We Want Journalists and the General Public to Like Our Airport

An essential part of the Group's responsible administration and management is to conduct an open dialogue with the general public on all topics related to airport operations, passenger and aircraft handling, and aircraft maintenance. The entire Group emphasises the comprehensible, transparent, and up-to-date presentation of current information to the public, using both Czech and foreign media, alongside other communication channels, including social networks.

Professionals from the PA external communication department, associated in the PR Klub (PR Club, a professional organisation associating Czech PR professionals), in their line of work adhere to industry and ethical standards, which they follow in their line of communication with the general public and journalists. They strive to ensure journalists and the general public like the airport and are regularly informed on all important changes, news and interesting facts.

The Prague Airport Group and related topics were featured in over 4,000 media feeds in 2020. In total, Prague Airport, together with its subsidiaries, issued 77 press releases covering various topics, in particular, operations, destination and airline related news, alongside Group services and projects. Information regarding airport security and operations, primarily regular monthly updates on operational results and serviced destinations, were among main published releases. Major 2020 topics included the COVID-19 pandemic and its impact

on the entire aviation industry and the Prague Airport Group, protective measures implemented at the airport, and current air traffic. With the gradual resumption of flights, especially during the summer months, the educational campaign for passengers and the promotion of resumed connections from Prague became priority. The educational campaign for passengers included information on check-in rules, changes and measures implemented in connection with the pandemic and conditions for travel. The communication of Czech Airlines Handling and Czech Airlines Technics subsidiaries was focused on new customers won, service portfolio expansions and long-term project completions.



Social Network Feeds ↗

## We Behave Responsibly and Act Sustainably

Our business activities are subject to very strict legislative measures and restrictions. However, we go beyond these requirements and have placed great emphasis on the environment, our employees and our surrounding areas for many years. A more comprehensive CSR strategy was drafted in 2010 as a corporate philanthropy strategy. Since then, it has been continuously updated every two years.



### United Nations Sustainable Development Goals (SDGs)

The Sustainable Development Goals are a call for action by all UN states, unparalleled in human history. By 2030, the United Nations aims, among other things, to eradicate world hunger, end poverty, protect life on land and in water, ensure access to modern technology and learn to work better together. Anyone can endorse the goals. Currently, multinational companies, public organisations, private companies, and other entities are joining the initiative.

**We are committed to the following SDGs:**







## Employees – Airport Heart and Soul

Employees are the foundation stone of a strong corporate culture. Highly qualified workforce is one of the biggest advantages in the area, which we support by developing our talents and through co-operation and knowledge sharing among the airports within our group. At all times, we create a healthy, safe and motivating atmosphere and emphasise its unique nature to promote fair environment where all employees feel good, irrespective of gender, age, race or handicaps. At the time of the COVID-19 pandemic, all employees were offered psychological support and counselling, and an education platform was created offering complimentary training programmes.



## Vocational Training Is the Cornerstone

In 2020, we met all requirements of mandatory professional training and focused on moving the development and further education of employees to the online environment, predominantly in the areas of soft skills and language training. In July 2020, we launched an informative Education Portal for our employees, where we offer all available information and training offered within the online development at Prague Airport. Since its launch, over 1,000 users have joined the platform, representing more than 7,000 visits combined. Each employee could also participate in various open soft skill courses by our internal lecturers, on topics such as time management and work / life balance, negotiation and presentation skills, etc.

We continue to focus on developing talented employees, supporting learners at all levels and improving the conditions for the performance of their professional practice. Last but not least, we have intensified and expanded employee training in digital skills, an area which we plan to systematically pursue under the “Prague Airport Digital Employee” authorised project.

Positive results are also achieved through a special programme for talented employees called Talent Pool, to which employees do not enrol, but are nominated by their superiors. This is a year-long set of training, which is built on three pillars. The first includes networking, i.e., establishing contacts between individual organisational units throughout the company and deepening mutual co-operation on a personal level. The second pillar focuses mainly on the development of soft skills, such as communication skills, negotiation, or proper time management. The third pillar comprises the elaboration of an innovative project, which should accelerate, facilitate, save costs, or raise potential profits in an area of the author's choice.

The aim of the project is to develop and keep talented employees and to enable the mutual exchange of experience on both formal and informal levels. The programme, in its year 13, was not interrupted by the difficult situation connected with the COVID-19 pandemic. The training and activities were organised in a very flexible manner as to enable their implementation under the given circumstances. In 2020, 21 talented people from organisational units across the airport participated in the project.

## Supporting Employed Parents

The nearby co-operating Kněževes preschool may be frequented by the children of our employees. We arranged childcare during school lockdown at our company nursery in line with the hygienic measures in place. Parents providing care to children actively co-operate on short-term projects on an alternative employment basis.

We replaced the traditional events for the children of our employees held at the airport, namely Children's Day and St. Nicholas Day, with online programmes. A great example was the 'cooking together' series of events. Employees selected ingredients at the airport's Runway Restaurant, and then we cooked together with our chefs. Furthermore, we organised joint Christmas and Easter workshops and more to maintain social ties between employees and company management.



## Each of Us Is Unique

We support every employee, irrespective of their gender, age, sexual orientation, religion, political preferences, etc. At the beginning of 2020, we signed the Diversity Charter and thus try to create more opportunities for women in general and in management positions, employ people with disabilities and of certain age, facilitate returns after parental leave and support balanced professional and personal life.

We Are  
a Diversity  
Charter  
Signatory



## Awareness Is Key

We pursue internal communication with employees in the form of a Call 100+ tool, which is an online and offline meeting of the Board of Directors with executives regarding strategies, changes, set-ups, feedback, etc. Furthermore, there is the Call 500+, which is an ongoing feedback tool, interviewing all employees. There are also regular meetings with four existing trade unions.

Runway News is published every 14 days, which provides an overview of airport news, alongside the results of questionnaires and satisfaction surveys. In addition, we have launched a new intranet and digitised all employees so that they can all access the information, respond easily and submit their input.



Runway News  
Magazine

## Benefits And More

We offer our employees a number of perks and benefits. For the fourth year, employees can book subsidised massages at workplace provided by two visually impaired full-time masseurs, immensely popular with our employees.



**Cafeteria**



**Pension Insurance**



**Life Insurance**



**Parking of Employee  
Personal Vehicles  
and Motorcycles**



**Transport to Work  
(Other Than Public Transport  
Benefit)**



**Anniversary Gifts / Bonuses  
(Life and Work Anniversaries,  
Retirement)**



**Subsidised Company Canteen**



**Lunch Vouchers**



**H-Plus Individual Medical Care**



**Multisport Card**



**Company Vehicles**



**Language Courses**



**Preschool**



**Massages**



**Personal Liability Insurance**

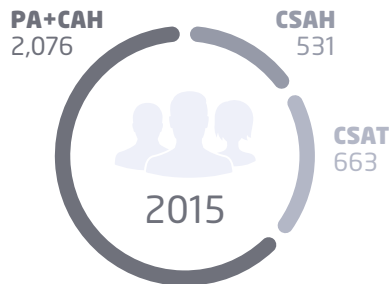


**Children's Holiday Contribution**

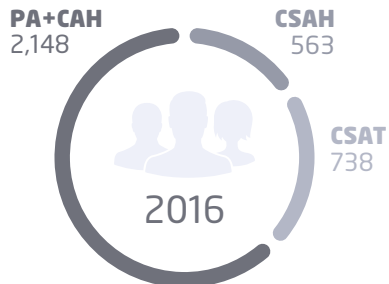


# Our Employees

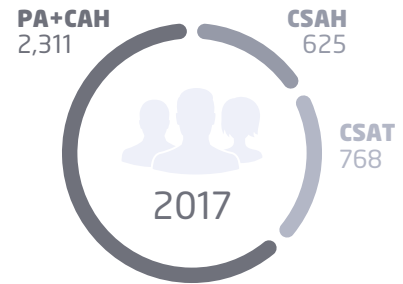
## Number of Employees



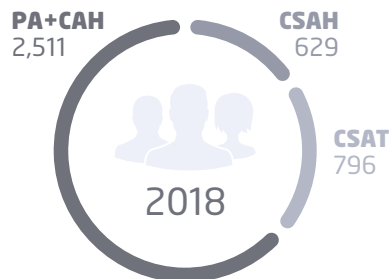
SUM TOTAL **3,270**



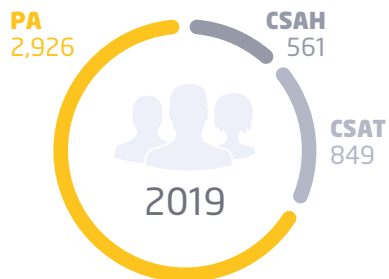
SUM TOTAL **3,449**



SUM TOTAL **3,704**



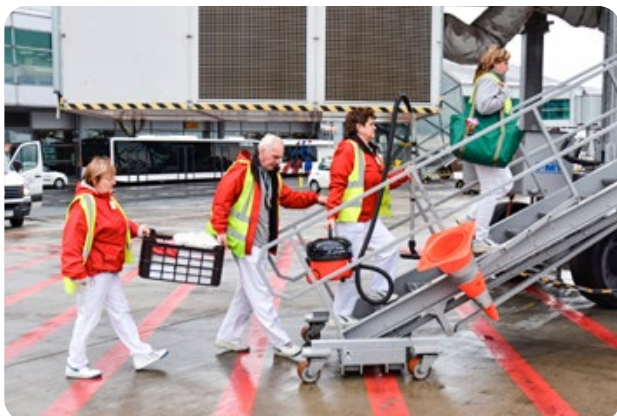
SUM TOTAL **3,936**



SUM TOTAL **4,336**



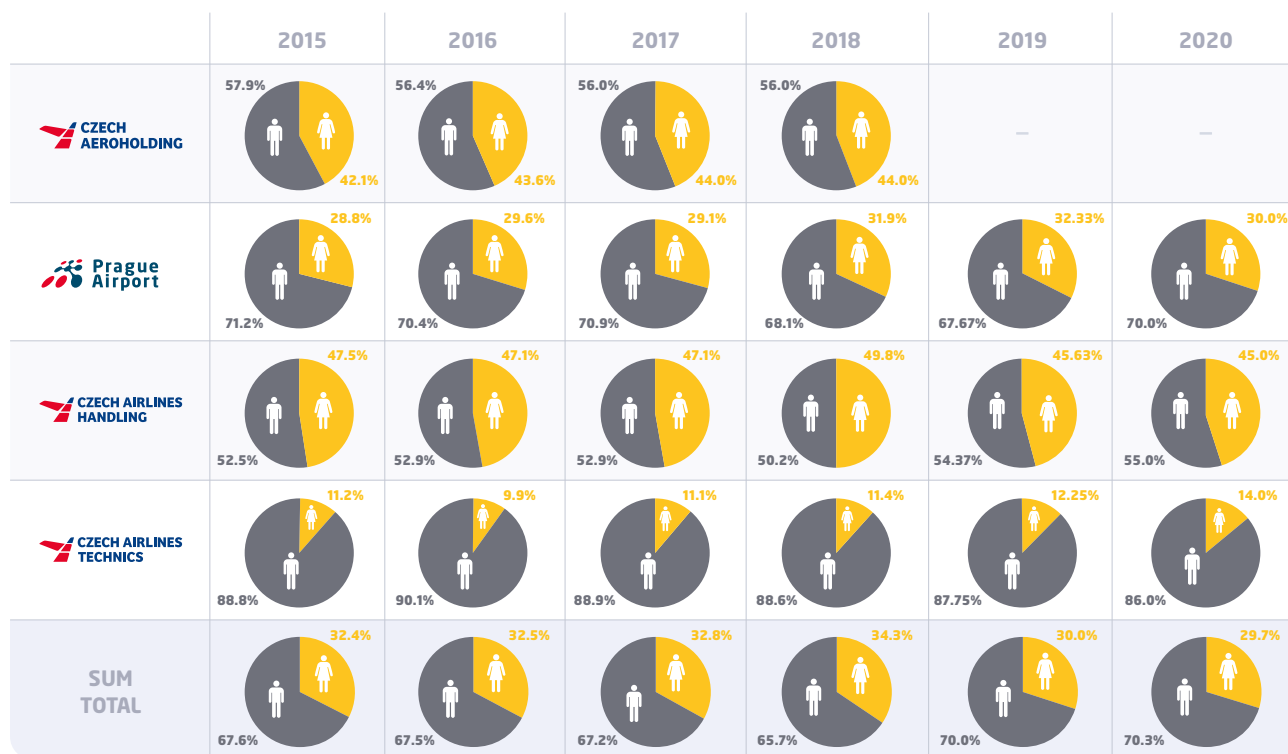
SUM TOTAL **3,509**





- PA+CAH** — Prague Airport + Czech Aeroholding
- PA** — Prague Airport
- CSAH** — Czech Airlines Handling
- CSAT** — Czech Airlines Technics



## Male / Female Ratio



## Total number of employees on parental leave per authorisation / Total number of employees on parental leave, divided by gender

 FEMALE	EMPLOYEES ON PARENTAL LEAVE						
	Company	2015	2016	2017	2018	2019	2020
	CAH	2	2	5	8	—	—
	PA	21	15	16	22	42	32
	CSAH	28	18	15	9	11	13
	CSAT	1	0	3	3	1	4
	<b>Sum Total</b>	<b>52</b>	<b>35</b>	<b>39</b>	<b>42</b>	<b>54</b>	<b>49</b>
 MALE	EMPLOYEES ON PARENTAL LEAVE						
	Company	2015	2016	2017	2018	2019	2020
	CAH	0	0	0	0	0	0
	PA	0	1	0	0	1	0
	CSAH	0	0	0	0	0	0
	CSAT	0	1	0	0	0	0
	<b>Sum Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

### Employees Per Types of Agreements (Definite / Indefinite Period of Time), by Gender

Company	Year	PRIMARY EMPLOYMENT – DEFINITE PERIOD OF TIME		PRIMARY EMPLOYMENT – INDEFINITE PERIOD OF TIME		Sum Total
		Female	Male	Female	Male	
CAH	2015	6%	14%	36%	44%	100%
	2016	6%	4%	38%	52%	100%
	2017	8%	11%	36%	45%	100%
PA	2015	5%	6%	24%	65%	100%
	2016	7%	10%	23%	60%	100%
	2017	7%	11%	23%	60%	100%
	2018	7%	12%	24%	56%	100%
	2019	7%	10%	25%	58%	100%
	2020	3%	6%	27%	64%	100%
CSAH	2015	5%	3%	42%	49%	100%
	2016	12%	13%	36%	40%	100%
	2017	17%	15%	30%	38%	100%
	2018	12%	9%	38%	41%	100%
	2019	8%	12%	37%	43%	100%
	2020	6%	5%	39%	50%	100%
CSAT	2015	1%	12%	10%	77%	100%
	2016	0%	17%	10%	74%	100%
	2017	2%	13%	9%	76%	100%
	2018	2%	13%	10%	75%	100%
	2019	2%	14%	10%	73%	100%
	2020	2%	5%	12%	81%	100%



## Employees Per Types of Agreements (Primary / Secondary Employment), by Gender

Company	Year	FEMALE		MALE		Sum Total
		Secondary	Primary	Secondary	Primary	
CAH	2016	4.2%	40.7%	2.4%	52.6%	100.0%
	2017	3.6%	41.4%	2.2%	52.8%	100.0%
PA	2016	5.2%	25.8%	7.6%	61.4%	100.0%
	2017	4.8%	25.2%	8.6%	61.4%	100.0%
	2018	3.8%	28.3%	7.4%	60.5%	100.0%
	2019	4.8%	28.7%	6.5%	60.0%	100.0%
	2020	3.0%	27.0%	6.0%	64.0%	100.0%
CSAH	2016	18.4%	26.9%	24.6%	30.1%	100.0%
	2017	18.5%	27.5%	23.4%	30.6%	100.0%
	2018	17.5%	27.4%	27.6%	27.5%	100.0%
	2019	15.2%	26.2%	27.2%	31.4%	100.0%
	2020	6.0%	39.0%	5.0%	50.0%	100.0%
CSAT	2016	0.4%	9.5%	3.4%	86.7%	100.0%
	2017	0.9%	10.1%	7.8%	81.3%	100.0%
	2018	0.8%	10.3%	7.9%	81.0%	100.0%
	2019	0.8%	11.2%	8.1%	79.9%	100.0%
	2020	2.0%	12.0%	5.0%	81.0%	100.0%

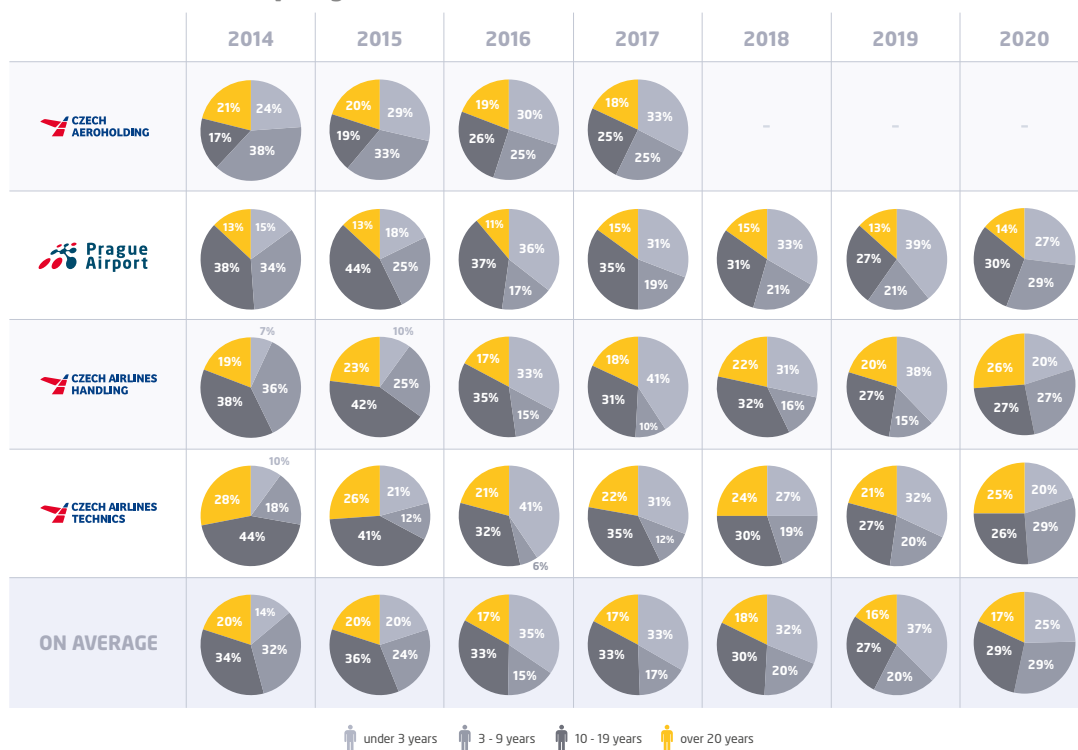


Passenger Check-in Counter Worker in Terminal 2

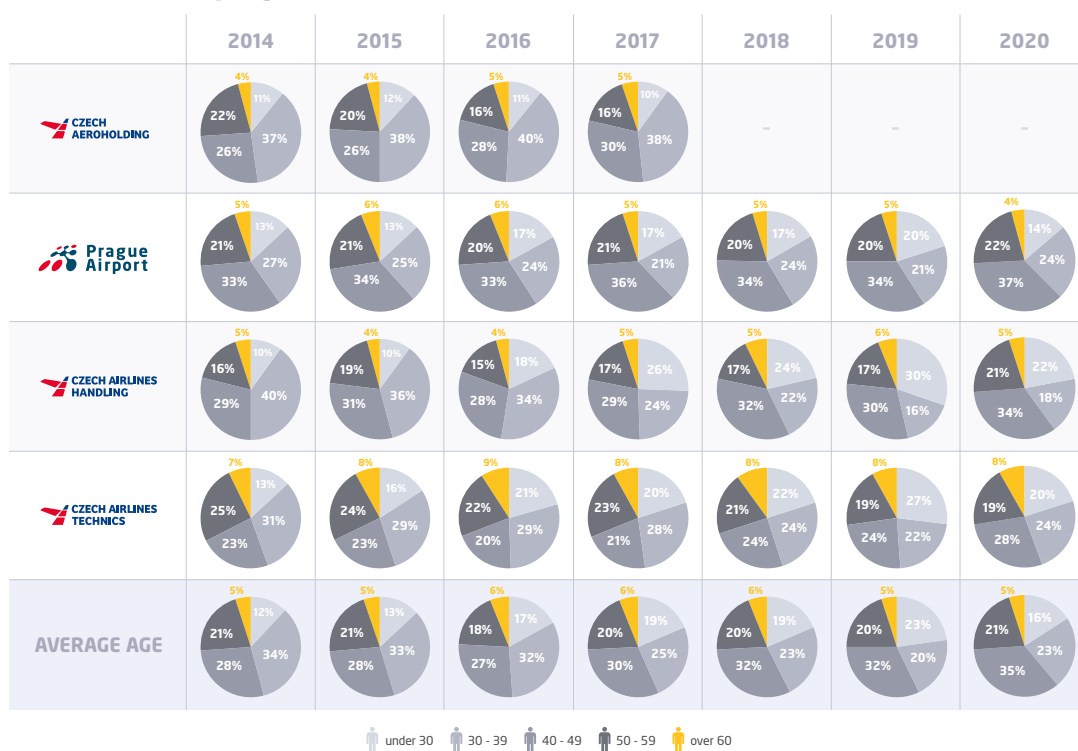


Aircraft Mechanic During Base Maintenance in Hangar F

## Number of Years in Company



## Age Structure of Employees





# We Protect Health and Ensure Safety of Employees at Workplace

In our industry, safety always comes first. We pay attention to ensure a healthy work environment and safe employee conduct at all levels of the company. Occupational safety training is one of the guiding principles of the Group.



## Personal Protective Equipment (PPE)

- **501,475 pcs.** of PPE purchased
- **CZK12,005,173** spent on PPE



## Entry Training

- **358** trained employees (newcomers)
- **900 minutes** of entry training sessions



## Occupational Health Examinations

- **2,379** Examinations performed
- **313** Vaccinations



## 17 serious work-related injuries

- **576 days** of incapacity
- **CZK1,600,700** compensation paid
- **14** injured limbs



## Breathalyzer Tests

- **145** performed tests



## Automated External Defibrillators

- **10 AEDs** located around the airport

## Average Number of Injuries in Relation to Number of Employees

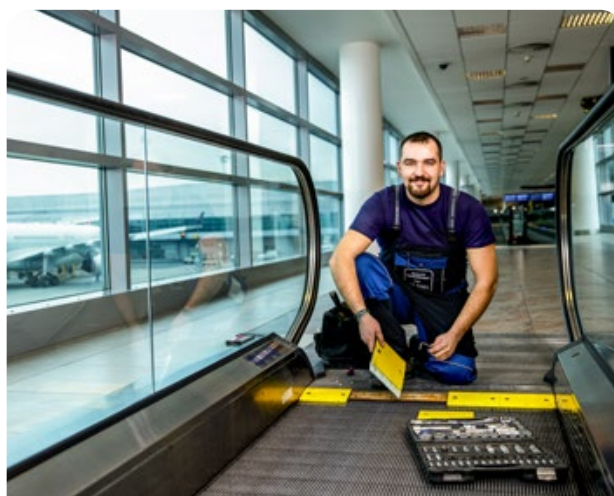
Year	2012	2013	2014	2015	2016	2017	2018	2019	2020
Number of Employees	3,760	3,503	3,404	3,269	3,449	3,842	3,936	4,192	<b>4,201</b>
Number of Injuries per 100 Employees	1.70 %	1.51%	1.41%	1.44%	1.42%	1.43%	1.37%	1.07%	<b>0.40%</b>
Number of Work-related Injuries Resulting in Incapacity	-	-	-	-	-	-	54	45	<b>17</b>

## Number of Employees and Work-Related Injuries

Year	Injuries Resulting in Incapacity	Injuries Not Resulting in Incapacity	SUM TOTAL	Proportional Number of Employees per Year	Percentage of Injuries Resulting in Incapacity	Percentage of Injuries Not Resulting in Incapacity	Percentage of Injured Employees
2015	38	90	128	2,911	1.31%	3.09%	4.40%
2016	49	115	164	3,116	1.57%	3.69%	5.26%
2017	54	114	168	3,890	1.39%	2.93%	4.32%
2018	54	102	156	3,936	1.37%	2.59%	3.96%
2019	45	111	156	4,784	0.94%	2.30%	3.26%
<b>2020</b>	<b>27</b>	<b>49</b>	<b>76</b>	<b>4,201</b>	<b>0.40%</b>	<b>0.74%</b>	<b>1.14%</b>



Aircraft Baggage Handler



Locksmith Repairing Escalator

## Health Always Comes First



The health of our employees is our utmost priority. In 2020, health was key to airport safety. Therefore, we distributed protective gear free of charge to all employees, provided testing directly at the airport and reimbursed the cost of tests for suspected COVID-19 infection, created an educational campaign, installed disinfectant containers across the airport premises, and implemented our own tracing system which proved efficient enough to minimise transmission.

**We focused on both physical and mental health.**



## Well-being at Workplace and in Personal Life

We pay special attention to our employees and their complex life situations. During the pandemic, we contacted psychologists and coaches across the company and offered employees consultations. Anyone could use personal support anonymously, and we also supported colleagues who did not want to use a personal consultation directly. We created an intranet page summarising the options of self-supported personal well-being, and acquired external support, such as hotlines and accredited psychotherapists. Furthermore, in the area of advice on debt management and foreclosures, we increased our awareness on ways to resolve such situations and established co-operation with partners. We also run internal seminars to increase resistance to stress, promote effective self-management and improve the integration of professional and personal life. In professions where operating conditions so allow, we continue to offer flexible working hours, part-time work, and home office regime.

**Psychický well-being**

**Jak zvládat emoce a krizové situace**

Současné situace není lehčí pro nikoho z nás, mnoho lidí bojuje s nejistotou v osobním i pracovním životě. Žijeme na hraně nových nároků, život se nám změnil a my se musíme přizpůsobovat. Můžeme tak pociťovat stres, úzkost či deprese. Je proto potřeba aktivně pečovat o naši psychickou pohodu, jak jen to jde.

- K tomu vám může pomoci "[Charakteristika opuchlého srdce](#)".
- Další informace můžete najít na blogu "[Koronaviřáci](#)".

Naučte se v příloze nouze také si říct o pomoci:

- [Linky důvěry](#) - jejich seznamu společně se zaměřením můžete najít [zde](#)
- [Kvalifikované psychologické služby](#) - jejich seznamu můžete najít [zde](#)

**Aplikace**

- colmio**  
Calm je první česká meditační aplikace pro každého.
- Průběh**  
První pomoc při psychických potížích.
- PPP**  
První Psychická Pomoc - rady a postupy ke zvládnutí úzkosti a nervního stresu.

**Opatruj-se**

Přidat dalšími zdroji - Opatruj-se

# In a Healthy Body, a Healthy Employee

## Doing Sports at the Airport



Within a five-part **Sport at the Airport** series, we welcomed well-known Czech Olympic athletes at the airport, namely speed skaters Martina Sáblíková and Nikola Zdráhalová, weightlifter Jiří Orság, runner Kristina Mäki, wrestler Adéla Hanzlíčková and gymnast Aneta Holasová. The main goal of the event was to show employees practical exercises they can practice both at home and at their workplace.



## Biking to Work



A total of 66 employees took part in the popular “**Biking to Work**” intra-company initiative in 2020. The results were announced at an informal event, where the winning teams received commemorative diplomas and went on a joint ride on the bike paths around the airport.



## Runway Run



Minimal traffic permitted organising a running race for employees directly on the 06/24 runway, working with RunCzech. Exactly 100 employees competed in the race. The success of the event started a tradition we will, most certainly, keep.



## Tennis Courts



Since autumn 2018, three tennis courts, a cloakroom and other facilities are available to our employees at the airport. After booking their slot in advance, airport employees can play tennis several times a week.

## Beach Volleyball Court



We have launched operations of a brand-new beach volleyball court at the airport with exceptional facilities. After booking their slot in advance and weather permitting, airport employees can play beach volleyball among themselves or with their loved ones.

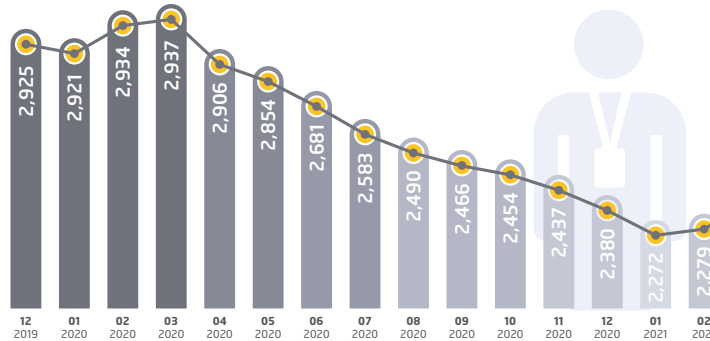


# Employee Number Development Trends

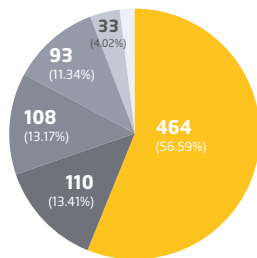
In the spring of 2020, our employee headcount corresponded to the 2019 record year traffic, when we reached almost 18 million passengers handled a year. However, in connection with the COVID-19 pandemic, traffic dropped to almost a minimum and, unfortunately, we had to reduce our staff. All the while, however, we tried to approach the employees affected by the job terminations on an individual basis, offer them possible exit options and leave them time and space to think. We paid above-standard severance pay (up to seven times the salary) and assisted with outplacement activities, namely helped employees draft CVs and mediated jobs with other employers. We also pre-negotiated with the staff members whether they would like to be contacted in case we could re-hire them. We do contact such workers and the interest in returning to work is great. The re-hiring process is underway.

## Headcount Reduction due to COVID-19 (12/2019 - 02/2021)

Employee Number Development Trends



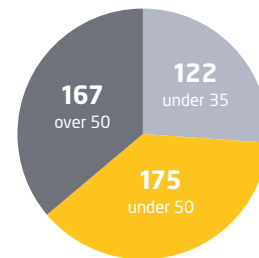
Reasons for Employment Termination (820 People)



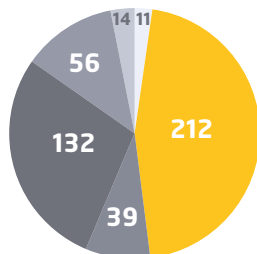
Reasons:

- Organizational Reasons
- Upon Agreement
- End of Contractual Term
- Probation Period
- Notice by Employee
- Other

Terminations Due to Organizational Reasons, by Age (464 People)



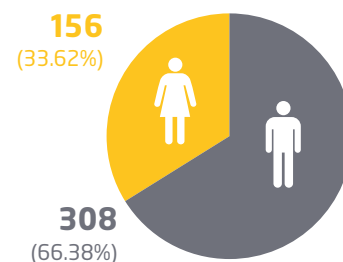
Terminations Due to Organizational Reasons, by Years of Employment (464 People)

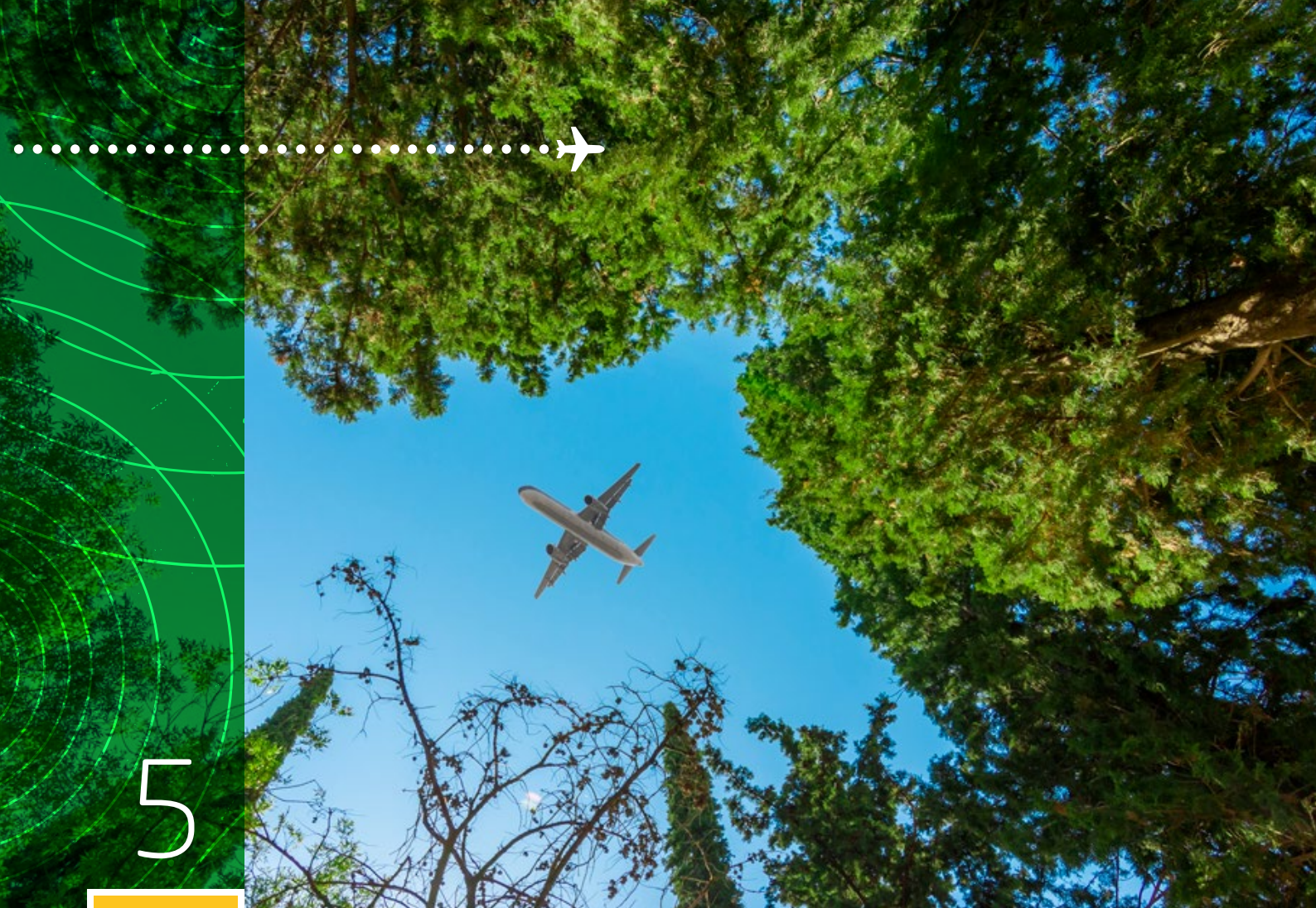


Employment Period:

- 1-5 years
- 5-10 years
- 10-20 years
- 20-30 years
- over 30 years
- less than 1 year

Terminations Due to Organizational Reasons, by Gender (464 People)





## We Protect the Environment

The emphasis on environmental protection has long been a matter of course for Prague Airport. Be it the climate change, air traffic noise, waste management, water use, biodiversity protection and more. We actively pursue steps to ensure reduced environmental impact of air traffic and try to set trends or at least participate in their setting within the field.

We also try to promote responsible approach to environmental protection with our business partners.

# 2050 Sustainability Strategy - 2050 Green PRG

Despite the fact that the aviation industry is facing a significant operational slowdown due to the COVID-19 pandemic on one hand, it has to tackle another great challenge of the European Green Deal policy and the obligation to meet climate commitments on the other.

Air transport is often almost synonymous with climate changes, although the share of air transport in the total CO<sub>2</sub> emissions account for about 3%. Yet, air transport stakeholders from aircraft manufacturers and airlines to airports have committed, under the Destination 2050 initiative, to reach carbon neutrality by the year 2050. Prague Airport has joined the initiative, outlining the most important target areas within its 2050 Green PRG strategy as follows:

- Carbon Neutral Airport
- Biodiverse Airport and Its Surroundings
- Zero Waste Airport, Reducing Environmental Pollution
- Night-Traffic Free Airport, Reducing Noise Burden
- Partnership for All – Together to Joint Green Airport



## Goals are set within each area, which we wish to achieve:

2025

- A reduction in CO<sub>2</sub> emissions of 81% compared to 2009
- Communal waste in landfills reduced to 0%

2030

- Carbon neutrality (remaining emissions compensated by offsets)
- Night-time airport closure (upon parallel runway construction)

2050

- Pure carbon neutrality (remaining CO<sub>2</sub> emissions compensated by direct CO<sub>2</sub> capture from atmosphere)
- Zero Waste Airport, green loop around the airport

Effective 2021, we will implement new tools to facilitate the achievement of our environmental initiatives, namely responsible public procurement, and circular economics in practice, predominantly in sustainable construction.



# Environment, Main Points



**ISO 14001 Environmental Management System (EMS)**  
since 2002



**ACI Airport Carbon Accreditation – Level 3**  
since 2010



**Continued Air Quality Monitoring**  
data on the Czech Hydrometeorological Institute’s website



**100% Green Electricity**  
since 2019  
**Emissions reduced of 76%**  
since 2009



**Biomonitoring Using Bees**  
7<sup>th</sup> Gold Medal in a row  
Czech Honey Contest



**Expanding Electromobility**  
(use of green energy – zero emissions)



**Noise Protection (Windows)**  
600 mil CZK invested



**Ventilation Programme**  
heat recovery ventilation system installations in schools and residential buildings



**Noise Charges to motivate air carriers**





**Reporting within  
all environment-related  
areas**



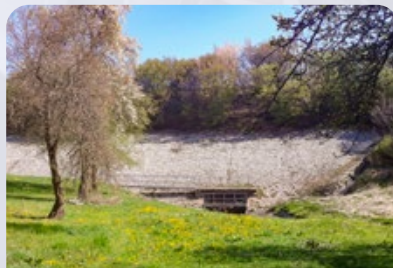
**Surface Water Protection  
monitoring 40 parameters  
above the scope of legal  
requirements**



**42 woody plant species  
on PA premises,  
totalling 3,500 pieces  
with 77% broadleaf trees**



**Protective  
Hydrological System  
continued ground  
water quality monitoring**



**Flood Protection  
Kopaninský polder,  
Tuchoměřice warning  
system, limnigraphs**



**Separate Sewage  
and Rainwater Drainage  
surface water  
protection**



**Aircraft De-Icing Agents  
ecological disposal  
at wastewater  
treatment plant**



**Supporting Environmental  
Protection Projects  
in Airport Vicinity**



**“Fly Plastic Free”  
eliminating disposable  
plastic use**

## EMS

The implemented ISO 14001 Environmental Management System (EMS) provides a system framework facilitating improvements in our environmental performance and pursuit of activities across the airport in a more aware manner. We received our first certificate pursuant to the standard as early as 2002. The system also covers the Czech Airlines Technics subsidiary.

## Air Protection

With regard to air protection, adherence to statutory requirements is regularly proven by measuring emissions from sources of air pollution, monitoring the technical condition of those sources and reporting data to the competent authorities. Since 2017, air quality has been checked via a **continuous air quality monitoring** station located on the airfield close to both runways, which primarily monitors the main relevant pollutants, namely **PM<sub>10</sub> and PM<sub>2.5</sub>** dust particles and **NO<sub>x</sub>, NO<sub>2</sub>, NO, O<sub>3</sub> and CO** nitrogen oxides. Since the beginning of regular measuring at this station, results have shown compliance with air pollution limits set by the relevant legislation.

The 2020 results were influenced by the COVID-19 situation. As at many monitoring stations across the Czech Republic, a drop in the measured values was recorded. However, according to the Czech Hydrometeorological Institute, particularly favourable weather conditions (dispersion conditions, air temperature, amount of precipitation) were also a factor. The fact that the recorded values are influenced by both weather conditions and operations was proven by the data recorded in March 2020, when despite the complete disruption of operation, the recorded NO<sub>2</sub> concentrations increased.

**Online** data from the measuring station are available **on Czech Hydrometeorological Institute's website**. This ensures transparent information on the state of air pollution on airfield directly affected by aircraft operation.

In line with our policy to reduce air pollution from operations, an **airport rule** has been implemented **restricting the use of aircraft auxiliary power units, APUs**. Immediately after stopping on a stand, an external 400Hz power supply must be connected to the aircraft and the APU must be switched off. Turning on the APU before departure is also subject to time limitations.

We actively search for additional ways of reducing the amount of pollutants produced by airport operations, for example through investments in refrigeration and heating agents or electromobility. In line with its **electromobility development strategy**, the airport has planned gradual investments in the development of the infrastructure for charging electric vehicles and purchases of electric cars as to be used mainly airside. Efficient use of company vehicles is ensured by the **car sharing project**.✈️



## Fruit and Crop Monitoring

The monitoring goal is to evaluate the potential impact of Václav Havel Airport Prague international airport operations on the content of contaminants in crops and permanent grassland grown in the airport surrounding municipalities.

Since 2005, systematic and long-term monitoring of the content of contaminants in selected (bioindicator) crops (wheat, apples, and permanent grassland) grown around the airport has been done by an accredited laboratory of the Institute of Chemical Technology, Prague.

Long-term results have confirmed that, for the entire programme duration, **the content of foreign substances in the samples taken meets the legislative requirements for food and feed**. Certain samples even meet strict limits imposed on ingredients used in baby and infant food.

The recorded values fluctuate year-on-year irrespective of the number of aircraft movements. A significant airport operation slowdown in 2020, i.e., the reduction in the number of aircraft movements, was not reflected in the amount of foreign substances recorded in the agricultural crops and grassland.

## Air Biomonitoring Using Bees

We keep bees since 2011 as one of the ways of environment quality monitoring.

Pollen collected by bees plays a key role in biomonitoring. It is submitted for analysis to the Institute of Chemical Technology, Prague, where it is checked for the content of heavy metals and organic residues (polyaromatic hydrocarbons). Bees collect pollen within a radius of 4 to 8 kilometres from their hive. Thus, the analysis of this organic compound reflects the condition of the environment in the airport surrounding area.



*Bees Kept at the Airport*

The quality of the honey from Václav Havel Airport Prague is excellent. Since 2012, it has been annually awarded a Czech Honey certificate by the Czech Beekeepers Union. For the 7<sup>th</sup> time in a row, Prague Airport won a gold medal for compliance with set qualitative criteria, such as sensory properties and low impurity content of the honey.



Since 2012, airport honey is annually awarded Czech Honey certificate.



## Reducing Carbon Footprint

Since 2010, we have been active in the **Airport Carbon Accreditation (ACA)** initiative. Under the patronage of Airports Council International, the initiative independently evaluates world airports and awards their attempts to reduce their carbon footprint. The ACA programme is divided into six levels, such as mapping of the carbon footprint, its reduction, optimisation involving third party engagement and carbon neutrality. Currently, about 300 airports worldwide are involved in the programme.

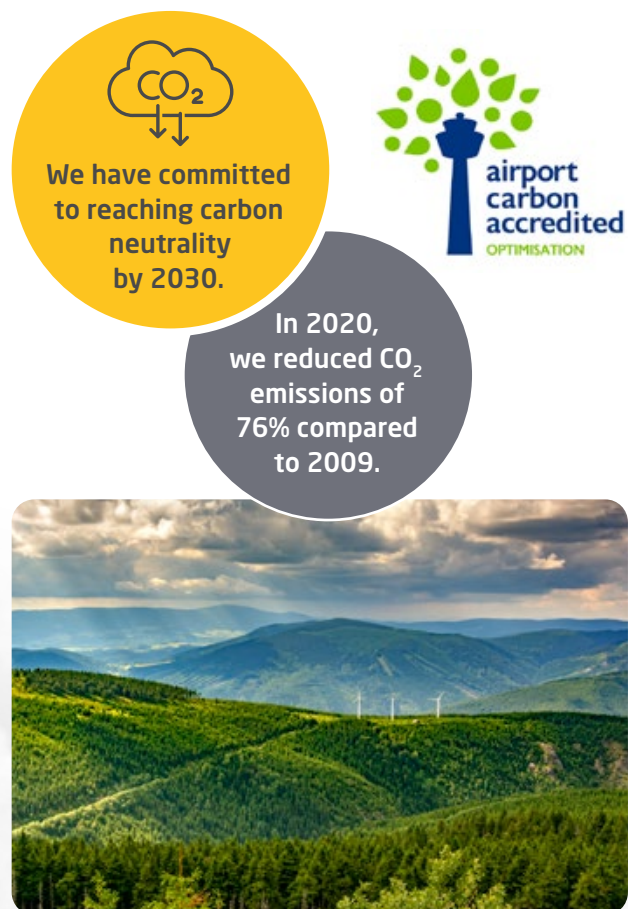
2020 was affected by both the COVID-19 pandemic and the growing pressure to tackle climate change. The ACA programme responded to the challenges by expanding its original four level-programme to the current six-level programme, with the fifth and sixth levels expecting carbon neutrality be reached. Currently, we are in Level 3, i.e., optimisation involving third parties (airlines, handling agents, space lessors, etc.) in the reduction of CO<sub>2</sub> emissions related to airport operations. Prague Airport reached the level in 2016.

Just as in 2019, in 2020, we were able to achieve a **reduction in CO<sub>2</sub> emissions from electricity used to zero** through purchasing 100% green electricity. It is one of the many steps towards our ambitious goal of **achieving carbon neutrality**, i.e., the 3+ level of the ACA certification, **by 2030**. It comprises investing in offset programmes which contribute to the absorption of greenhouse gases or the prevention of their generation through various projects from afforestation to obtaining energy from renewable energy sources. Accordingly, we will implement the broadest possible measures ensuring the lowest possible offset investments. Such measures included, alongside austerity measures, investments in the development of electromobility and the production of electricity from photovoltaic power plants located on the roofs of selected buildings (e.g., the Terminal 3 building).

Although the ACA programme does not allow including emissions from green planting, under its new Biodiversity programme, Prague Airport supports tree plantings and other measures aimed at increasing biodiversity around the airport. Contributions to emission reductions are to be reported separately.

### Examples of Implemented Measures:

- Installing GPS systems in vehicles
- Replacing lighting with LEDs
- Night attenuation of air handling units in selected terminal areas
- Exchanging absorption cooling units
- Replacing boilers with more efficient models with lower output
- Using waste heat in the wastewater treatment plant





## Annual Concentrations of Pollutants Detected by Air Pollution Monitoring Station

Pollutant	2019	2020	Air Pollution Limit	2020 vs 2019 Y/Y Change
	µq/m³/year	µq/m³/year	µq/m³/year	µq/m³/year
PM <sub>10</sub>	24.2	17.2	40.0	-29%
PM <sub>2.5</sub>	15.0	10.3	20.0	-31%
NO <sub>2</sub>	19.1	13.8	40.0	-28%
NO <sub>x</sub>	27.7	18.1	N/A	-35%
NO	5.6	2.8	N/A	-50%



## Energy Consumption Overview

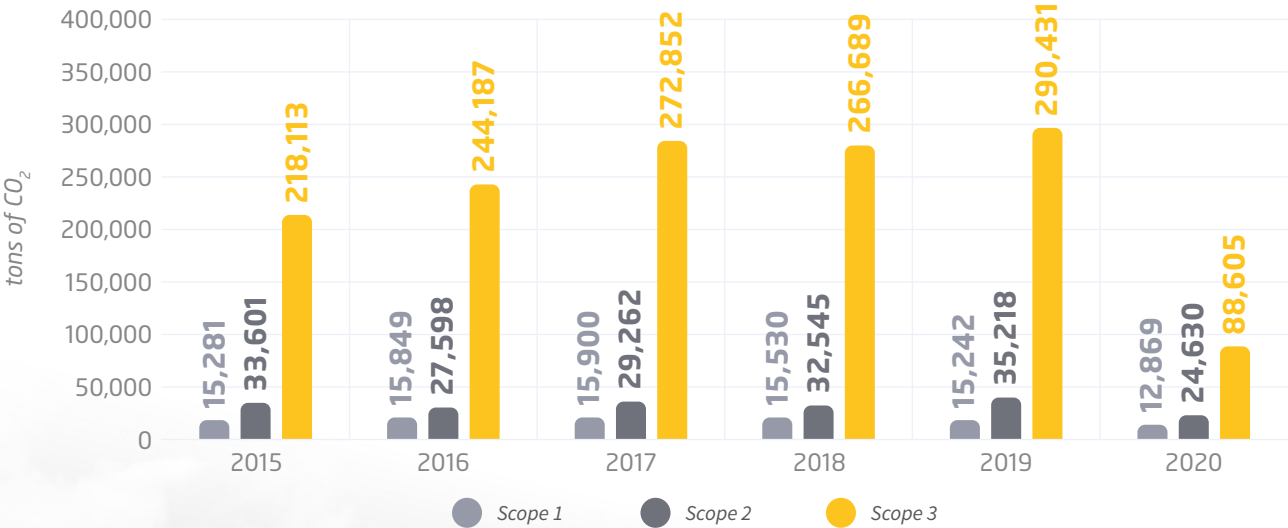
Year	Heat - TJ	Electricity – kWh
2009	288.41	67,768,033.00
2010	325.99	67,988,443.32
2011	298.87	65,528,054.00
2012	313.56	65,472,773.00
2013	309.39	65,029,504.00
2014	238.32	62,261,362.65
2015	246.68	62,109,812.00
2016	251.79	59,735,896.00
2017	252.31	63,337,737.00
2018	232.65	61,520,983.00
2019	230.49	60,903,233.00
2020	203.40	46,560,124.00

## CO<sub>2</sub> Emissions Saved in Comparison with 2009

Year	2012	2013	2014	2015	2016	2017	2018	2019	2020
CO <sub>2</sub> Emissions Saved	3.00%	3.42%	6.71%	7.31%	8.96%	9.55%	9.55%	71.68%	76.09%

## Carbon Footprint - Individual SCOPes

100% Green Electricity Purchase



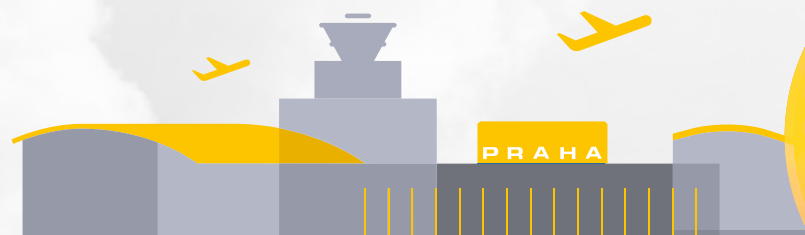
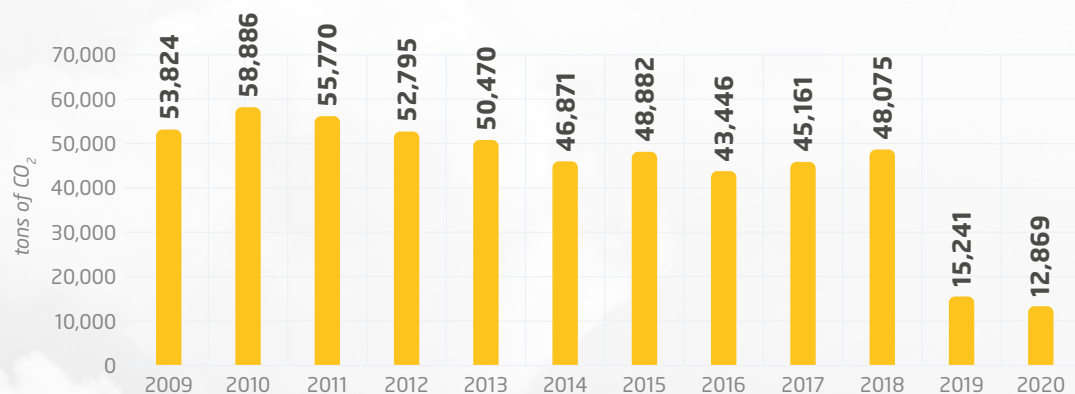
## Carbon Footprint - CO<sub>2</sub> Emission Development

Year	PA Carbon Footprint (t)	Passenger Numbers (PAX)	PA PAX / CO <sub>2</sub> (kg)	Electricity (kWh)
2009	53,824	11,643,366	4.623	67,768,033.00
2010	58,887	11,556,858	5.095	67,988,443.32
2011	55,770	11,788,629	4.731	65,528,054.00
2012	52,796	10,807,890	4.885	65,472,773.00
2013	50,471	10,974,196	4.599	65,029,504.00
2014	46,871	11,149,926	4.204	62,261,362.65
2015	48,882	12,030,928	4.063	62,109,812.00
2016	43,447	13,074,517	3.323	59,735,896.00
2017	45,162	15,415,001	2.930	63,337,737.00
2018	48,075	16,797,006	2.862	61,520,983.00
2019	15,242	17,804,900	0.856	60,903,233.00
2020	12,869	3,665,871	3.511	46,560,124.00

Green  
Electricity

Air Traffic  
Slowdown

## PA Carbon Footprint (Scopes 1 and 2)



### CO<sub>2</sub> Emissions from Electricity Saved in 2020

Thanks to purchases of certified 100% green electricity, we saved **24,630t of CO<sub>2</sub>**



# Water Protection

## Water Consumption

We are the operator of a public water line, supplying drinking water to companies active on the airport premises. A specially fitted water supply point is reserved for supplying water to aircraft. Prague circular water line and the Prague 6 water line are the airport's drinking water sources. A water tank for utility water built in the NORTH area of the airport is supplied with ground water from a borehole used consecutively for sprinkling, irrigation and flushing the sewage pipeline.

**The quality of drinking water** within our water supply network is regularly checked. The are periodically submitted to a nationwide database of drinking water test results pursuant to legal requirements. As part of regular monitoring campaigns, the quality of water directly from drinking fountains installed in both terminals of Václav Havel Airport Prague is also checked.

## Surface Water Protection

Long-term we strive to ensure the prevention of negative effect of our operations on surface and groundwater quality. Increased attention is paid to pre-treatment and wastewater treatment, chemicals and aviation fuel storage facilities, harmful substances treatment, and the protection of watercourses.

The key to protecting the quality of surface water are functional **wastewater treatment plants** in adequate capacity. Prague Airport operates two contaminated rainwater and sewage wastewater treatment plants (the CRTP + the SWTP NORTH and the SWTP SOUTH). Sewage wastewater is treated in mechanical-biological treatment plants by nitrification and denitrification and chemical coagulation of phosphorus and pumped through a micro-sieve filter to a recipient body (the Únětický and the Kopaninský stream respectively). During winter operations, contaminated water is rainwater containing chemical agents used to treat movement surfaces and aircraft de-icing agents which must be retained in retention tanks and biologically cleansed of contaminants prior to draining into the recipient surface water body and streams.

**A new retention tank construction at the CRTP + the SWTP NORTH, and enhancements to biological treatment lines for contaminated rainwater**, completed in 2019, are now run under the pilot regime.

Since 2019, a new retention tank construction has continued at the CRTP + the SWTP SOUTH alongside a construction of biological treatment lines for contaminated rainwater and storage tanks for concentrated aircraft de-icing agents. The completion of both construction projects will ensure a high standard of rainwater collection and treatment, especially with regard to rainwater containing chemical agents used to treat movement surfaces and aircraft de-icing agents, while concurrently sorting the torrential rain transformation during the summer months.

## De-Icing Agents

Accumulation tanks have been installed beside de-icing stands on the apron to collect concentrated de-icing agents (DAs) applied at de-icing stands. The DAs collected are drained to the CRTP and the SWTP NORTH for balanced, year-round use after treatment via the biological treatment lines. Effective the 2018/2019 winter season, the application of coloured de-icing agents has been approved. Both the agent and the dyes contained therein must meet the criteria resulting from a successful all-season test run.

## Airport Area Drainage

The airport development and the ongoing expansion of its infrastructure require repeated checks of the water drainage situation and the effect on the state of the Únětický stream affected by operations of the area NORTH and the Kopaninský stream affected by operations of the area SOUTH. Mathematical models of rainwater and sewage water are used to achieve the goal and particular measures are implemented. Prague Airport also monitors and evaluates the possibilities of using the principles of nature-friendly drainage, including the implementation of green roofs on selected buildings and the use of rainwater.

In the previous years, during the airport construction projects, polders, dry retention tanks to collect torrential rainwater, decelerate peak flows and protect municipalities further downstream against the negative effects of increased flows. The **Kopaninský polder** with the capacity of 68,250m<sup>3</sup> is used for the south airport area, while the **Tuchoměřice polder** with the capacity of approx. 50,000m<sup>3</sup> is used for the north airport area. Small dams were built downstream of the CRTP and the SWTP NORTH to decelerate extreme torrential rain flows. The construction of dams was a follow-up to the implementation of the flood warning system.

## Sewage and Surface Water Monitoring

Long-term monitoring of the quantity and quality of sewage and rainwater, released sewage water and water quality in streams, allows the airport to evaluate its impact on surface water in the airport surrounding areas, primarily the Únětický and Kopaninský streams. The collected data is subsequently used to predict the impact of the airport development plans. Prague Airport monitors about 40 parameters above the scope of legal requirements.

## Groundwater Protection

Regular groundwater quality monitoring was initiated at the airport and in surrounding areas in 1995. It draws on a network of approximately 50 hydrogeological boreholes, where primarily oil content and groundwater levels are monitored. At selected boreholes, chlorinated hydrocarbon content is also checked. In line with current trends, other new pollutants of pesticides and persistent organic pollutants are also monitored.

**A protective hydrogeological system**, located in and around the Central Aviation Fuel Warehouse, was updated in 2019. Currently, the level of groundwater is automatically monitored around the clock by six hydrogeological boreholes. The system can instantly detect any leakage of oil into the groundwater, thus allowing for an immediate response.


WATER AND SEWAGE WATERY	2019	2020	Y/Y Change
Volume of Groundwater Drained	4,529m <sup>3</sup>	4,281m <sup>3</sup>	-5%
Drinking Water Consumption	419,302m <sup>3</sup>	185,077m <sup>3</sup>	-56%
Volume of Treated Rainwater	50,741m <sup>3</sup>	83 990m <sup>3</sup>	66%
Volume of Treated Sewage Water	328,993m <sup>3</sup>	205,619m <sup>3</sup>	-38%
Priority Substances, number of cases of exceeded water drain limits	0	0	-
Sum Total of Undissolved Solids	4.67t	3.34t	-28%
Chemical Oxygen Consumption	16.46t	9.81t	-40%
Significant Leakages	0m <sup>3</sup>	0m <sup>3</sup>	-







## Air Traffic Noise



We use the most advanced air traffic and air route adherence tools for a continuous aircraft noise monitoring. Noise abatement measures implemented by Prague Airport are on par with those of large international airports.

As the operator of Václav Havel Prague Airport and the bearer of responsibility for air-traffic-related noise, we approach the issue in accordance with the ICAO (the International Civil Aviation Organisation) noise strategy, based on the Balanced Approach to Aircraft Noise Management. Its principle promotes achieving maximum environmental benefits most cost-effectively.

### The balanced approach is based on four pillars



- **Reducing Noise at Source**



- **Land-Use Planning and Management**



- **Noise Abatement Operational Measures**



- **Operational Restrictions**

## Reducing Noise at Source

A correct noise charge policy is the principal measure contributing to the reduction of noise at its source which can be implemented by an airport. For this reason, a **noise charge** has been implemented at Václav Havel Airport Prague in compliance with the ICAO's Policies on Charges for Airports and Air Navigation Services in 1995. Prague Airport was among the first international airports to use this economic incentive tool with air carriers.

The purpose of the noise charge policy is to **motivate air carriers** to operate routes to/from Prague **using quieter aircraft**. The amount of the noise charge is calculated based on the aircraft's noise parameters and the maximum take-off weight, i.e., the data provided in the noise certificate of each aircraft. Alongside regular noise charges, Václav Havel Airport Prague also applies **charges for failure to comply with the slot adherence policy and the night-time rules of operation**.

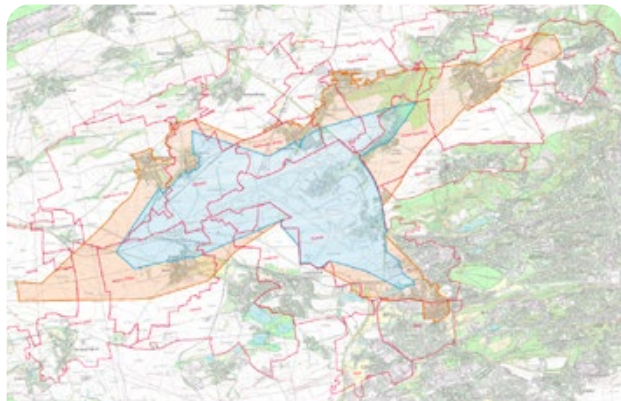
Noise charge-generated revenues are used to cover the noise abatement measure costs, i.e., air traffic noise monitoring, noise studies and the implementation of noise abatement and insulation measures to protected buildings within the Noise Protection Zone (NPZ), primarily replacements of windows and balcony doors.



## Land-Use Planning

The main purpose of land-use planning is to set rules to prevent an increase in the number of citizens affected by excess noise.

In a balanced way, land-use planning should consider the development of residential areas, but also the development of the airport, including the delimitation of affected areas designed for long-term air traffic and areas for transport infrastructure. We work closely with the relevant authorities and share information regarding our development plans.



Prague/Ruzyně Airport Noise Protection Zone

## Noise Protection Zone

Pursuant to the Czech legislation on the protection of public health, a Noise Protection Zone (NPZ) has been declared around Prague/Ruzyně airport.

It is a clearly defined area where it is expected that, long-term, hygienic limits of air traffic noise will be exceeded both in the outdoor protected zone and in the outdoor protected zone of buildings.

Outside of the NPZ, the set limits must not be exceeded. The hygienic limits are set based on a typical air-traffic day (with the reference period being May – October operations). The airport operator must ensure the noise limits are observed at least inside the buildings within the NPZ.

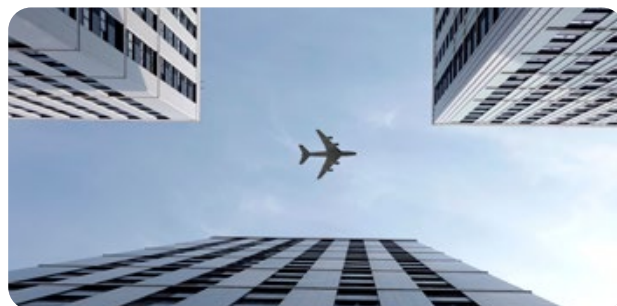


## Noise Abatement Insulation Measures

Since 1998, there has been a complete **replacement of windows and balcony doors with noise-resistant models** with prescribed sound insulation to comply with the set air traffic noise limit for the protected interior areas. The total costs **exceeded CZK600 million**. Changes covered apartment and family house dwelling areas, schools and preschools, buildings which serve healthcare and social purposes and functionally similar buildings in municipalities and boroughs within the NPZ.

In 2020, we launched the **Auxiliary Noise Abatement Measures Programme (the Ventilation Programme)**, the subject of which is the installation of forced ventilation systems with heat recovery (recuperation) ensuring continuous exchange and heating / cooling of air without the need for direct ventilation. The goal of the Ventilation Programme is to reduce the impact of air traffic noise in indoor protected areas of buildings located within the most noise burdened areas of the Prague/Ruzyně airport NPZ. Thanks to ensuring continuous air exchange with windows closed, in addition to indoor noise reduction, the system facilitates partial heating or cooling of the air, dust, allergen, and other pollutant prevention, humidity control, and reduced growth of mould.

The programme is designed for vocational and medical facilities with inpatient areas, nursing homes, family house and apartments located in the most noise burdened areas around the airport. The programme continues in 2021.





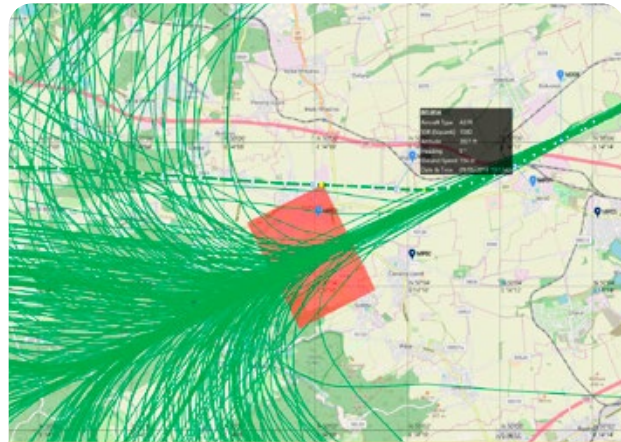
## Noise Abatement Operational Procedures

Operational measures significantly impact airport operations. Upon their implementation, attention must be paid, alongside the benefits in terms of noise burden reduction, to traffic safety and the capacity of the airport and its airspace. The main objective remains the imperative that air traffic affects as few citizens as possible and that the development of residential areas in the airport surrounding areas reasonably continues.

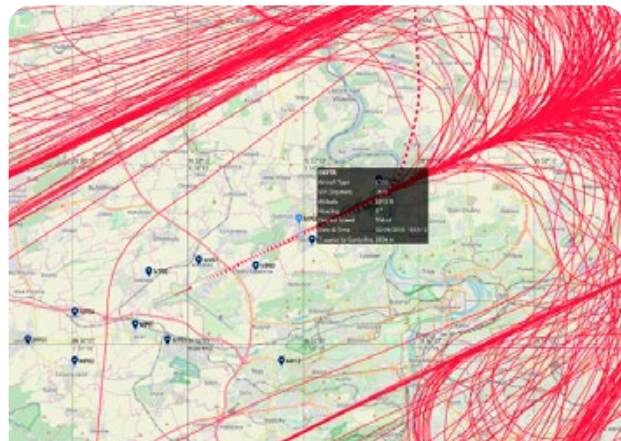
### Operational Measures at Václav Havel Airport Prague Include:

- Preferential runway use prioritising RWY 06/24 to prevent aircraft from flying over densely populated boroughs of the Capital city of Prague
- Noise abatement arrival procedures stipulating that the descent gradient for a final approach is at least 3° (5.2%) or greater with the aircraft lined up with the final approach course before descending below the cleared altitude
- Noise abatement departure procedures for turbo-propeller aircraft stipulating that an aircraft may only deviate from the runway or SID axis after having reached the required altitude
- Noise abatement departure procedures for jet-engine aircraft stipulating that an aircraft may only deviate from the runway or SID axis after having reached the required altitude or distance from the airport, whichever comes first
- Restrictions on the use of reverse thrust
- Engine testing rules
- Restrictions on the use of back-up power supplies

Due to extraordinary weather or operational conditions, throughout the season, situations may seldom occur when, for flight safety reasons, it is not possible to observe the set noise abatement operational procedures. The international flight rules and regulations clearly define the conditions under which the noise abatement procedures shall not take precedence over safety.



*Monitoring Jet-Engine Aircraft Departure Manoeuvres from RWY 06/24*



*Monitoring Jet-Engine Aircraft Arrival Manoeuvres to RWY 06/24*





## 2020 Noise Situation

The year 2020 was severely impacted by international travel restrictions resulting from world governments' efforts to mitigate the spread of the COVID-19 pandemic. There was an unprecedented year-on-year decrease in the number of take-offs and landings. Naturally, the fact resulted in a significant reduction in the noise burden within the airport surrounding areas.

As part of a balanced approach, Prague Airport has re-evaluated the effectiveness of the noise abatement measures implemented for departures of jet-engine aircraft, which currently appear to be unnecessarily restrictive in their full scope and contribute to higher emissions of CO<sub>2</sub> and air pollutants. In the first half of July 2020, the noise abatement procedures for daytime departures were temporarily suspended. All runways at night-time, and runway 12 at daytime, the operation of which affects densely populated parts of Prague, remain subject to noise abatement measures originally implemented. The suspension of selected departure procedures did not have any effect on the noise situation in relation to the hygienic limits. Moreover, it helped save 54 t of JET A1 fuel, which, when recalculated, equals to a saving of 170t CO<sub>2</sub> and 1.2t NO<sub>x</sub>.

For a better idea: 170t CO<sub>2</sub> ≈ 1 million km driven by car with an average fuel consumption of 7.5l / 100km.

We always review the adherence to the noise abatement arrival and departure procedures by means of a modern monitoring system which continuously measures air traffic noise and records trajectories of all flights via radar data access. Alongside other reasons, noise monitoring provides us with data for handling complaints and answering air traffic noise related questions.



## Operational Restrictions

According to the balanced approach principles, airport operators should resort to operational restrictions only if there are no other solutions under the previous three pillars which would ensure the reduction of air traffic noise to acceptable level. Most of the established operational restrictions regulate the night-time traffic. These include, for example, the ban on operation of aircraft under the noise categories Nos. 12, 13 and 14 at night, the ban on operation of aircraft under the noise category No. 14 irrespective of the time of day, and the reduction in the number of coordinated flights at night.

## Measuring Air Traffic Noise

### Continuous Noise Measuring

Prague Airport continuously ensures accredited monitoring, the results of which are submitted to the respective health offices.

In 2020, continuous measuring of air traffic noise in residential areas was performed at 14 stationary measuring stations of the Noise and Track Monitoring System, located around airport premises.

The 2020 values recorded at all stationary measuring stations were significantly lower than the daytime and night-time air traffic noise hygienic limits.

Due to a significant decrease in traffic in 2020, the Quietest Airline Contest, held annually as another way of motivating air carriers to operate quieter aircraft, was cancelled.



## Aircraft Distribution Per Noise Categories in %

Noise Category (cumulative offset from EPNdB limit values)	2019			2020			2020-2019 Y/Y Change		
	Day	Night	Sum Total	Day	Night	Sum Total	Day	Night	Sum Total
HK 1 (≥30)	3.46%	2.15%	3.32%	7.24%	4.12%	6.94%	3.78%	1.97%	3.62%
HK 2 (27.5–29.9)	1.82%	0.56%	1.68%	3.36%	1.73%	3.20%	1.54%	1.17%	1.52%
HK 3 (25–27.4)	10.90%	4.46%	10.22%	9.77%	3.89%	9.21%	-1.13%	-0.57%	-1.01%
HK 4 (22.5–24.9)	2.97%	2.12%	2.88%	4.80%	2.63%	4.59%	1.83%	0.50%	1.72%
HK 5 (20–22.4)	5.35%	4.20%	5.23%	5.18%	3.80%	5.05%	-0.17%	-0.40%	-0.18%
HK 6 (17.5–19.9)	9.38%	7.00%	9.13%	8.40%	5.92%	8.16%	-0.98%	-1.09%	-0.96%
HK 7 (15–17.4)	20.39%	13.65%	19.68%	20.78%	16.98%	20.42%	0.39%	3.32%	0.74%
HK 8 (12.5–14.9)	38.13%	57.49%	40.17%	30.17%	52.50%	32.30%	-7.96%	-4.99%	-7.87%
HK 9 (10–12.4)	6.19%	8.13%	6.40%	6.25%	7.54%	6.37%	0.06%	-0.60%	-0.02 %
HK 10 (7.5–9.9)	0.99%	0.07%	0.89%	1.51%	0.23%	1.39%	0.52%	0.17%	0.50%
HK 11 (5–7.4)	0.33%	0.15%	0.31%	1.25%	0.51%	1.18%	0.93%	0.36%	0.87%
HK 12 (2.5–4.9)	0.00%	0.00%	0.00%	0.77%	0.09%	0.70%	0.76%	0.09%	0.70%
HK 13 (0–2.4)	0.02%	0.00%	0.02%	0.30%	0.00%	0.28%	0.28%	0.00%	0.26%
HK 14 (<0)	0.08%	0.01%	0.07%	0.22%	0.06%	0.21%	0.14%	0.06%	0.14%

## 2020 Values Recorded at Stationary Monitoring Stations

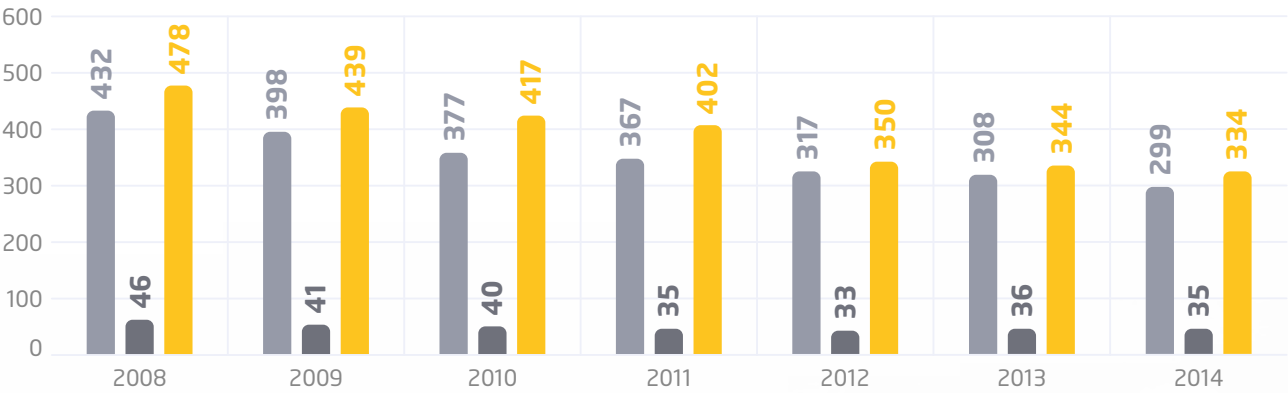
Location – Stationary Station	L <sub>aeqD</sub>	L <sub>aeqN</sub>
RMT 1 - Jeneč	52.6	46.3
RMT 2 - Červený Újezd	48.0	41.8
RMT 3 - Unhošť	47.3	41.1
RMT 4 - Pavlov	48.5	42.2
RMT 5 - Hostivice	41.3	35.1
RMT 6 - Dobrovíz	48.9	41.7
RMT 7 - Kněžves	53.8	47.4
RMT 8 - Horoměřice střed	45.8	38.6
RMT 9 - Přední Kopanina	46.2	38.6
RMT 10 - Horoměřice JV	45.5	38.2
RMT 11 - Roztoky	45.4	38.3
RMT 12 - Bílá Hora	43.5	35.3
RMT 13 - Suchdol	49.6	42.6
RMT 14 - Malé Kyšice	46.0	39.9

The stated sound pressure levels  $L_{AeqT}$  are determined for daytime and night-time in accordance with a typical 2019 flight day from the values of average sound exposure of individual aircraft categories in the measured location during the monitored period and the number of movements from May to October (184 days). The evaluation procedure follows the Air Traffic Noise Measurement and Assessment Methodological Framework, Ref. No.: OVZ-32.0-19.02.2007/6306.

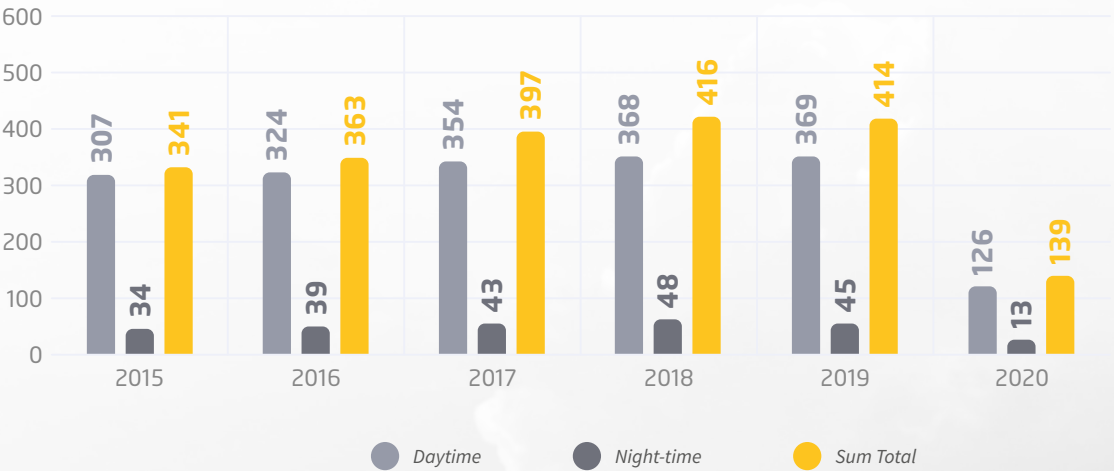
The overall expanded measurement uncertainty is  $\pm 2.5$  dB.

Average Number of Aircraft Movements per Day 2008 - 2020 Trends

2008 - 2014



2015 - 2020



## Supporting Biodiversity

Working with the surrounding communities, we support various environmental projects. In 2020, a pilot run of a new programme to support biodiversity in surrounding municipalities was scheduled. The programme vision comprises the long-term support of specific measures aimed at strengthening the ecological stability of the landscape around the airport, restoring the original landscape elements, and improving water retention in the landscape, thus increasing biodiversity. Due to the decline in air traffic related to the COVID-19 pandemic and the impact on Prague Airport economic results, the project was temporarily suspended in 2020. Currently, the programme is pursued internally within the Prague Airport premises.

### Every Tree Counts

As part of the preparatory stage of each new construction project, we seek solutions prioritising greenery preservation over felling wherever possible. We have also gained experience in transplanting trees using special machinery.

### Greenery Digitisation

Thanks to the administered woody plant registry in the GIS map environment, we have a perfect overview of woody plants on the airport premises, such as their type, dimensions and state. During inventory, nearly 3.5 thousand woody plant species of 42 taxa were recorded. The most common types are maples, and lindens.



*Bird Deterrent Decals on Glazed Areas*

## Biodiversity and Birds



The initiatives aimed at increasing biodiversity in the airport surrounding areas are faced with a major challenge in the form of **risk of collisions of aircraft with wildlife**. Although, it is impossible to completely prevent collisions of aircraft with birds and small animals, effective measures can be implemented to protect wildlife, while a high level of safe aircraft operation is maintained.

To this end, **ornithological protection zones** with a specific regime are established around airports to reduce the attractiveness of the specific environment for birds, primarily larger species which are considered to be risky from the air traffic safety point of view. Landfills, haystacks, silage pits, bodies of water, manure heaps, feeders, etc. should not be established in close proximity to airports. Certain types of operations with the possibility of the excessive occurrence of birds are subject to the consent by Prague Airport and the Civil Aviation Authority of the Czech Republic.

Employees of the airport's biological protection team are active directly at Václav Havel Airport Prague and in its immediate vicinity, who, with the help of birds of prey, trained dogs, and modern technology, scare birds and small animals away and further reduce the risk of their collision with aircraft just after take-off or right before landing.

### Preventing Birds from Hitting Glazed Areas

Birds in cities face a growing number of threats, including the collision with glazed areas of man-made buildings and improper building adaptations. Therefore, we apply recommended bird deterrent decals at identified critical points, which will ensure even coverage of the area and alert birds to the obstacle in time. We also require the issue be addressed during the project phase of new constructions.





## Waste Management

WASTE	2019	2020	Y/Y Change
Waste in Total	5,238.34t	<b>2,822.72t</b>	-46%
Hazardous Waste in Total	344.45t	<b>263.44t</b>	-24%
Other Waste in Total	4,893.89t	<b>2,559.29t</b>	-48%
Mixed Communal Waste in Total	1,442.59t	<b>587.47t</b>	-59%
Total Product Take-back	44.01t	<b>28.54t</b>	-35%
Waste / 1,000 PAX	0.29t /1000 PAX	<b>0.77t</b>	162%
Amount of Usable Waste	2,745.93t	<b>1,256.52t</b>	-54%

In the area of waste management, long-term, Prague Airport focuses on waste management, pursuant to applicable legislation, and strives to observe **the proper waste management hierarchy** with the emphasis on **waste prevention in full compliance with the new Waste Act**.

If the waste production cannot be completely prevented, we insist on reuse, recycling, or other waste recovery. Therefore, great emphasis is placed on **sorting waste** at source properly. Collecting different types of recyclable waste (e.g., iron, paper, plastic, glass, LPB, non-ferrous metals, biowaste, and others) separately, we attempt to **maximise the material recovery of secondary raw materials**. Kitchen waste from catering facilities is transported by an external company to a biogas plant, where the produced biogas is used as an **energy recovery source**. **Biodegradable waste** from gardening is composted. During construction and reconstructions on the airport premises, we ensure that suppliers reuse **the construction waste** produced to the fullest extent possible. We also request that our contractual business partners reuse or recycle their waste to the maximum extent possible.

Utmost attention is paid to the **proper management of hazardous waste** during collection and subsequent temporary storage prior to hand-over to authorised entities. Upon the collection, transport and subsequent temporary storage of hazardous waste, emphasis is placed on proper labelling and safe handling based on particular hazardous properties of the respective agents. By joining a collective take-back system (WEEE Enforcement), we promote the recycling of non-ferrous metals, iron and plastics from broken electrical appliances, light sources, batteries, accumulators, and tires. Similarly, by recycling refrigeration equipment, we contribute to the protection of the Earth's ozone layer.

We provide waste management services not only within the Group, but also to business partners active at the airport. We also manage waste disposal from aircraft, generated by individual airlines and handling companies active at Václav Havel Airport Prague. **Custom uncleared consignments of meat, milk, meat and dairy products alongside uncleared consignments of vegetable origin** are disposed of by incineration. **Confiscated gels and liquids** are disposed of as collected communal waste, except in the case of hazardous waste, which is added to the hazardous waste collected at the airport.

## Fly Plastic Free

In 2019, following the legislative restrictions on the consumption of disposable plastic, we launched the “Fly Plastic Free” project, involving organisational units across the airport alongside our business partners, primarily airport space lessors operating gastronomic venues. Gastronomy is the area where it is possible and necessary to implement adequate measures. We base the measures applied to limit the use of plastics on **the analysis of variants of selected packaging types and products from their life cycle point of view** (i.e., their life cycle assessment).

**The installation of water drains and drinking fountains**, allowing passengers to empty their bottles into a water drain installed in front of the security screening point and refill them free of charge with drinking water from one of our drinking fountains once they have passed security screening, is one of the measures under the programme. The amount of water used at selected water fountains will be monitored to calculate the number of beverage containers, predominantly plastic, thus saved.

**Binless Offices** is another measure under the programme, comprising the removal of personal general waste bins under office desks and the installation of central office collection points of separate waste and recyclables. In the pilot phase of the project, we achieved a reduction in the consumption of plastic bags used in personal waste bins in one of our administrative buildings of six floors by 71%, which amounts to an incredible **54 thousand plastic bags per year** from just one building. At the same time, we managed to increase the volume of sorting of other types of waste, such as biowaste, metals and liquid packaging boards (LPBs). We have also partially contributed to the prevention of health issues related to sedentary jobs by removing bins under office desks of our employees. In addition to the exclusion of plastic promotional products, we have also introduced ways to limit the consumption of bottled water by providing jars and water tanks and allowing the use of own cups in coffee machines. The COVID-19 pandemic prevented us from implementing additional measures in the area

of catering in 2020. In the future, we will replace disposable plastics with more suitable alternatives and continue to look for a systemic measure at the procurement and tender level.

The separate waste collection system is now being expanded with other types of waste in places where sorting of particular waste types has not yet been introduced.



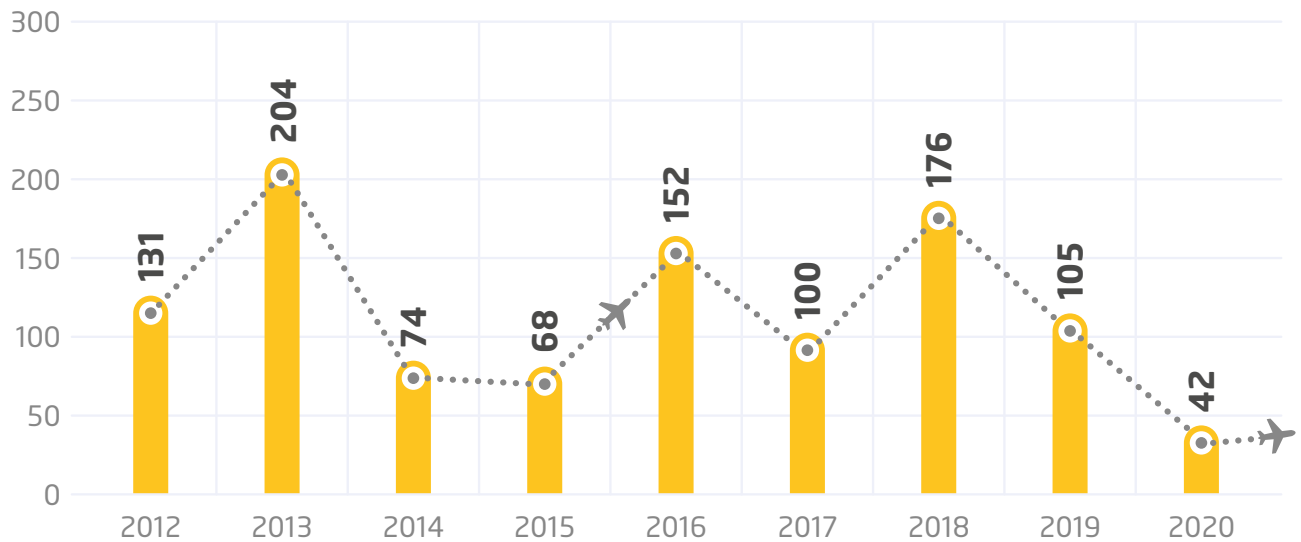
## Handling Environmental Initiatives

In 2020, we received a total of 42 environmental initiatives, which is 63 less than in 2019. The drop was most certainly connected with the operational slowdown due to the COVID-19 prevention measures resulting in travel restrictions. Approximately 50% initiatives related to air traffic noise. The authors of submitted initiatives were also interested in the parallel runway construction, the planned development of the airport in general and aircraft noise related topics.

## Involving Business Partners

Václav Havel Airport Prague is a small city where a number of companies are involved in and contribute to the organization of airport operations and related activities. We still try to lead by example in the field of environmental protection and involve our partners in the fulfilment of specific objectives, such as the reduction in greenhouse gas emissions and plastic consumption, biodiversity promotion and more. The involvement of business partners is one of the SDGs to which we are committed.

## Number of Initiatives / Complaints Received







## We Act Neighbourly

We consider quality neighbourly coexistence to be an important part of our sustainable development. The existing, well-working co-operation is primarily underpinned by open communication and ongoing dialogue. The 2020 was a real trial for the airport and its financial results dropped to the very minimum. According to Eurostat, Prague Airport is one of the most affected airports in Europe. As a result of the situation at hand, Prague Airport was not in a position to provide funds under its grant programmes in full in 2020. However, we managed to maintain at least two grant programmes, on which our neighbours counted. We have also introduced a non-financial support in our immediately surrounding areas. We help where it is within our capabilities, for example, with cleaning roads, landscaping or by renting equipment. We participated at event within the surrounding areas, organising interesting programme, and, naturally, continued volunteering when the hygienic situation permitted.

We look for further opportunities for co-operation and support of surrounding communities within our capabilities.



# Supporting Our Neighbours Financially

Despite the drop in financial results, we donated a part of our revenue to support the development of municipalities and Prague boroughs affected by air traffic. To ensure transparency, the financial support is provided through grant programmes with clearly defined rules and purpose.

## LIVING IN HARMONY

The Living in Harmony grant programme focuses on the support of environmental activities. In 2020, funding totalling CZK24,032,095 was distributed by us under the programme among applicants from municipalities and boroughs in our vicinity. The allocated funds may be invested in projects focused on one of the pre-defined environmental areas, namely air and water protection, greenery care, noise protection and waste management, at the discretion and based on priorities of the target location representatives.

The goal of the programme, focused on the support of environmental projects, is to contribute to improving the environment and the quality of life, thus fostering good relations with local communities. The allocated funds were invested in greenery revitalisation and landscaping, construction of dust-free surfaces, collection and disposal of biowaste, construction of cycle paths and children's playgrounds, removal of illegal landfills, waste sorting and recycling, extension to a wastewater treatment plant and many more projects which enjoy priority in the respective areas. More information about individual projects can be found [HERE](#). ✨



Since 2004,  
we have invested over  
380 million Czech crowns  
in environmental projects  
in our immediate  
vicinity.

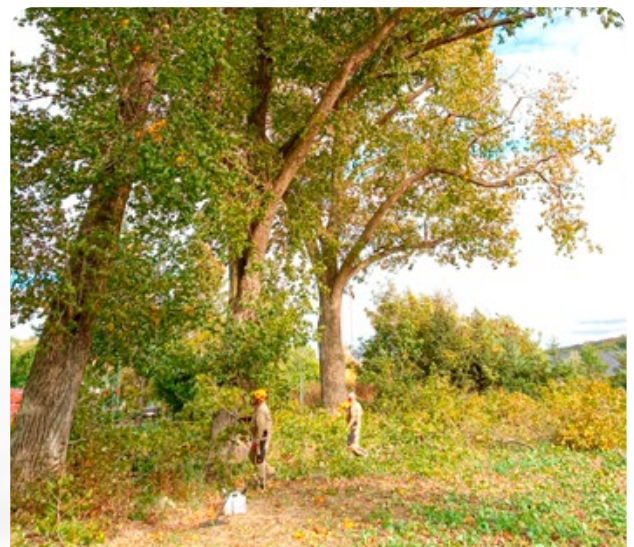


### DID YOU KNOW THAT...

since our voluntary introduction of the scheme in 2004, we have invested over 600 million Czech crowns in various projects?



*Our Equipment Construction Work in Surrounding Municipalities*



*Supporting Biodiversity in Our Surrounding Areas*

# The More Languages You Know, the More You Are Human

We support children from primary schools located in the airport surrounding municipalities and boroughs in learning foreign languages, covering the costs of their language study visits to foreign countries and conversation classes with native speakers.

### DID YOU KNOW THAT...

in 2020, we invested over 5.3 million Czech crowns in children language learning support?

## Ventilation and Recuperation Programme

The aim of the Ventilation and Recuperation Project is the implementation of Auxiliary Noise Abatement Measures to reduce the effect of air traffic noise in the inner protected areas of buildings in municipalities and boroughs in the immediate vicinity of the airport. Replacements of windows in all households, municipal and social buildings located within the Noise Protection Zone is a matter of course pursuant to legislation. The Ventilation Programme represents a project beyond the scope of legislation created based on negotiations with representatives of airport surrounding municipalities. A total of 600 ventilation and recuperation systems worth 150 million Czech crowns were installed. In 2020, the programme first phase was finished. We have planned follow-up phases to be scheduled once all 600 projects are fully processed. Learn more about the programme in the We Protect the Environment chapter. Individual projects are described [HERE](#). ✨

## Communication Is Key

We consider open communication with representatives of municipalities and Prague boroughs in our vicinity to be the basis for fostering mutual trust and a means of identifying additional ways of cooperation. In 2020, regular meetings of Prague Airport management with the management of Prague Airport Region, an association of municipalities and Prague boroughs surrounding the airport (hereinafter “PAR”), continued to be organised. This platform has, to mutual satisfaction, proved to be very effective, among other things, with respect to the frequency of meetings.

We continue to use various ways of conveying information as we feel obliged to regularly inform our neighbours of all matters of importance related to Václav Havel Airport Prague operations. Every month, electronic newsletters with the most important airport information are issued. Several times a year, a Together printed bulletin is distributed to mailboxes of people living in airport surroundings. The bulletin features things worth noting during past terms, recommendations for comfortable travelling, interesting destination tips and other interesting facts.

METHOD AND FREQUENCY OF COMMUNICATION	Focus	Frequency in 2020
Meetings of PA Management with PAR Management	Municipal Representatives	4 times a year
Meetings of PA Management with Municipal Representatives	Municipal Representatives	Once a year
One-on-One Meetings with Municipal Representatives	Municipal Representatives	Per request
Participation of PA in Public Sessions	Municipal Representatives and the General Public	Per request by municipality/borough
Discussions with Residents	General Public	Per request by representatives
Electronic Newsletters	General Public	Once a month
Together Printed Bulletin	General Public	Twice a year

# We Are Not Afraid of Work

Non-financial assistance, such as professional advice, loan of equipment or manpower, is a big part of our relationship with the surrounding areas. We try to help wherever possible.

## Acting Neighbourly

We strive to be a good neighbour to our immediate vicinity, for example, by helping with pruning large trees, arranging transport for seniors and children from orphanages, providing the option of using airport medical emergency services, fire-fighting units and more.

Consultations by airport experts and the provision of state-of-the-art airport equipment often represent great help and solve problems without the need of contacting specialised companies.



## Paying Visits

In 2020, within its popular Roadshow programme, Prague Airport participated in two events organised by our neighbouring municipalities. The first was the Municipal Beer Festival in Hostivice Husovo square, where stalls were occupied, after a year, with micro and mini breweries from all over the Czech Republic. The next day, the airport team moved to the Czech Lock, a Czech design festival, held near the Roztoky castle. The Roadshow was to end in the second half of October in Buštěhrad, at a local fair in the pleasant environment of local artificial ponds. However, due to the COVID-19 pandemic, the event was cancelled.

A rich theme-based programme was prepared for all events. Experts from various airport departments were present at the Prague Airport stand all day, ready to answer questions. Alongside the informative part, fun programme for children was organised, comprising, e.g., a hands-on lecture called “Learn to Wash Your Hands Properly”, creative workshops and more.







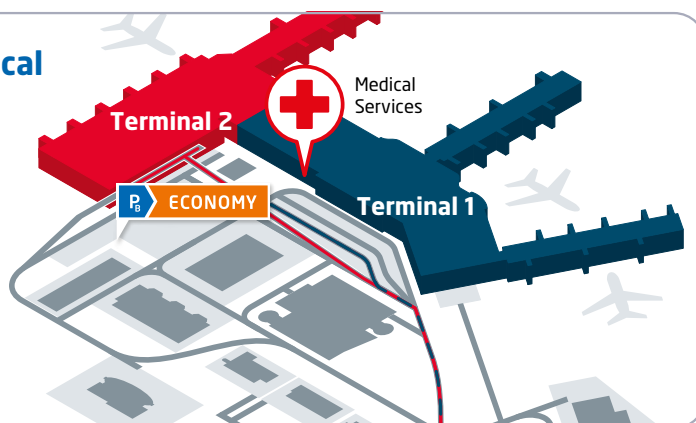


## Permanent Medical Services Available to the General Public

A contractual partner, First Aid workers of the Association of the Samaritans of the Czech Republic (ASCR), provides permanent medical services at Václav Havel Airport Prague. As part of our good relations with the neighbouring areas, we offer residents of surrounding areas the option of using the modern facilities and equipment of our medical unit in cases of medical emergencies, treating both children and adult patients.

### Location of Permanent Medical Services at Václav Havel Airport Prague

Emergency patients can use airport parking areas with the most suitable being the **P<sub>B</sub> ECONOMY** parking building.

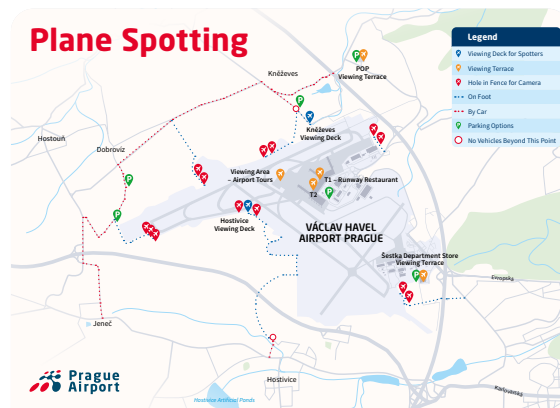


## Spotters

We have opened a new viewing deck for aircraft spotters close to Kněževes. The original deck had to be closed in May 2019 as it was blocking the construction of a new aviation fuel pipeline and the planned airport perimeter expansion. The new deck is almost two metres higher than the original deck, and compared to the original blueprint, it was moved 51 metres further away from the runway.



Kněževes Viewing Deck for Spotters



Viewing Deck Locations



## We Do Care

We complement our corporate responsibility strategy with the support of the non-profit sector. Here we see the benefit in a partnership rather than just in philanthropic activities. We place great emphasis on the active involvement of our employees.



## Volunteering



600

Delivered Lunches  
for Senior Citizens



1,500  
Hours

Spent Helping



800m<sup>2</sup>

Weeded Flower Beds



101

Volunteers



4,000l

Disinfectant Handled



100

Shopping Trips  
for Senior Citizens



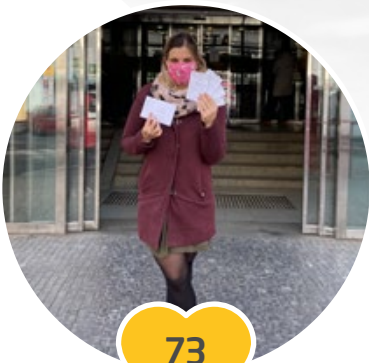
27  
Days

Dedicated to Volunteering



150l

Disinfectant Distributed



73

Parcels Distributed  
to Senior Citizens



150m<sup>2</sup>

Weeded Vineyards



7

Supported Non-profit  
Organisations





## Airport Field Assistance Run for Over a Year

Anyone can find themselves in a difficult life situation, but only a very few can reverse it on their own. According to the Prague Municipal Council, an estimated three to six thousand homeless people currently live on the streets of Prague.

The airport, like shopping malls, train stations and other public places, is often a popular space for people who have lost their homes and live without a roof over their heads. There is heat, light, drinking water and usually there is something to eat.

In recent years, the number of homeless people in all airport areas continued growing steadily. As these people often suffer from serious illnesses, which can pose a health threat to both passengers and employees, we have been looking for a systematic solution to the situation. In co-operation with the public benefit organisation called K srdci klíč (The Key to the Heart), which focuses on the homeless people issue and has trained field workers, an airport field programme was established at the beginning of 2020.

Field workers search for homeless people or undocumented deportees at Václav Havel Airport Prague, provide them with basic counselling, information leading to a reduction in social and health risks related to street life, and mediate contacts with related social services (e.g., low-threshold day centres, dormitories, shelters), medical facilities and state administration bodies. Field workers also offer people in need assistance in obtaining personal documents or enrolment with the Labour Office.

The programme, in its essence, is completely unique and highly effective. The co-operation between airport staff and field workers has proved so successful that since the launch of the programme, despite the Covid-19 pandemic, almost 700 interventions have taken place and over 120 homeless people were offered assistance. Most of the addressed people accepted the offered help, health and hygiene treatment, alongside the possibility of longer-term co-operation.



## We Search for Additional Aid Options

We are working to stabilise the operation of the airport by next year. We wish to interconnect our activities with the core company business, and to expand the volunteering options, which were limited by the Covid-19 pandemic. The creation of a unified and comprehensive strategy of sustainable and responsible business with clear goals defined for the entire Prague Airport Group is the most important deed.





## About the Report

The Prague Airport Group Profile and Sustainable Development Report is published annually since 2009 in various forms. All previous issues are available [HERE](#). ✨

Despite the fact that the data hereto published have not been reviewed by an external auditor, the Prague Airport Group Profile and Sustainable Development Report contains reliable, relevant and standardised information with reference to the GRI Standards as listed below in the provided overview.



# GRI (Global Reporting Initiative) Indicators Overview ✨

GRI 102 ORGANISATION PROFILE 	
102-1	Company Name
102-2	Corporate Activities
102-3, 4	Registered Seat, Address
102-5, 6, 7	Legal Form, Markets, Organisation Size
102-8	Employees
102-9, 10	Business Partners
102-11	Prevention Principle
102-12	External Initiatives
102-13	Memberships in Associations
102-14	Message by the Vice-Chairman of the Board of Directors
102-16, 17	Company Values and Ethical Conduct
102-18	Company Structure
102-40, 42	Stakeholder Groups
102-41	Collective Agreements
102-50, 51, 52	Reference Period, Cycle, the Most Recent Report
102-55	List of GRI Indicators

GRI 200 ECONOMY 	
201-1	Economic Figures
203-1	Investments in Infrastructure and Services
204-1	Support to Local Suppliers
205-1	Anti-corruption Conduct



## GRI 300 ENVIRONMENT



303-1, 2, 3, 4, 5 306-1, AO6	Water Protection
304-2 G4DMA	Biodiversity (G4CMA)
302-1, 3 305-1, 2, 3, 4, 5, 6, 7 AO5	CO <sub>2</sub> Emissions and Air
306-3, 4 G4-DMA	Waste Management
103-3, 307-1	Environmental Protection Compliance – ISO 14001
G4-DMA, AO7	Air Traffic Noise

## GRI 400 EMPLOYEES AND LOCAL COMMUNITIES



401-1	Employee Fluctuation
401-2	Employee Benefits
401-3	Parental Leave
402-1	Collective Agreements
403-1, 2, 3, 4, 5, 6, 7, 9, 10	Employee Health and Safety
404-1, 2	Employee Vocational Training
405-1	Employee Diversity
413-1, 2	Relations with Local Communities



## Published

### Contact Details



#### Prague Airport



K letišti 1019/6  
161 00 Praha 6



Telephone:  
+420 220 111 888



Data box:  
ayqexy5



Web:  
[www.prg.aero](http://www.prg.aero)



#### Czech Airlines Technics, a.s.



Jana Kašpara 1069/1  
160 08 Praha 6 – Ruzyně



Telephone:  
+420 220 114 227



E-mail:  
[frontdesk@csatechnics.com](mailto:frontdesk@csatechnics.com)



Web:  
[www.csatechnics.com](http://www.csatechnics.com)



#### Czech Airlines Handling, a.s.



Aviatická 1017/2  
160 08 Praha 6



Telephone:  
+420 220 113 317



E-mail:  
[csa.handling@prg.aero](mailto:csa.handling@prg.aero)



Web:  
[www.czechairlineshandling.com](http://www.czechairlineshandling.com)



