

Prague Airport

Group Profile and Sustainable Development Report

2019



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FOREWORD



Vaclav Rehor
Chairman of the Board
of Directors

Dear Friends,

In its business activities, our Group has long promoted sustainable development. It builds on modern digital technologies and smart investments, alongside a corporate culture based on mutual respect for the differences and talents of individuals and, last but not least, on an active approach to improving the quality of life around the airport and beyond. This approach is firmly imprinted in our Group's strategy. I am glad that in the past year, we have managed to embed our principles even deeper in our DNA, and ensured they be reflected in a number of our activities and future plans. I see the Prague Airport Group's endorsement of the UN 2030 Agenda for Sustainable Development as an important step. The Agenda commits all UN member states to achieving sustainable development of the economic, social and environmental areas.

Looking back at the past year in retrospect, it was the year of the last historical record in the number of handled passengers. In the 12 months of 2019, almost 18 million people passed through our gates. It was also a year of major decisions about the future of the airport. We were very pleased with a key decision made by the shareholder on the airport's future development, when the Ministry of Finance approved the first stage of the Terminal 2 expansion. We became even more aware of our commitment to the society and a number of interesting projects emerged, which you can learn about in this non-financial reporting.

Every year, sustainable operations are a vital topic for us. Last year, we significantly reduced our carbon footprint by 72% compared to

2009, and by 62% year on year. At the same time, we have made a commitment to be completely carbon neutral by 2030. We can only achieve this through cooperation with other partners, which we try to enhance. We have also increased noise charges for non-compliance with the relevant coordination mechanisms in order to limit night-time landings without a coordinated slot. Thanks to revenues from noise charges, we are one of the few airport operators in the world to have expanded the options of protection against indoor air traffic noise by providing 100% financial support for installations of ventilation systems which increase noise protection inside buildings. We do not forget to observe frugality. Thanks to our cost-effective approach, even with the historical increase in the number of handled passengers, water consumption did not grow proportionally, but more slowly. Last but not least, we have expanded our activities to support biodiversity, focused on the immediate vicinity of the airport. We have also made progress in building infrastructure to protect surface waters and in a number of other investments that will help us reduce energy consumption.

People have always been and will always remain the most important thing for us. This applies not only to our employees, passengers, partners, but also to neighbours living around the airport. A responsible approach to the citizens living in the municipalities and urban areas close to us is an important part of our efforts. We build our cooperation on open communication, non-financial assistance and the support of meaningful projects. Last year, we carefully selected and supported projects which improve the lives of residents of areas surrounding the airport, help protect their

environment and support primary school education. Through primary school educational programmes, we address future generations, prompting them to adopt a responsible approach to the environment. Through a programme designed to increase language skills, we enable many children to improve their English language command and, subsequently, their options in and awareness of today's global world.

Satisfaction and the possibility of the professional growth of our employees are key for both us and for smooth operations of the entire airport. We have therefore expanded the team which takes care of the employee engagement agenda. At the same time, with the help of the internal educational system, we systematically develop expertise and erudition as well as the professional skills of our colleagues. We recorded a fifth more interest in this offer than in the previous year. Increasing the health and safety of employ-

ees, alongside effective cooperation across the company, remain crucial topics for us.

Thanks to the readiness and approach of our employees, I believe that we are strong enough to handle even this difficult period of global pandemic, which has limited airport development in an unprecedented way. I am proud that even at such a time, our Group behaves responsibly, our employees help both inside and outside our Group, and that we can embrace even a crisis as a chance to focus our attention on change. I would like to thank all my colleagues for their long-term participation in the responsible approach of Prague Airport and wish them much energy for the next challenging year.



Vaclar Rehor

*Life is a joyful
participation
in the miracle of being.*

Václav Havel





PRAGUE AIRPORT GROUP GENERAL INFORMATION



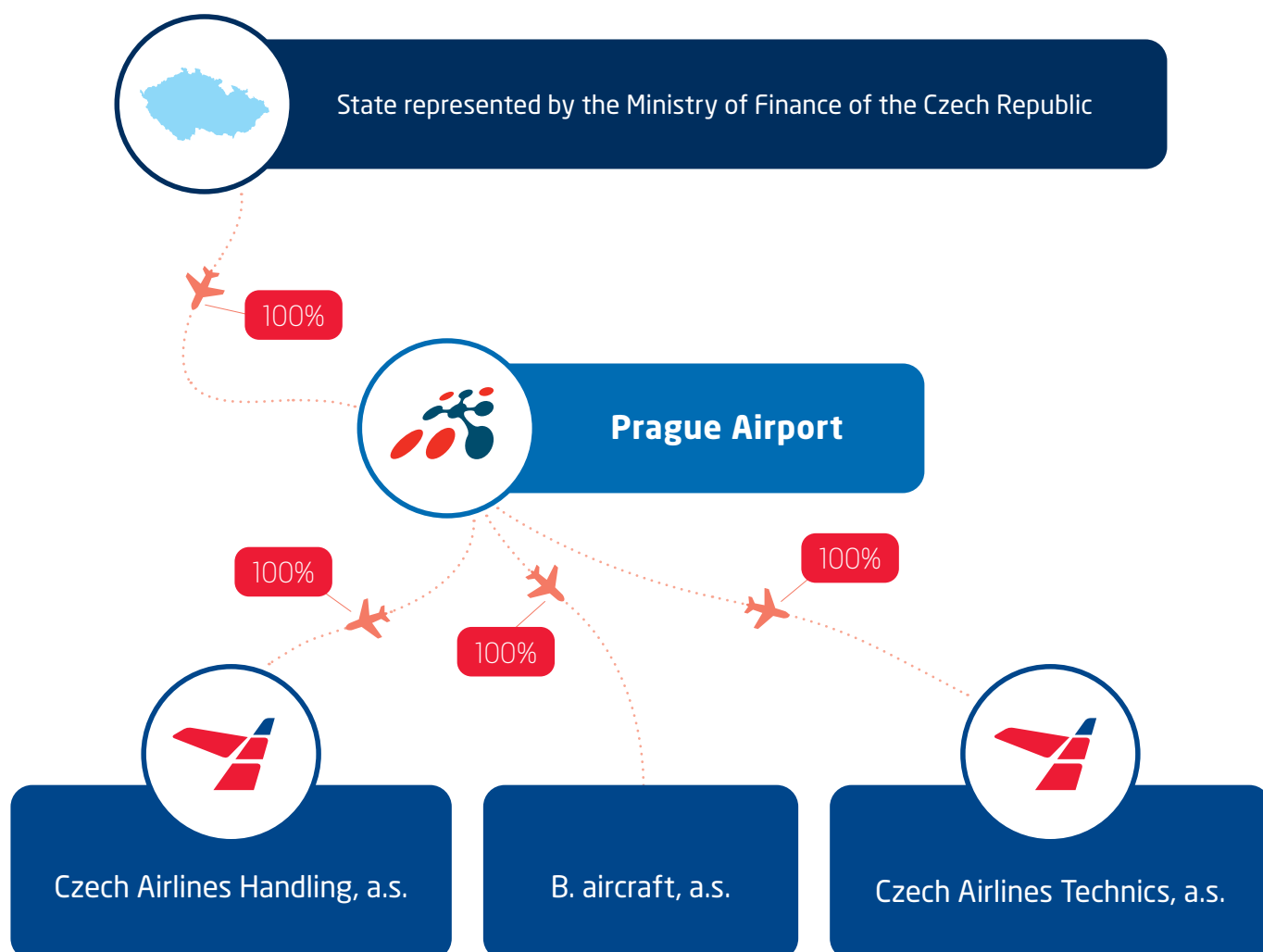
PRAGUE AIRPORT GROUP

GENERAL INFORMATION

Letiště Praha, a. s., together with its subsidiaries, forms the Prague Airport Group (hereinafter “the Group”), associating companies operating in the field of air transport and related ground services. The parent company of the Group is Letiště Praha, a. s., whose sole shareholder is the Czech Republic, represented by the Ministry of Finance of the Czech Republic.

The main mission of Letiště Praha, a. s., is to operate the most significant international civil airport in the Czech Republic, Václav Havel Airport Prague, which is located 17 km from the capital city of Prague, in an efficient and safe manner. The aim is to ensure its further growth, contribute to the development of civil aviation in the country, and maintain its accessibility to the general public and modern, fast and comfortable way of travelling for customers.

The key subsidiaries of the Group are 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

Letiště Praha, a. s., (hereinafter “Prague Airport” or “PA”) 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. Prague Airport provides various other services connected with airport operations, such as parking and catering. PA is constantly expanding, developing and modernising its services.

In 2019, a record 17.8 million passengers passed through the gates of Václav Havel Airport Prague. This represents a six percent increase compared to the previous year. The net profit of Prague Airport reached over three billion CZK and exceeded the year’s plan by 16 percent. Such achievement has not only been reached through the increased air traffic volume and launches of direct routes to new destinations, but also through the increase in revenues from non-aviation activities thanks to the constant improvement, expansion and modernisation of services, all owed to the enormous efforts and hard work of almost three thousand employees with various specialisations, assigned various positions.

Within the Group, PA facilitates coordination, financial and strategic management, implements synergies and provides shared services to its subsidiaries. These are, for example, IT, central procurement and sales, partial human resources management, accounting and legal support, financial services and, last but not least, PR and marketing. Thanks to this centralisation of the administrative services, there are not only significant financial savings, but also efficiency improvements across the Group.

Prague Airport works closely with the Ministry of Transport of the Czech Republic, the Civil Aviation Authority, and 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.



Prague Airport
5 566 sledujících uživatelů
4 měsíce • Upraveno •

Friday, the 13th? Today, we set another historical record! 🎉 The number of passengers handled at Prague Airport reached 17 million in 2019. The results are thanks to the launching of new direct connections, higher loading factor and more capacity on existing routes. Thank you for flying from Prague! #flyfromPRG #pragueairport #aviation #travel ✈️

Zobrazit překlad

HISTORICAL RECORD
17 000 000
HANDLED PASSENGERS

06/24

Prague Airport

297 • 2 komentáře

Exceeding the 17 Million Handled Passengers Milestone (Tweet), Twitter Impressions (i.e. a total tally of all the times the Tweet has been seen): **10,405**.



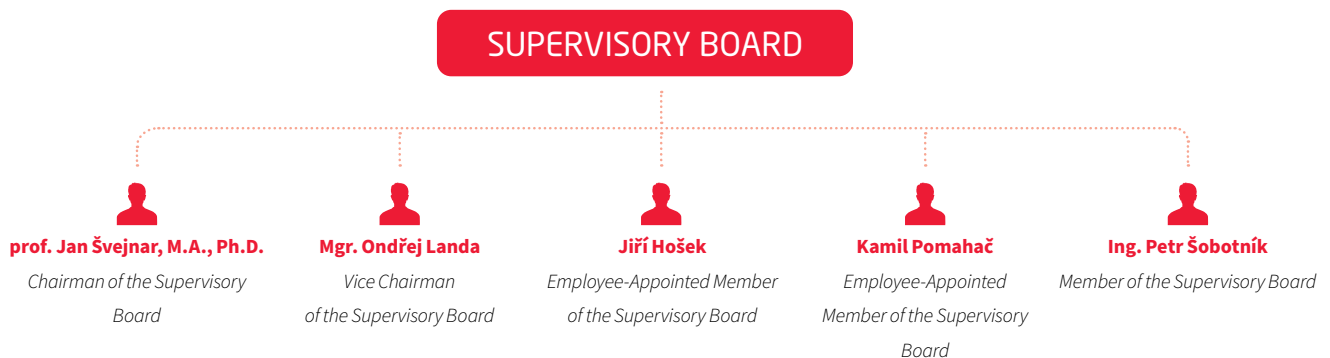
Prague Airport Administrative Bodies

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:



The six-member Supervisory Board performs the controlling function. It supervises the scope of performance of the Board of Directors and the company's business activities:



Pursuant to the Act on Auditors, Prague Airport has established a three-member Audit Committee, which monitors the process of drafting financial statements and is in charge of the company's consolidated financial statements. It also monitors the effectiveness of internal control, internal audit and risk management:



Prague Airport

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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. This has been proven by the results of audits performed by individual air carriers and the ISAGO international audit of handling service providers on the one hand and by the expansion of the portfolio of new customers, such as American Airlines, Belavia, Brussels Airlines, Eurowings, flydubai, Fly Egypt, Pegasus Airlines, pSCAT Airlines and SkyUp Airlines, on the other.

CSAH works closely with its parent company, also participating on large projects. In 2019, it collaborated with PA on the launch of self-service bag drop kiosks for passengers, which now allow passengers departing from Terminal 2 to check-in their baggage easily and without waiting.

Aircraft refuelling services is an important area of business of CSAH. In 2019, CSAH continued its strategic cooperation in the field of fuel trade with PKN Orlen.

Major customers of these services are Czech Airlines, easyJet, Korean Air, LOT Polish Airlines, the IAG Group (British Airways, Aer Lingus, Iberia and Volotea) and Smartwings, a.s., (formerly Travel Service, a.s.).

CSAH also operates its own Contact centre, which provides its services to Korean Air, and offers ticketing and operational ticketing services. In addition, CSAH performs aircraft cleaning, aircraft de-icing and the service of Delayed Baggage Delivery for its customers.

The year 2019 was very successful. **A record ten new carriers expanded the portfolio of CSAH** clients using its groundhandling services.

BOARD OF DIRECTORS



Bc. Jiří Jarkovský

Chairman of the Board
of Directors



Michal Soukup

Vice Chairman of the Board
of Directors



Mgr. Lukáš Král

Member of the Board of Directors
(role terminated on 1 October 2019)



Ing. Tomáš Svoboda

Member of the Board of Directors
(role commenced on 1 November 2019)



In 2019, CSAH employees
handled nearly 40,000 arrivals and departures at Václav Havel Airport Prague.

Czech Airlines Handling, a.s.

Aviatická 1017/2 • 160 08 Praha 6 • T: +420 220 113 317 • e-mail: csa.handling@prg.aero • 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 on the premises of Prague Airport for more than 90 years. Thanks to such patrimony, CSAT offers its customers high-quality services provided by experienced professionals with an emphasis on strict compliance with safety standards, adherence to deadlines and a flexible customer approach.

CSAH provides services locally and internationally in the following areas:

Base Maintenance

Base maintenance services are provided in Hangar F, which is designed to accommodate five standard base maintenance lines for C and D checks, and a line six intended for A and B checks. The main clients of this service include the following airlines: Czech Airlines, Finnair, Transavia Airlines, NEOS and others. CSAT has also managed to establish cooperation with major leasing companies.

In 2019, CSAT successfully completed a two-year project of a cabin modification and installation of in-flight Wi-Fi system aboard a total of 24 Airbus A320 Family aircraft of Finnair's fleet. It was the first large-scale project of such scope performed in direct co-operation with the aircraft manufacturer, Airbus.

Line Maintenance

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. In 2019, CSAT provided line maintenance services to more than 85% of the carriers operating flights to/from Prague.

Components Maintenance

CSAT focuses primarily on workshop repairs of ATR, Airbus A320 / A330 and Boeing 737NG aircraft components, while continuously updating and expanding its "Capability List". In 2019, CSAT also entered into a long-term strategic partnership with VAS Aero Services in the segment of complete support and repairs of aircraft slides and batteries. CSAT also offers its services in the segment of wheel and brake repairs and has recently introduced a 24/7 customer support

in the segment of aircraft material procurement and repairs of rotating aircraft components.

Consumables Sales

Among other things, CSAT is also active in the market segment of aircraft consumables sales, both from its own large inventory and through the established network of suppliers, to secure individual customer requirements. In comparison to other industries, a sufficient amount of stored spare parts is key in situations where it is necessary to replace a component as quickly as possible so as to ensure the aircraft's speedy return to operations. In 2019, CSAT launched a new e-commerce portal that provides customers with the option of ordering consumables in an easy manner and supports efficient and fast order processing.

CAMO Support

CSAT provides services to aircraft operators to ensure the airworthiness of their aircraft, as part of the Continuing Airworthiness Management Organisation (CAMO) support.

Landing Gear Maintenance

In 2019, CSAT successfully completed a number of landing gear maintenance projects at the level of overhauls, partial repairs and inspections of aircraft landing gear, as well as the new and classic generations of Boeing 737 landing gear sets. CSAT owns five spare landing gear sets for Boeing 737 and has gained a number of new customers as a result.

BOARD OF DIRECTORS



Mgr. Pavel Haleš

*Chairman of the
Board of Directors*



Ing. Igor Zahradníček

*Vice Chairman of the
Board of Directors*

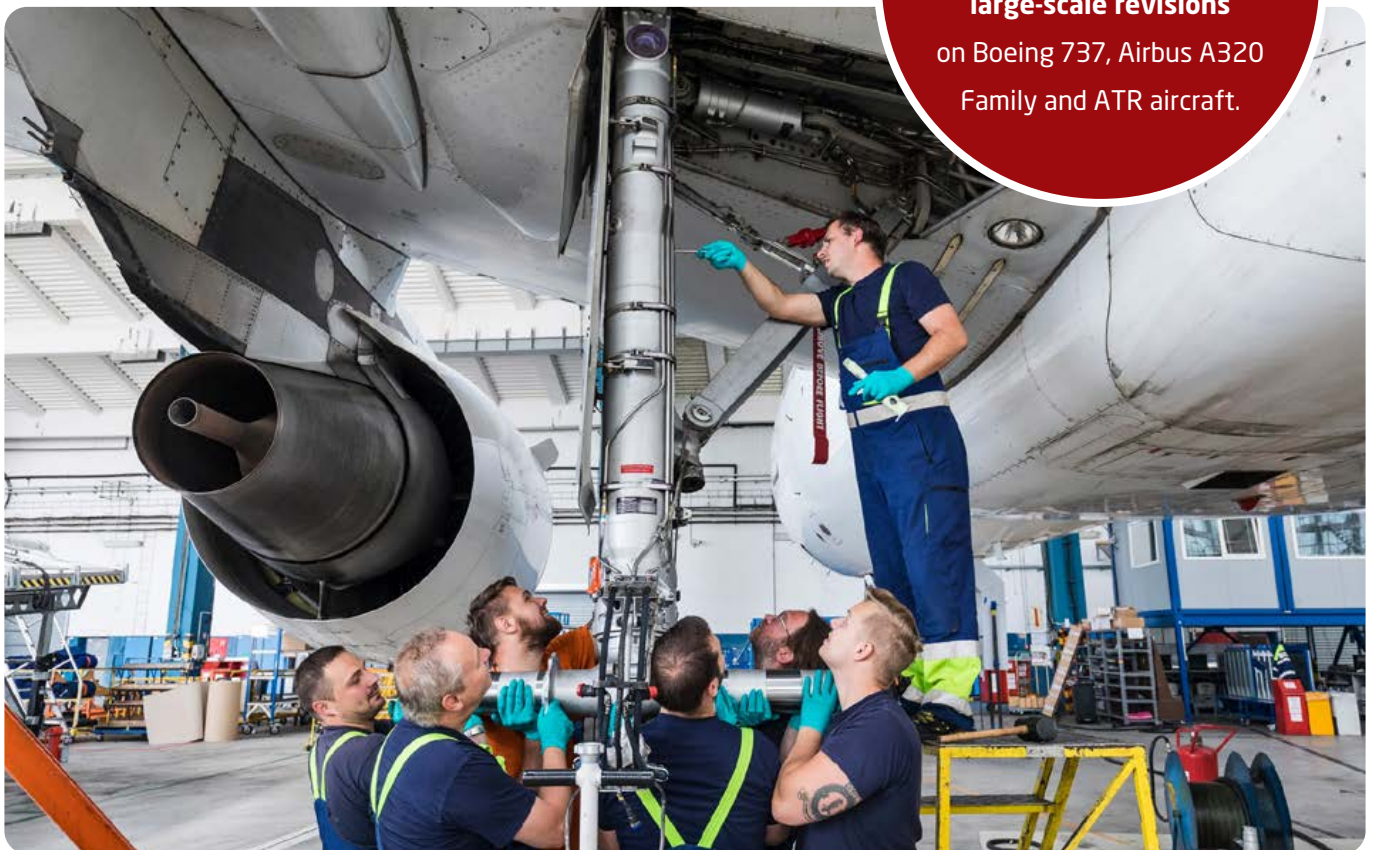


Ing. Petr Doberský

*Member of the Board
of Directors
(role commencement
on 21 January 2019)*



During the entire maintenance season of 2019, CSAT teams performed **over 120 large-scale revisions** on Boeing 737, Airbus A320 Family and ATR aircraft.



Czech Airlines Technics, a.s.

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OUR BUSINESS

PRAGUE AIRPORT IN 2019

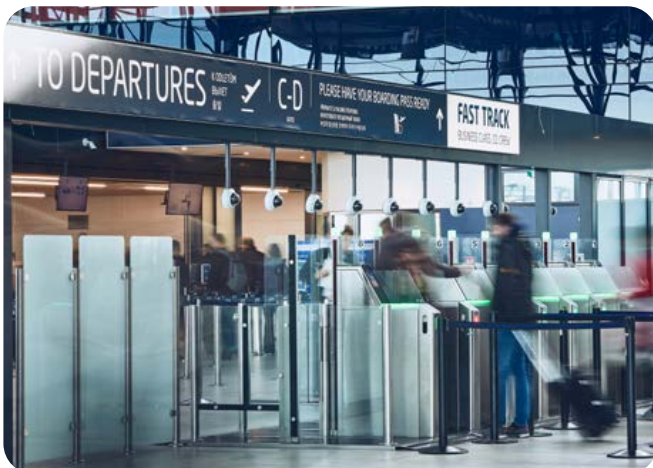
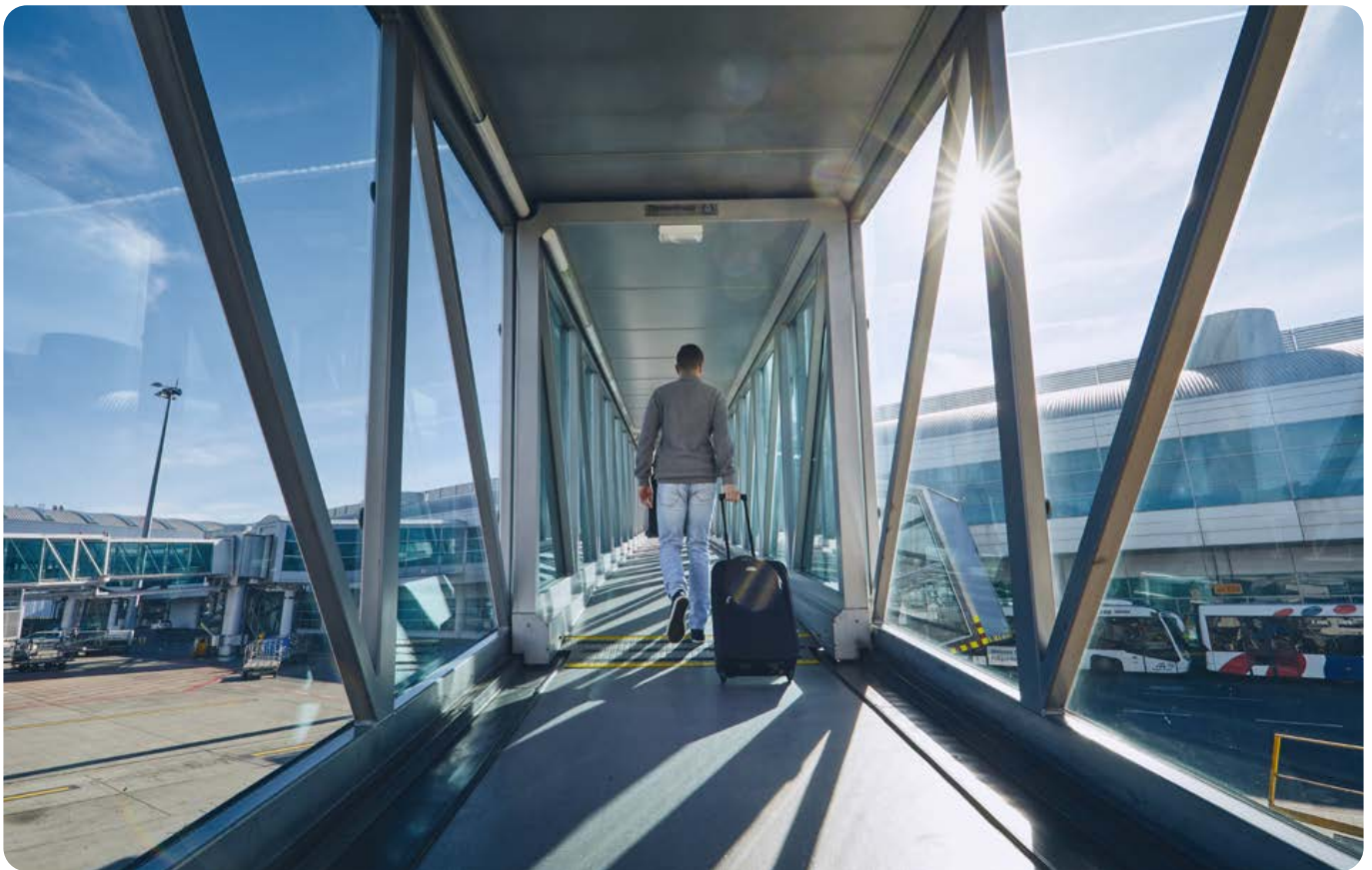


OUR BUSINESS

Aviation Business

In 2019, we handled a total of 17,804,900 passengers, which represents a six percent year-on-year growth. Such repeated growth is fuelled not only by the expansion of air connections to long-haul destinations (New York / Newark and Nur-Sultan) and increases in their capacity, but also by strengthening connections to the busiest European cities, such as London, Amsterdam and Moscow. The highest year-on-year increase in the number of handled passengers was recorded on the connections to Antalya.

It is positive news both from the airport surrounding areas and environmental impact perspectives that the record number of handled passengers did not trigger a record number of take-offs and landings. Thanks to more efficient aircraft load factor planning, the number of aircraft movements fell way behind the figures of the record year, 2008.



Number of Passengers vs Number of Aircraft Movements



New Newark - NYC Route (Tweet),
Twitter Impressions (i.e. a total tally of all the times the Tweet has been seen): **12,884**.

We welcome and support new trends that are fully in line with the idea of sustainable development, such as efficient aircraft load factor planning, increased aircraft capacity and the use of larger and more modern types of aircraft.

Last year, an average of approximately 49,000 passengers passed through Prague Airport every day. The busiest day was Friday, 28 June 2019, when a record 70,979 people were handled in 24 hours. The busiest month of 2019 was August with 1,996,813 passengers checked in.

A total of 71 carriers operated their flights from Prague to a total of 165 locations worldwide, including 15 long-haul destinations.

Igor Ivsiienkov • 3. a děl
Operations Specialist – Faurecia
Super 🍌
Zobrazit překlad

New Newark - NYC Route
(Selected Comments)

Passenger Pool Structure

	January – December 2017	January – December 2018	January – December 2019	Y/Y CHANGE
Passengers Total	15,415,001	16,797,006	17,804,900	+1,007,894
International Flights	15,381,231	16,765,580	17,800,844	+1,035,264
Domestic Flights	33,770	31,426	4,056	-27,370
Passengers on Departure	7,705,091	8,388,619	8,892,540	+503,921
Local	7,461,607	8,170,393	8,667,550	+497,157
Transfer and Transit	243,484	218,226	224,990	+6,764

Passenger Volume Share

	2018	2019
Regular Flights	96.12%	94.52%
Network Carriers	66.53%	63.60%
Low-Cost Carriers	29.59%	30.93%
Commission Flights	3.88%	5.48%
Charter Flights	3.75%	5.36%
Private Flights	0.13%	0.12%

Sum Total of Transported Cargo (kg)

Year	Volume (kg)
2018	+80,915,209
2019	+81,768,140
Y/Y CHANGE	+852,931






TOP Countries

2019 TOP Countries	2019 Number of Passengers	2018 TOP Countries	2018 Number of Passengers	Y/Y CHANGE
1.  Great Britain	2,169,780	 Great Britain	2,061,865	+107,915
2.  Italy	1,466,156	 Italy	1,343,164	+122,992
3.  Russia	1,257,949	 Russia	1,198,445	+59,504
4.  Spain	1,228,850	 Spain	1,190,571	+38,279
5.  France	1,170,847	 Germany	1,156,998	

TOP Destinations

2019 TOP Destinations	2019 Number of Passengers	2018 TOP Destinations	2018 Number of Passengers	Y/Y CHANGE
1.  London	1,352,837	 London	1,357,406	-4,569
2.  Paris	850,956	 Paris	828,622	+22,334
3.  Moscow	847,451	 Moscow	823,394	+24,057
4.  Amsterdam	759,011	 Amsterdam	690,855	+68,156
5.  Frankfurt	527,851	 Frankfurt	524,458	+3,393

Destinations with Greatest Passenger Number Increases

2019 Destinations	2019 Increases in the number of passengers	Increase in %
1.  Antalya	+86,668	40.97%
2.  Amsterdam	+68,244	9.88%
3.  Doha	+59,811	42.48%
4.  Copenhagen	+346,468	19.30%
5.  Riga	+49,595	82.56%

Non-aviation Business



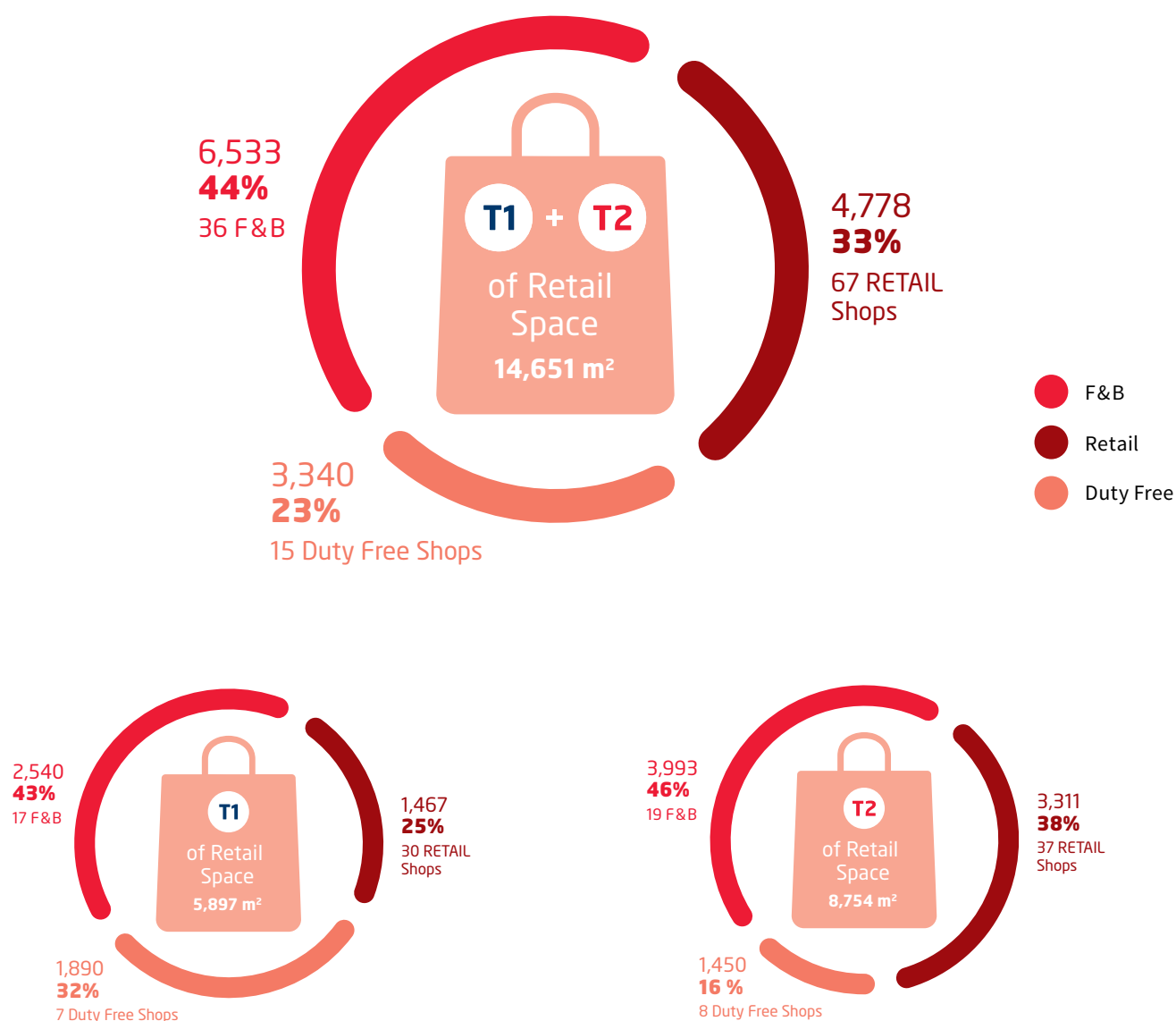
Commercial Zone



Airport Lounges



AeroRooms Reception



2019 Events

Duty Free

Lagardère Duty Free s.r.o becomes the winner of a public Duty-Free tender covering 4,235 m². The company is a part of the Lagardère Travel Retail Group, which actively promotes [sustainable](#) development. The quality of the services and assortment offered amounted to 50% of the case evaluation scheme, while the second 50% was awarded based on the amount of rent offered.

Food & Beverage

The following operations introduced new concepts within the Food & Beverage section: 1 Minute (Lagardère Travel Retail's brand), a self-service grocery shop located in Terminal 2, PizzaHut ([AmRest's brand](#)), a fast food located in the connecting corridor between the two terminal buildings, and last but not least, Burger King and Costa Coffee (both part of the Lagardère Travel Retail chain) in Terminal 2.

Retail

The very first Björn Borg shop in the Czech Republic opens at Terminal 2 – [learn more about the brand sustainable development here](#). The winner of the tender in the Travel Essentials segment is called a concept of Relay – Lagardère Travel Retail with seven units.

Services

We opened the airport AeroRooms hotel in September. It offers a total of fourteen comfortable renovated rooms accessible from both public and restricted areas of the airport. We have also increased the capacity of our airport lounges. The tender for an ATM operator was won by the original tenant, Moneta Money Bank – [more about CSR here](#).



DEVELOPMENT STRATEGY



DEVELOPMENT STRATEGY

To provide air transport services in the catchment area, primarily with regard to the growing demand for flying, in a way which ensures that the airport remains competitive in the future and maintains its status of one of the most modern and safest airports in Europe is the strategic goal of Prague Airport. The airport development will also lead to the optimisation of revenues from both aviation and non-aviation business and increase its attractiveness to passengers and infrastructure users. Thanks to the efficient expansion of its operational capacity, the airport will continue to contribute to the development of sustainable tourism, alongside getting a lot closer to reaching the goal of becoming the first choice for passengers from the catchment areas of the Czech Republic, southern Poland and Saxony, Germany, as well as a preferred air hub.

Prague Airport Development

We have been working intensively on a long-term development strategy since 2015. In November 2019, our sole shareholder, the Ministry of Finance of the Czech Republic, approved an investment in the first stage of the Terminal 2 expansion in the amount of approximately CZK 16 billion. This is the first part of an extensive airport development plan, which includes a structural expansion of Terminal 2, a construction of a parallel runway and further developments of the Airport City.

Terminal 2 Expansion

As part of the Terminal 2 expansion, the existing Pier D will be extended through the addition of new aircraft stands, departure gates and passenger boarding bridges. In addition, a brand-new Pier E will be built alongside a new central area with one security screening point common for the entire airport. The steps will increase the operational capacity and the comfort of passengers and infrastructure users, and, last but not least, enhance security.

Terminal 2 will be expanded in stages, based on the current needs of the airport and careful consideration of investments in the light of current market developments and the economic situation.

Stage 1 of Terminal 2 Expansion

- A Pier D extension through the addition of nine new contact aircraft stands with gates and passenger boarding bridges, out of which five stands will be fitted for the alternative handling of aircraft servicing long-haul routes.
- The construction of a new public space in front of Terminal 2 comprising two new parking buildings, a new overpass and connected roads.
- Revitalization of a space called Plaza, which is a public area in front of the future terminal building with restaurants and shops.

In this regard, in March 2019, we presented proposed solutions based on an architectural tender.

Prague Airport
5 566 sledujících uživatelů
4 měsíce • Upraveno •

The number of passengers at our airport has been consistently increasing and a similar trend is also expected in the future. To make sure that the largest Czech airport stays competitive the Ministry of Finance of the Czech Republic, as the sole shareholder of the company, approved an investment plan to the first stage of the Terminal 2 expansion. The construction is anticipated to be completed in 2028. More information about the Prague Airport development vision you can find at our special website <https://future.prg.aero/en>

#flyfromPRG #pragueairport #development

Zobrazit překlad



194 • 6 komentářů

Prague Airport Development Plans - Twitter Impressions (i.e. a total tally of all the times the Tweet has been seen): **13,047**.

Igor Krasnjuk, MScEE • 3. a dál
Head of Technical Systems at Belgrade Airport
Wish you good luck!!!
1 líbí se

Dinesh Kumar, IAP • 3. a dál
Chief Editor at "infralOG"
Sevda
Great job keep it in 2020.
Happy New Year
Dinesh Kumar IAP
1 líbí se

Prague Airport Development Plans - Selected Comments



Visualisation of Prague Airport Planned Development

Stage 2 of Terminal 2 Expansion

- The construction of a central part with one large security screening point common for the entire airport.

Stage 3 of Terminal 2 Expansion

- The construction of a brand-new Pier E with new contact aircraft stands and gates for handling aircraft servicing both long- and short-haul routes.
- The actual construction is planned after 2035 with regard to socio-economic requirements and other variables.

Airport City

As part of the strategic development plan, infrastructure constructions, for example medical facilities, university campuses, development centres, sports grounds, hotels, as well as large technical operational units such as hangars, cargo areas and parking stands, are planned in the future in the northern and southern public parts of the airport. Outdoor parking areas or administrative, commercial and service facilities could also be added in the future.

Parallel Runway

A parallel runway 'pRWY' has been a part of the airport development plans since the late 1960s. According to the current updated forecasts, the construction should begin in 2025 with the completion planned in 2028. The runway, primarily intended for landings, will be 3,100m long. Between 10:00 p.m. and 05:59 a.m., traffic on this runway will be completely disrupted, while the entire airport will be closed for operations between midnight and 05:29 a.m., which will provide a noticeable relief for the residents of municipalities and boroughs surrounding the airport.

After the launch of operations of the parallel runway, the operations of the secondary runway 12/30, the axis of which runs above densely populated parts of Prague and Kladno, will be discontinued. This will bring significant relief to hundreds of thousands of residents in the vicinity of the airport during daytime, solve the issue of safety associated with the crossing of two runways and ensure the entire airport traffic becomes smoother.





MORE JOB OPPORTUNITIES

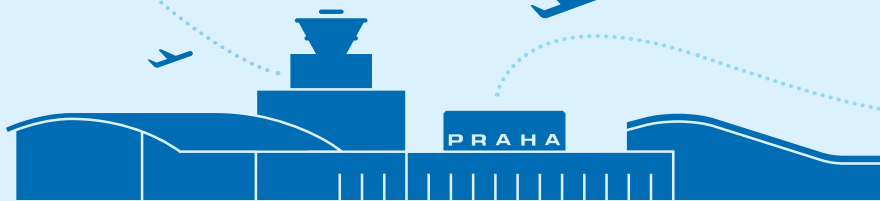
- New jobs will be created at the airport, in the tourism sector and other areas.



MORE TRAVEL OPPORTUNITIES

- Czechs will be able to fly abroad more comfortably.
- There will be a greater development of direct air connections to the entire world.
- A wider range of connections can have a positive effect on the cost of flying.

PRAGUE AIRPORT DEVELOPMENT BENEFITS FOR THE CZECH REPUBLIC



WEALTHIER COUNTRY

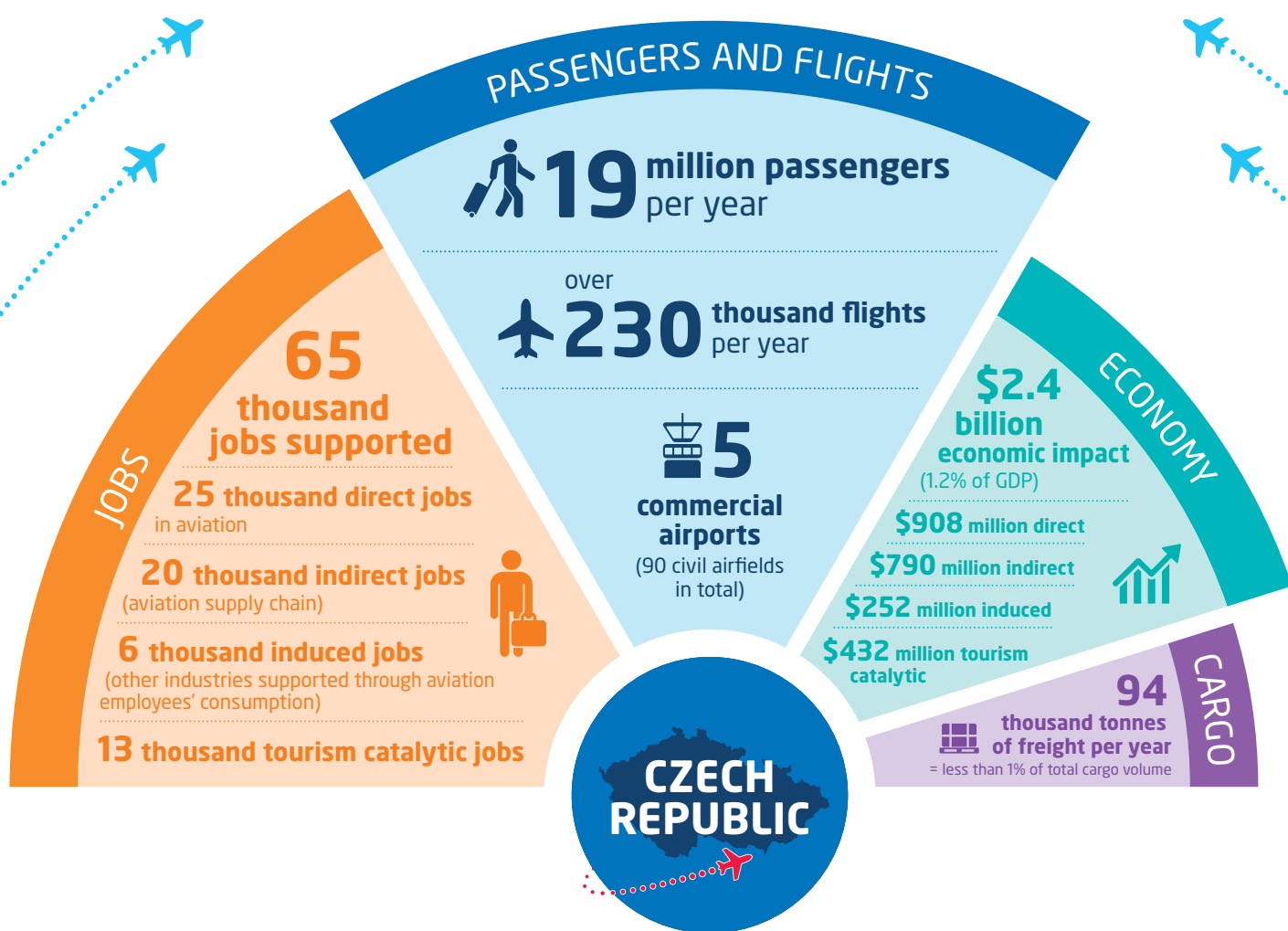
- The activity of PA and all other entities pursuing business activities in the tourism sector has a share of approximately 3% in the total GDP of Czechia, while the tourism has a share in employment of more than 4%.
- Prague Airport Development will support incoming tourism, which will, in turn, result in higher income for the entire country.
- There will be an inflow of investments and growth of business relations.



BETTER SERVICES AND GREATER COMFORT FOR ALL PASSENGERS

- Prague Airport Development will increase capacity and also ensure comfort for passengers.
- Prague Airport will remain a modern European air hub.
- Without increasing the terminal building capacity, passengers will experience longer queues and slow check-in procedure.

IMPORTANCE OF AVIATION FOR THE CZECH REPUBLIC



Prague Airport Development to Be Sustainable Long-term

It is already our goal and strategy to develop PA in a sustainable way, considered of citizens and environmental protection. We actively reduce the negative impacts of the aviation industry.

1

Already in 2019, we reduced our carbon footprint by 72% compared to 2009. We are currently preparing, for example, the signature of a Memorandum on Cooperation with our partners to reduce CO₂ emissions.

2

We want to be completely carbon neutral by 2030. This can only be achieved through cooperation with other partners, such as airlines, handling companies, public transport operators and others.

3

We have endorsed the UN's 2030 Agenda on Sustainable Development, which commits Member States to achieving the sustainable development of the economic, social and environmental pillars. We want to be a leader in sustainable development.

4

Our plans for the future development of PA are drafted with adherence to the support of the sustainable tourism concept. To this end, we will continue to develop long-haul connections to destinations in North America and Asia, which will result in arrivals of tourists interested in the Czech Republic, our local culture, history and society. Tourists with greater budgets who will spend several nights in the Czech Republic. Within the Touchpoint platform, we are already working with the Czech Tourist Board - Czechtourism, Prague City Tourism and the Central Tourist Office of the Central Bohemian Region to support the development of air connections from long-haul destinations in order to reach solvent passengers.

5

We are already voluntarily investing tens of millions of crowns a year in our surrounding areas, namely in environmental projects, public benefit projects and primary school educational programmes, such as the Environmental Programme, where future generations learn a responsible approach to the environment. The PA's support of language command allows children to get a better view of and gain broader opportunities in today's globalised world.



WE ARE A RESPONSIBLE COMPANY



WE ARE A RESPONSIBLE COMPANY

Despite the fact that the year 2019 represents, for the fourth consecutive time, a year in which a historical record in the number of handled passengers was reached, we realize that economic profit is not the only key long-term attribute of a successful business. We consider being a responsible company a part of our long-term strategy.

Stakeholders

The operations of Václav Havel Airport Prague are directly or indirectly affected by a comprehensive range of stakeholders. Some of them are our key partners, whose activities fundamentally affect our business and the sustainable development of the entire Group. Therefore, the mutual cooperation impact is significant not only for us and our partners, but also for the development of Prague and the Czech Republic. The very open Czech economy relies on high-quality and sufficient capacity of air transport; thus, the Prague Airport Group is a part of the state's critical infrastructure.

- **Associations**
- **Authorities of the Czech Republic** (Ministries, the Civil Aviation Authority of the Czech Republic, the Air Accidents Investigation Institute, the government agency CzechTourism, building authorities, the Labour Offices of the Czech Republic, cadastral offices, health stations, Railroad Administration (Správa železnic), the Directorate of Roads and Motorways and others)
- **Carriers** (railway, bus and others)
- **Companies** (the Prague Public Transit Company and others)
- **Confederations, Councils and Unions** (the Transport Union, the Confederation of Industry of the Czech Republic, the Ecumenical Council of Churches in the Czech Republic and others)
- **Customers** (IATA, ICAO, EASA, ECAC, EUROCONTROL a další)
- **Municipality v okolí letiště** (airlines, passengers, clients and others)
- **Educational institutions** (the University of Chemistry and Technology Prague, the Czech Technical University in Prague, Secondary Vocational School of Civil Aviation (Střední odborná škola civilního letectví Praha-Ruzyně), Beekeeping Research Institute and others)
- **Handling Companies**
- **Hospitals in Prague and Kladno**
- **Influencers**
- **Interest Associations** (the Prague Airport Region and others)
- **International Organisations** (IATA, ICAO, EASA, ECAC, EUROCONTROL and others)
- **Media** (radio, television, press and more)
- **Municipalities of the Airport Surrounding Areas** (the Prague City Hall, city districts, municipalities and more)
- **Non-profit Organisations and Foundations, Sheltered Workshops**
- **Partnered Airports** (Hartsfield-Jackson Atlanta International Airport, Incheon International Airport Corporation and others)
- **Patient Organisations**
- **Plane Spotting Clubs** (Planes.cz, Klub letecké fotografie/LKPR Spotters)
- **Public Benefit Societies** (the Václav Havel Library and others)
- **Social Network and Streaming Service Operators**
- **Societies**
- **State Contributory Organisations** (the Prague City Tourism, the Institute of Planning and Development of the Capital City of Prague and others)
- **State-owned Enterprises** (the Air Navigation Services of the Czech Republic, Czech Post and others)
- **Suppliers of Goods and Services** (energy, materials, repairs and maintenance, services and more)
- **The Government of the Czech Republic**
- **The Integrated Rescue System of the Czech Republic** (the Fire Rescue Service, the Police, emergency medical services and others)
- **The Parliament of the Czech Republic**
- **The Public**
- **Trade Unions** (Prague Airport, CMKOS, OSD and others)

Corporate Social Responsibility Concept

Based on the identification of stakeholders, we have defined five important areas which are key both for us and for the sustainable development of all our key stakeholders:



WE HAVE HELP RUNNING THROUGH OUR VEINS

Michal Tittl, our colleague and member of the Prague Airport Rescue and Firefighting Unit, struggled with myelodysplastic syndrome, which he fought off thanks to the help of his colleagues, alongside other things.

After his recovery, he became the initiator and the public face of a campaign to support the donation of hematopoietic cells in cooperation with the Institute for Clinical and Experimental Medicine (IKEM), the official registry. Thanks to Michal's endeavours, potential new donors were registered in a short period of time. These were not only his fellow firefighters and colleagues from Prague Airport and the entire Czech Republic, but also members of the general public.



ETHICAL AND TRANSPARENT BUSINESS CONDUCT



ETHICAL AND TRANSPARENT BUSINESS CONDUCT

A company's reputation is 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 high moral standards and strengthening our ethical corporate culture. We have defined our approach in The Code of Conduct and Ethical Principles document.

The Code of Conduct

Our long-term goal is to form a strong corporate ethical culture and a sustainable business. Therefore, we require a personal responsibility be assumed by each employee for its enforcement. The Code of Conduct and Ethical Principles document, which is published on our website, is the key tool of strategic management and corporate culture shaping. It includes set patterns of conduct, standards, values, procedures and practices. Our employees are acquainted with the policy at our entry training. We also provide regular inhouse follow-up training.

Ethical Principles

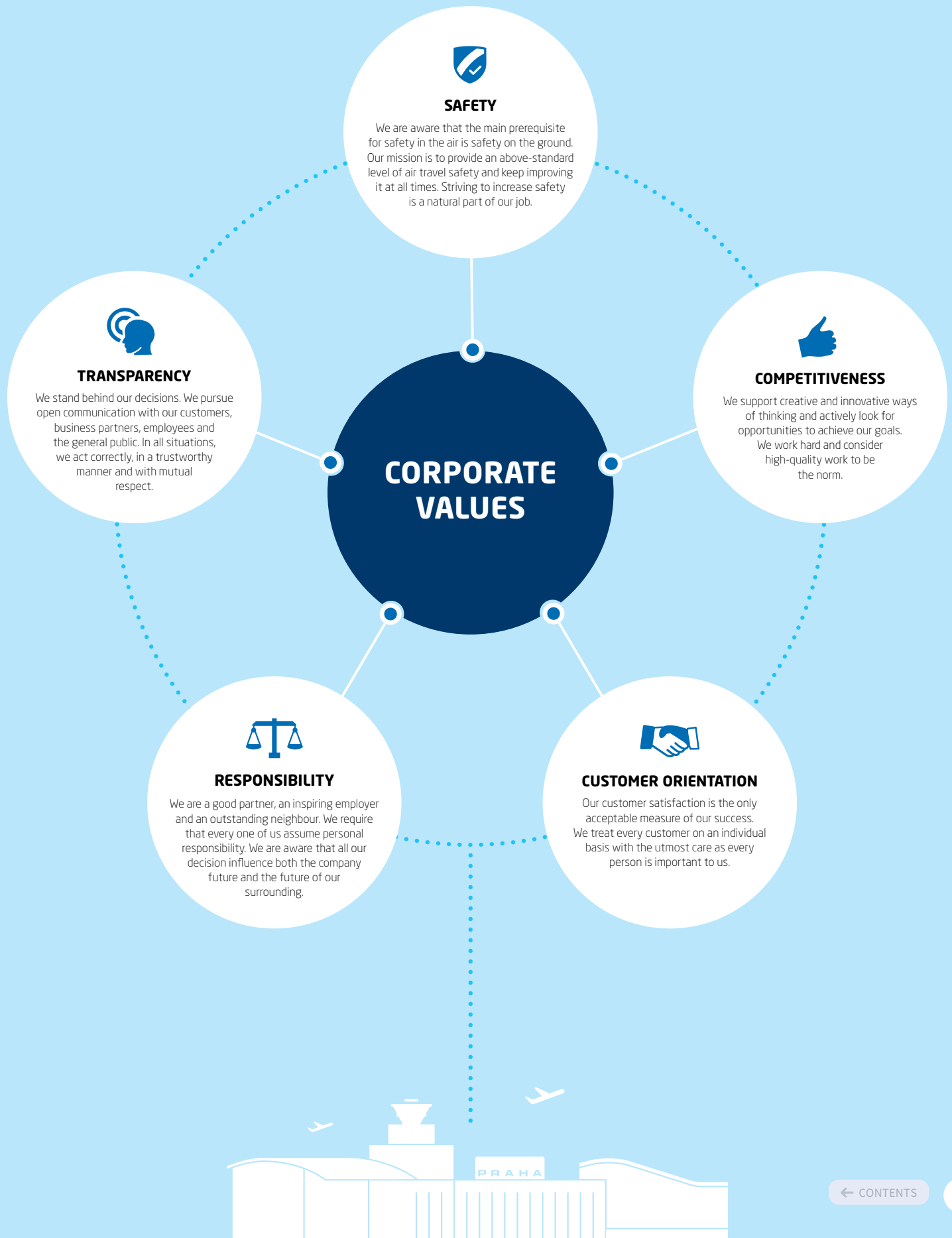
Since we are aware of the risks of malpractice, including corruption, which could undermine our sustainable development, we systematically monitor and prevent these risks from impacting our operations. Accordingly, we assess the risks inherent to each job position on an individual basis and review the candidates' criminal record and personal integrity in the case of high-risk positions. In terms of preventing conflicts of interest, including the issue of competitive roles, we have defined clear principles, which we actively enforce. We have also determined rules for receiving kinds (gifts and favours). Above all, we do apply our Ethical Principles both internally and externally, throughout our business relations and deals.



Compliance Ethics Line

Suspected malpractice can be reported anonymously by both employees and the general public using the company's Ethics Line. In 2019, we received dozens of reports which we thoroughly reviewed and processed.





Security

Ensuring security is one of the most important tasks in air transport. The operations of Václav Havel Airport Prague are very complex, which requires due cooperation of various specialists from all aviation operation departments to manage and comprehend a large number of tasks. Our 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 security.

Safety

The main prerequisite for safety in the air is safety on the ground. Operational safety is a set of measures preventing human errors, predominantly unintentional conduct due to unawareness of or omission of job duties, missing or incorrectly set operational processes, failures of technologies or force majeure.

Safety Management System (SMS)

The Safety Management System represents an active and systematic approach to the field of operational safety at the airport. Its goal is to purposefully and systematically increase safety. SMS is managed by Prague Airport which closely co-operates with organisations involved in airport operations. Just like the entire airport, the SMS is certified by the Civil Aviation Authority of the Czech Republic.

The System Comprises

- Actively searching for potential threats
- Decreasing already defined risks which could cause injuries to people and/or damage valuable aviation technology
- Helping prevent both serious aviation accidents and less serious events, such as clashes with other devices, electricity pylons, birds and animals
- Working closely with the Civil Aviation Authority based on EU Regulation No. 139/2014
- Reports via WhatsApp as one of our tools in making the SMS more appealing to younger employees.

Voluntary Safety Reports

Voluntary safety reports filed by aircraft crew members, handling agents and other ground operation entities are the most important part of the SMS with regard to real operations. The Safety department regularly encourages those involved in the process to report any irregularities and deviations from safety directives, procedures and from the operational safety in general. The impunity of the person reporting an event is the main principle of the promoted safety culture. Only on the basis of such reports, we can assess such event with expertise and eliminate the risk of its recurrence. Employees can report events anonymously via the airport's website.

Three SMS Objectives

a. 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.

b. 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.

c. 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.



Safety bus

We regularly organise gatherings on a SAFETY BUS for those employees who work in the airfield. The safety inspector thus has a chance to learn which risks they encounter in their line of work, what flaws they notice and what improvement suggestions they have in order to ensure everything works safely 24/7. In return, the inspector finds suitable ways of introducing interesting information to the employees regarding various safety topics. The attendance is voluntary and there is a safety gift prepared for employees who visit the bus.

Security

Security is a term describing a set of activities aimed at protecting civil aviation from acts of unlawful interference. When applied, it focuses on tools and measures to prevent unlawful conduct aboard aircraft, in terminal buildings and in the airport's vicinity. Security controls of passengers and baggage are probably the most known security procedures.

Security Strategy

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

Security Strategy 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 Safety and Information Safety
- IT Safety
- Prague Airport Aircraft Rescue and Firefighting Unit
- Operational Safety
- Health and Safety at Work

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.

In 2019, we introduced or increased the efficiency of the following measures (for security reasons, we cannot provide details on specific measures in this area):

- We organised a comprehensive exchange of all employee identification cards. As part of this complete periodic exchange, we issued tens of thousands of cards and added another security layer, a biometric feature.



1. OLE staff (airport security)
2. BEK staff (security check)
3. OLE staff (airport security)
4. We have installed AED defibrillators around the airport

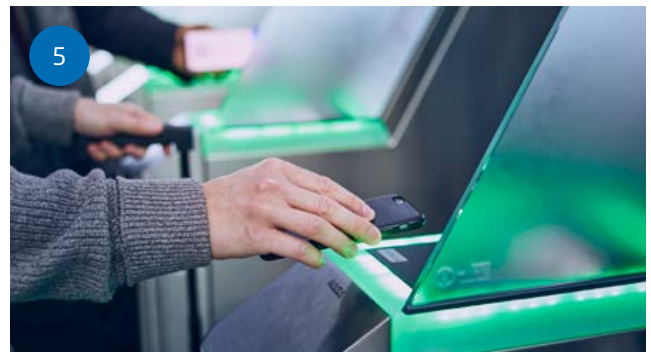
- We purchased 10 AED automated external defibrillators, one of which helped save the first human life in May.
- We invested in further development of the new central security screening point for passengers departing from Terminal 2. This way, our employees now enjoy a modern workplace, while passengers benefit from a more pleasant travel experience.
- We launched a system for automatic biometric face detection aimed at wanted persons.
- We acquired software for recognition of number plates, which provides a comprehensive overview of the movement of vehicles on all airport access and departure roads.
- We installed entry validation devices including travel document readers that verify the authorisation of passengers' access to airport restricted areas.
- We installed radiation detection devices that ensure 100% radioactivity monitoring of all air cargo passing through the airport.
- We actively performed inspection of suspicious objects and detection of dangerous chemicals, primarily narcotics, psychotropic substances and explosives.
- We bought modern protective gear.
- We provided joint training for airport staff and security forces.
- In 2019, we organised the following events to increase security:

Aircraft EVAC, 2019

In mid-April, we organised a joint exercise of the security and operational units of Prague Airport and the units of Integrated Rescue System. The subject of the exercise was a model intervention in a crashed aircraft, rescue and firefighting work and evacuation as well as treatment of wounded persons and their transport to hospitals within the trauma plan. The exercise used the services of a number of extras and was attended by members of the Czech Red Cross – IFRC and guests from the professional community.

Perpetrator (Útočník), 2019

At the end of November, we used the fact that the Terminal 1 building was almost empty and organised an emergency and methodical exercise in cooperation with the Police of the Czech Republic, namely the Foreign Police Inspectorate. Several model situations were rehearsed with an active attacker. More than a hundred of extras from company employees and externists took part in the training.



4.-5. Central Security Control

6.-8. Joint Exercise of Prague Airport and Integrated Rescue System Units



Prague Airport Aircraft Rescue and Firefighting Unit

Prague Airport Aircraft Rescue and Firefighting Unit (hereinafter “the ARFF”) represents a significant support in security not only at Václav Havel Airport Prague, but also, as a member of the Integrated Rescue System, of its broader surroundings. The ARFF performs an important role of fire protection on the premises of the airport, in the surrounding areas and on adjacent roads and motorways, assisting during traffic accidents. Our firefighters provide a professional non-stop service 365 days a year.

They undergo repeated demanding training and courses lasting more than 6,000 hours a year. Their training includes a theoretical part, such as tactics, regulations and hazardous substance properties. Practical training focuses on working with technology and takes place abroad on special simulators. Physical training is also required to maintain adequate fitness for their service. Furthermore, our firefighters undergo a number of tactical and verification exercises, both on their own and alongside the Integrated Rescue System units. Cooperation between the ARFF and other security units operating at the airport is quintessential.



Intervention Statistics Within Prague Airport Premises

Aviation Operations	2019	2018
Air Crash	2	0
Full Alert	4	5
Local Alert	23	9
Other Technical Assistance	0	3
On-board Assistance	70	77
ICAO Tactical and Practice Training	34	41
Sum total	133	135

Non-Aviation Operations	2019	2018
Fire	25	26
Traffic Accident	5	10
Other Technical Assistance	27	178
Technical support	66	0
Leakage of Hazardous Substances	16	0
Leakage of Oil Substances	219	0
Fire Alarm	170	60
Tactical Training (Buildings)	39	41
False Alarm	0	20
Others	4	0
Sum total	571	335

Interventions per Year	2019	2018
Total	704	470

Intervention Statistics Outside Prague Airport Premises

Intervention Cause	2019	2018
Fire	18	10
Traffic Accident	25	16
False Alarm	2	4
Technical Assistance	2	6
Other Technical Assistance	4	0
Leakage of Oil Substances	1	0
Helicopter Decontamination	1	0
Gas Leak	0	1
Sum total	53	37

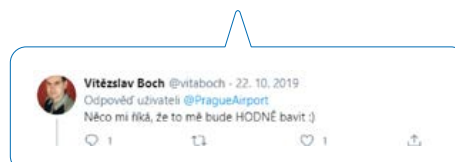
Assistance Activities Within Prague Airport Premises

Type of Activity	2019	2018
SD Flight Alert	55	41
Aviation Fuel Handling	110	118
Height Technology and Miscellaneous Work	45	104
Fire Hazardous Work	17	6
Other Activities	70	0
Sum total	297	269

Customer Orientation

Passenger Care

- For families with children in pushchairs, we have launched a new dedicated security screening service at Terminal 2, which will ensure an easier and more comfortable passage through the airport. This separate security screening point at Terminal 2, in a playful design with trained security staff, complements more than ten children's corners, mini corners and larger spaces called Baby Rooms. Long-term, we have been trying to expand and improve our services for families with children – our important customers.
- In February 2019, we installed self-service baggage claim kiosks, which improved both the user comfort of passengers and the work of our employees. The project was implemented in cooperation with the handling companies of Menzies Aviation and Czech Airlines Handling.
- To facilitate passenger orientation, we have placed operational information in front of each gate in Terminal 1 describing the services located inside the gate. The measure aims to streamline the movement of passengers when boarding aircraft.
- In the BUS arrival gate in Terminal 1, we have installed benches and covered the glass windows with a large-format Prague panorama to make the wait for the connecting flight more pleasant for passengers.
- We launched operations of a new relaxation zone in Terminal 2 in order to maximise passenger comfort in the operationally-demanding summer season.
- In order to enhance passenger information services, we have increased the number of our field information assistants, members of the so-called Red Team. For the summer season, we had a total of 140 information assistants in red T-shirts available, which is 15% more than last year.
- We have installed digital navigation to Pier B in Terminal 1, which allows us to provide information to passengers in six languages, namely Czech, English, Korean, Chinese, Arabic and Russian. The new technology is still in the pilot phase. If it proves useful, the airport will consider its use at other locations around the airport as part of regular routine.
- In 2019, we became the main partner of the new mobile game called the World of Airports, which offers an authentic, virtual environment where every player can manage an airport and own an airline.
- Our employees joined a book collection. The donated books were then placed in bookcases located in the passenger areas of terminals. The goal was to make passenger visits to the airport more pleasant.
- In September 2019, we joined the World Tourism Day event and welcomed the Around the World festival at the airport on the occasion. The general and professional public could attend lectures by famous travellers, influencers and bloggers, and taste foreign delicacies.
- In November 2019, in cooperation with the Václav Havel Library, we launched an exhibition of photographs called Václav Havel as a Statesman and Passenger, on the occasion of the 30th anniversary of the Velvet Revolution. In 16 period photographs, passengers were able to see the former president during his tenure. A memorable photograph of Václav Havel with the British rock band The Rolling Stones and the welcome of Pope John Paul II shortly after his arrival in Prague were among the exhibited photos.
- In December 2019, we dressed the airport the part for Christmas, organised Christmas concerts, offered children airport tours with St. Nicholas and allowed passengers to buy Christmas presents from those offered by sheltered workshops and non-profit organizations. On Christmas Day, our employees handed out gingerbread biscuits in the shape of an airplane to passengers. The event was organised in cooperation with the Blue House sheltered workshop as a symbol of the celebration of peace, reciprocity and family.



Care Provided to Passengers with Disabilities

We pay great attention to provide professional services to passengers with specific needs. The aim is to ensure their comfortable, safe and uninterrupted journey through the airport 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. In March 2019, we opened a new gate for passengers with disabilities or reduced mobility and orientation.

Services for Passengers with Specific Needs

- We provide 24/7 complimentary assistance.
- Approximately 70 employees provide assistance during security screening, help escort passengers through security control points and 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.
- Based on a request by the Association of Physically Disabled, we allow assistants to passengers with disabilities to be present during the process of loading and offloading special electric wheelchairs to/from aircraft to prevent any damage resulting in serious limitations to the independence of wheelchair owners.
- The option of ordering a special taxi for people with specific needs is provided by our contractual partner, Taxi Praha s.r.o.

Number of Assistances Provided

Year	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

Detailed information is available at <https://www.prg.aero/en/persons-reduced-mobility-and-orientation>.



Customer Satisfaction (ASQ)



ASQ Victory - Tweet and Comments

Twitter Impressions (i.e. a total tally of all the times the Tweet has been seen): **3,712**; Engagements (i.e. a total number of times a user interacted with a Tweet): **114**.



ASQ Victory and Award Ceremony - Tweet and Comments

Twitter Impressions (i.e. a total tally of all the times the Tweet has been seen): **5,756**.

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 Ethical Line can also be used.

”

Hello, on 25 January 2020 at 2:00 p.m., I flew from Václav Havel Airport Prague, Terminal 1, Gate A3 to Istanbul. At security screening, I had to pull my laptop out of my backpack, which I then forgot at the check point. I only noticed that I didn't have my laptop aboard the aircraft, after the "boarding completed" announcement was made. Airport staff found my laptop and brought it to me. I would like to thank very much all those involved and commend them for their helpful approach. I would like my praise to reach the people who have saved me a lot of money and worries.

”

*Hello!
I would like to provide feedback on one of your security employees Mr. XX. Mr. XX helped me and my husband to find and be reunited with our dog, which had been lost during the transportation process. He helped us to be calm, addressed us on a very polite and friendly way providing us information about the well-being of our pet and stayed with us during a very stressing moment for me. I am very thankful to him and his team for having shown such a human approach and I congratulate you on hiring professionals like him.
Keep up the good work :)*

”

Greetings, can you please explain why the insect repellent called Repellent Protector SUN AERO (<https://www.ockovacentrum.cz/repelenty-protector>) was removed from my carry-on baggage at Prague Airport? The product is declared by the manufacturer to be suitable for transport aboard an aircraft. Please see the attached photo. The item was returned to me upon my return from the trip (deposit slip No. 1700-19), but I had to buy another product abroad. I will pass on your justification to AVE-NIR, where I bought the product, and apply for damage compensation. Thank you.

”

Dear Sir/Madam, on Friday 13 Sept 2019, after a short stay in your beautiful city of Prague, I was at the airport for the return flight to Scotland and was dismayed to learn that there was no free fresh drinking water refilling area available after going through security, and as I carry my own refillable bottle so as to reduce the plastic waste situation that is blighting our environment, but there was no way of refilling it, only a vending machine with a very high cost of 35 czk for each 1/2 ltr bottle, airports in the UK have free refilling areas after going through security with also the option of using vending machines for water but the cost is no more than £1 (27-28 czk.) for each bottle, could you please look into this matter as soon as possible,

Regards...

”

COMPLIMENTS for today's airport tour (30 July - 9:30 a.m.) - a very pleasant and helpful gentleman.

Thank you very much!

”

Hello, on Thursday, 22 November, I flew to Barcelona aboard Ryanair's flight. I passed an X-ray inspection at the airport around 12:30 p.m.... I fly quite frequently and have been doing so for quite some time, but no one has ever accused me of trying to sabotage the aircraft with a mechanical spray. The leader of the shift (I don't know his name) confiscated my DEET fly travel spray with a mechanical sprayer - <https://klmhealthservices.com/product/travelsafe-50-traveldeet-spray/> in a rather inconsiderate way. The spray was confiscated from me with the explanation that it is a highly toxic substance, which is not allowed in the aircraft hold (I could check my carry-on), let alone on board, with the proviso that I would be able to spray it into the aircraft ventilation system and poison the pilot, including other aircraft passengers. He informed me that the product was banned throughout the EU. The management of the Avenir vaccination centres, where this spray is commonly sold, informed me that what the man told me was not true at all, and advised me to file a complaint about the staff conduct as the man basically robbed me of a spray that is not dangerous at all. What's more, it definitely was not cheap either. I wonder how a situation is handled where airport staff member robs a passenger of something that can commonly be transported.

Complaints Statistics

In 2019, a total of 1,534 cases were received. A frequent topic of criticism was the process of handling passengers and their baggage. There were also cases regarding security control. It is important to note that complaints related to this area are often a result of the reluctance to accept the strict conditions of carriage imposed by air carriers, which are vital for safety and security. We recorded the greatest year-on-year increase in complaints in the category of damage to passengers' property, which occurred during security screening. This increase in damage is very closely connected with the launch of operations of an automatic line, used on the T2 central security screening point. Unfortunately, the implementation of automation features has had its negative consequences, too, which cannot be completely prevented. Security screening personnel were trained to pay due attention to the preparation of trays with passengers' personal belongings in order to prevent harmful events to the maximum extent.

Environmental related cases are analysed in detail in the Environment chapter, where important information regarding the airport's approach to environmental issues and protection is provided.



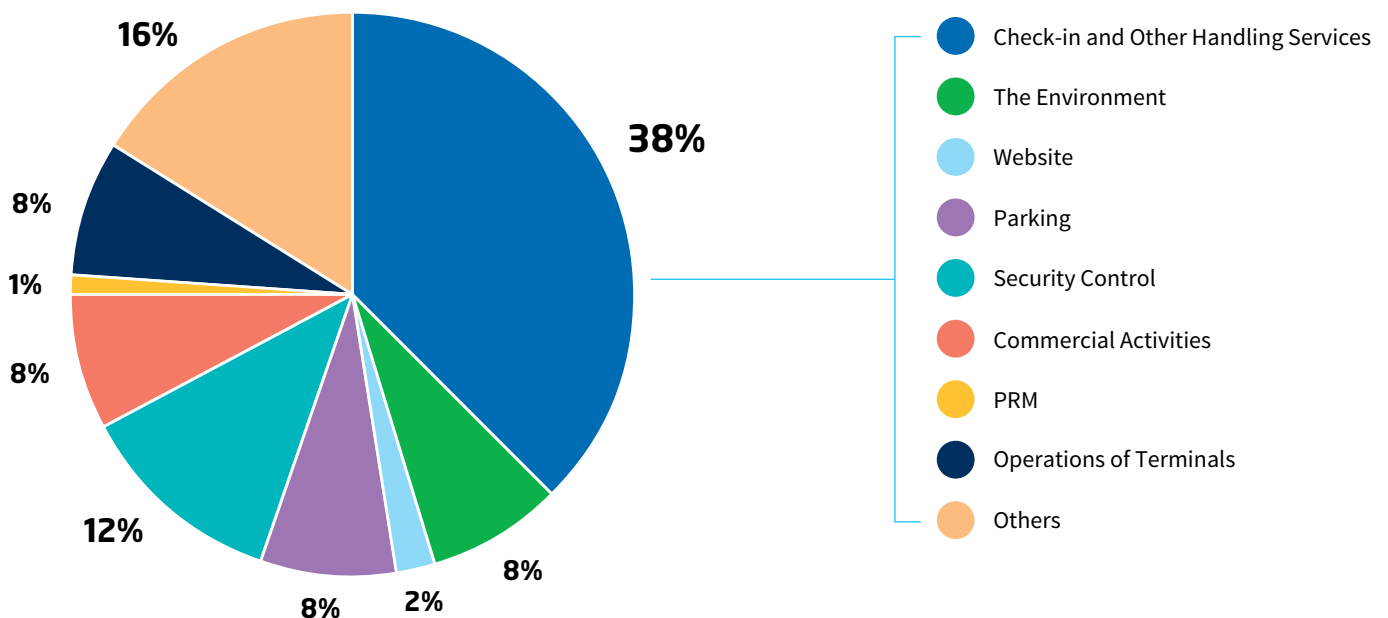
Number of Complaints Received - Overview

Year	Number of Complaints Received	Number of Serviced Passengers	Number of Complaints per 100K Passengers
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

The Most Commonly Complained Issues

Complained Issues	2018	2019
Security Control	211	154
Parking	135	102
Commercial Activities	107	114
Check-in and Other Handling Services	492	503
PRM	11	17
Operations of Terminals	93	105
Website	45	23
The Environment	122	105
Others	144	220

2019 Complaints per Individual Areas in % (Total of 1,534 Cases)



Prague Airport @PragueAirport · 9. 1. 2019
Spotteri a další milovníci letadel se konečně dočkali. Vyhliďkový val v Kněževsi je v provozu! 🇨🇪 🇨🇪 prg.aero/letiste-praha-...

👍 4
🔄 8
❤️ 48
📎
📊

Komentáře:

Jiří Toušovský @JirkaTousovsky · 9. 1. 2019
Odpověď uživateli @PragueAirport
Super 😊😊

🗨️
🔄
❤️
📎

Tomáš Nahodil @tom_nahodil · 9. 1. 2019
Odpověď uživateli @PragueAirport
Paráda! Jedu! 🇨🇪 🇨🇪

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Kněževes Viewing Deck Reopening - Tweet
 Twitter Impressions (i.e. a total tally of all the times the Tweet has been seen): **7,028**;
 Engagements (i.e. a total number of times a user interacted with a Tweet): **390**.

Competitiveness

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 2019.

- Signing a memorandum of mutual cooperation with the Air Traffic Control of the Czech Republic, we have strengthened mutual cooperation in the field of operational safety, coordination of development and investment activities at Václav Havel Airport Prague and prompted detailed discussions on future strategic development issues between the management bodies of both companies.
- We have countersigned an agreement with Bamboo Airways to develop a direct connection and increase tourism flow between the Czech Republic and Vietnam.
- We have signed a cooperation agreement with Hartsfield-Jackson International Airport in Atlanta, with the signing ceremony having taken place in the United States. The main objectives are to support the economic growth and development of both airports, the mutual exchange of experience and information concerning, for example, the development of infrastructure, business and passenger services, as well as the promotion of air transport and the development of the connection.
- In October, we received a higher Aa3 rating from Moody's with a stable outlook, compared to the previously assigned A1 rating with a positive outlook from June 2019. Key reasons for the higher rating include stable cash flow, competitive airport charges, the company's excellent financial profile and its essential position in the state infrastructure.

airport ground operations, dashboard navigation systems for airport vehicles, a 3D Geographic Information System and geodetic applications. Specifically, the operating area of Václav Havel Airport Prague is used for the local testing of the ground transport application. In addition, Václav Havel Airport Prague is certified to use the EGNOS European satellite navigation system, which provides operators, pilots and airports across Europe with improved vertical accuracy and integrity, improving the accessibility, efficiency and safety of air traffic. This reduces the environmental impact of aviation on the airport surrounding areas, thanks to smoother aircraft landing processes which ensure aircraft use less fuel and are less noisy.

We Regularly Attend:

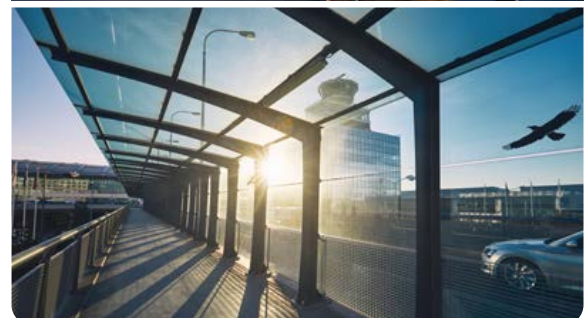
- World Route Development Forum
- IATA Slot Conference
- ITB Berlin
- Safety Benchmarking Group

Memberships in Associations

- Airports Council International Europe
- Business for Society
- General Aviation Manufacturers Association (GAMA)
- Transport Union of the Czech Republic
- American Chamber of Commerce in the Czech Republic (AmCham CZ)
- British Chamber Of Commerce Czech Republic
- Association of Tour Operators and Travel Agents of the Czech Republic (ACCKA)
- Association of Czech Distribution System Operators
- Czech Institute of Internal Auditors

GNSS Centre Of Excellence and EGNOS

Prague Airport is a member of the GNSS Centre Of Excellence, in which it works closely with the European GNSS Agency (GSA) and other transport organizations on the development, testing and implementation of GNSS applications. These include applications for



Transparency

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

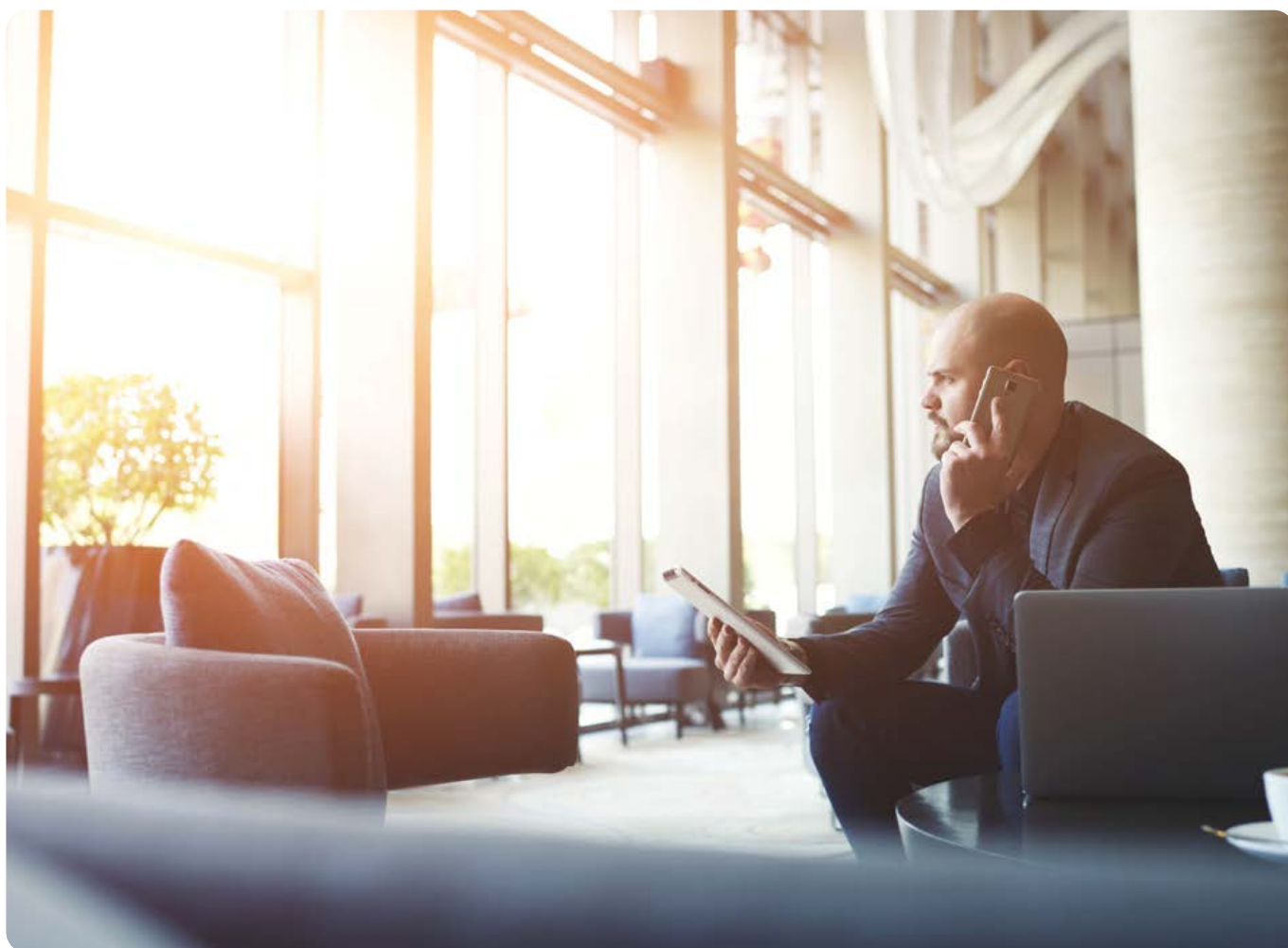
Communication with Customers and Business Partners

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

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

In 2019, we called 145 tenders for the modernisation of construction, transport and technical infrastructure, amounting to CZK 2.5 billion. The annual tender plan for the construction and modernisation of the infrastructure is available to all potential suppliers / bidders and can be reviewed [here](#).

The procurement of goods and services from local suppliers (i.e. Czech companies) equals 98.57% of the entire volume, the remaining percentage is covered by foreign suppliers. The volume of domestic and foreign procurement is described in detail in the table below. It is worth noting that 66.83% of the funds (CZK 3,551,672,595) has been spent with suppliers based in the Czech Republic.



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, 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.

Our Group works closely with all trade unions, entering in collective agreements, which we did also in 2019. Therefore, we inform trade unions about our planned organisational changes well in advance of their effective date. Detailed information is always available to all parties involved, incl. employees.

A pocket brochure has been created for new employees, offering information regarding all things they need to know about Prague Airport and the services offered by the company.

Communication with the General Public

An essential part of PA's responsible administration and management as the operator of Václav Havel Airport Prague is to conduct an open dialogue with the general public on all topics related to airport operations. PA emphasises the concise, comprehensible and transparent presentation of current information to the public.

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 follow [these rules](#), which adhere to industry standards according to the world's most respected Code of Conduct of IPRA, the International Association of Public Relations.

Runway Magazine
for PA Employees





THE AIRPORT STORY

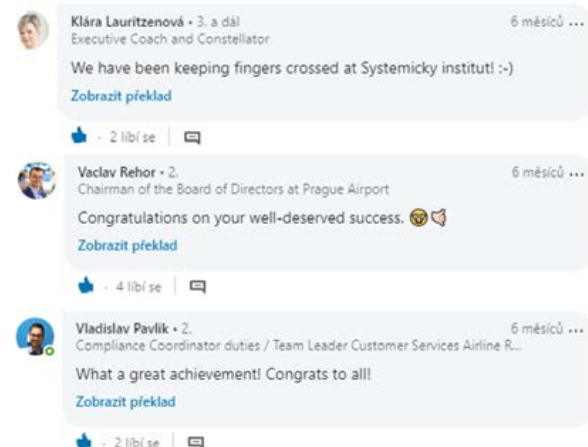
With our video named "The Airport Story", in Czech Příběh letiště, we won 1st place in the Zlatý Středník (Golden Semicolon) competition organised by the PR Klub evaluating corporate video presentations. The video concluded the 80th anniversary celebrations of Prague Airport.



PR Team of 2019

(selected comments from social networks)

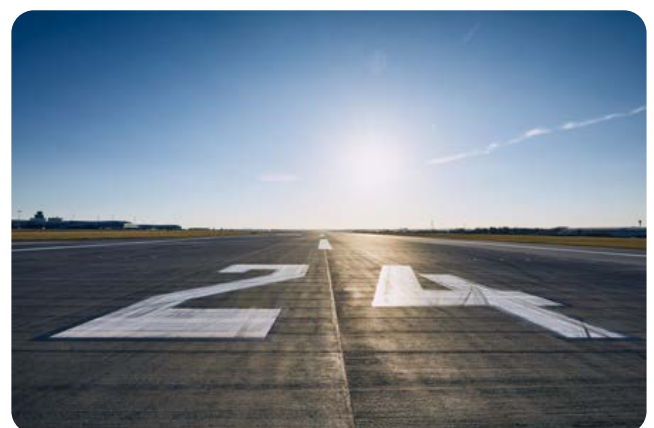
We also won the first prize for **the Best PR Team of 2019**, based on the opinion of impartial professional evaluators from the field of public relations, who compared the quality of work associated with ethical principles and standards of the profession.



PR Team of 2019

(contributions from social networks)

Václav Havel Prague Airport and related topics were featured in over 3,000 media feed. In total, Prague Airport, together with its subsidiaries, issued 94 press releases covering various topics. The main published reports included, in particular, launches of new routes and scheduled flights. The public also appreciated the extensive educational campaign with the goal to help ready passengers for their departure. In published articles and media feed, Prague Airport advised on, for example, the ways of getting to the airport, things excluded from transport in checked and carry-on baggage or things to do prior to and at security screening. Major 2019 topics also included Prague Airport operational results and development plans.



Responsibility

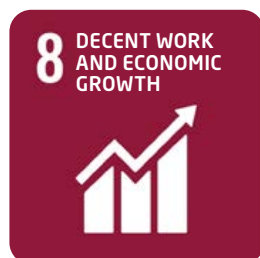
United Nations Sustainable Development Goals (SDGs)

The Sustainable Development Goals are a call for action by all UN states, unparalleled in human history. By 2030, the United Nations aims 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.

As part of our current and planned development, at the end of 2019, we decided to join five Sustainable Development Goals implementation, thus contributing to the fulfilment of the global commitment of the United Nations and our commitment of being a globally responsible company.

Although, we are at the beginning of our journey, we already have a comprehensive idea on how to achieve our goals by 2030. In November 2019, an interactive workshop was held with the participation of the PA's management, organised by Byznys pro společnost (Business for Society, the largest platform for the pursuit of responsible business conduct in the Czech Republic). Based on the outcomes of the workshop, commitments for individual PA organisational units were drafted. These will be further developed by individual units into specific and measurable goals with a timeline and a proposal for their integration into company structures. For example, the fulfilment of Goal 9 requires forming a long-term resilient and flexible infrastructure supporting the sustainable behaviour of customers and partners of Prague Airport. Goal 17 can be achieved by encouraging and supporting an effective partnership between PA and all involved stakeholders.

WE ARE COMMITTED TO FIVE SDGS AS FOLLOWS:



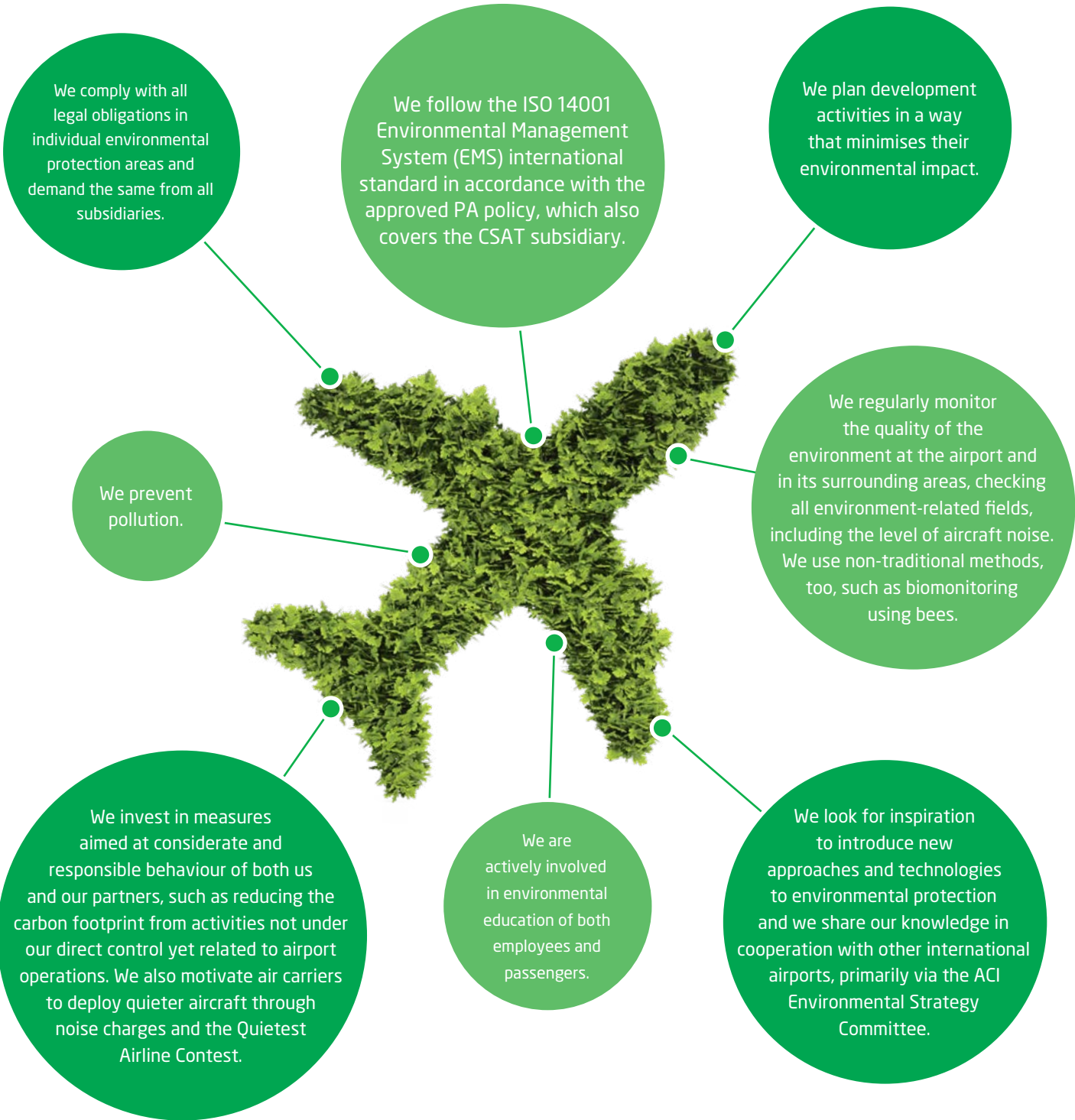


ENVIRONMENTAL PROTECTION

ENVIRONMENTAL PROTECTION

Environmental protection has long been a key feature of our corporate responsibility. We realise the impact of human activities, namely air traffic, on the environment in the Czech Republic within the context of the current global climate change. The PA Group strives to minimise such impacts. Therefore, we apply every effort to prevent and mitigate global risks in our region and are directly involved in the development and implementation of the latest environmental protection principles.

Our Approach Stems from the Following Principles



Air Protection



AIR PROTECTION

Minimising air traffic impact on air quality is one of the pillars of environmental protection at airports.

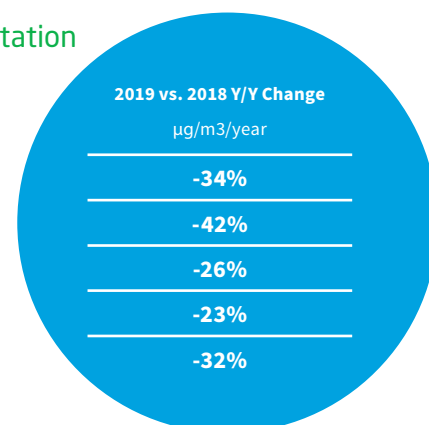
Air Quality

We regularly demonstrate compliance with legal requirements of air protection by measuring emissions from air pollution sources, their technical condition monitoring and reporting data to the competent authorities. We also monitor the main relevant pollutants, namely PM10 and PM2.5 dust particles and nitrogen oxides NOx, NO2 and NO, via a continuous air quality monitoring station located on the airfield close to both runways. In 2019, there was a significant reduction in all monitored pollutants.



Annual Concentrations of Pollutants Detected by Emission-Monitoring Station

Pollutant	2019 µg/m ³ /year	2018 µg/m ³ /year	Emission Limit µg/m ³ /year
PM ₁₀	24.2	36.5	40.0
PM _{2.5}	15	25.7	25.0
NO ₂	19.1	25.7	40.0
NOx	27.7	35.8	No Limit
NO	5.6	8.2	No Limit



In 2019, we expanded air quality monitoring with ground-level ozone and carbon monoxide. Our 2019 results clearly demonstrated adherence to the limit values set by the applicable legislation. In addition, online data from the measuring station (of the traffic – background character), are available on the Czech Hydrometeorological Institute's website. This ensures transparent information on the state of air pollution directly on airfield.

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 via investment in refrigeration and heating agents or electromobility. In 2019, we purchased several electric cars as part of an electromobility development strategy. We use new cars mainly airside and, as of recent, made them a part of the pilot project of car sharing.

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	313,6	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

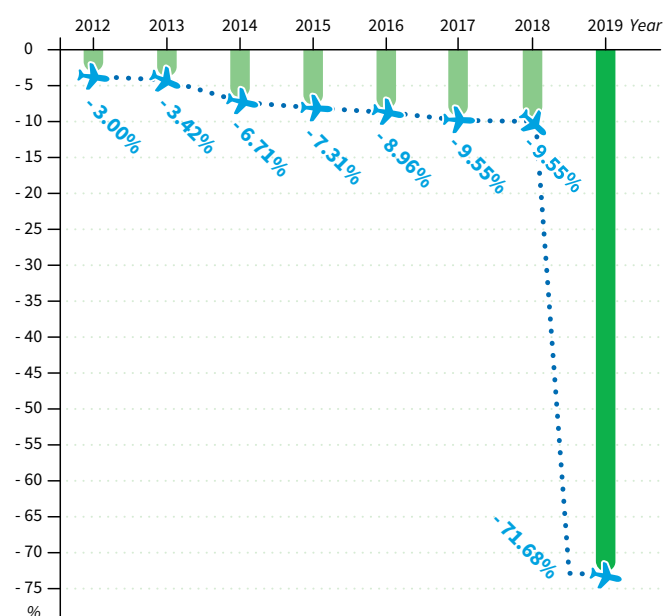


We Head towards Carbon Neutrality

We consider reducing carbon dioxide (CO₂) emissions to be a key priority in environmental protection.

In 2019, we managed to achieve a reduction in CO₂ emissions of 71.68% compared to the reference year 2009, thanks to the purchase of certified 100% green electricity obtained from renewable sources. Thanks to this, we effectively reduced the carbon footprint of Prague Airport by 1.761kg of CO₂ per passenger compared to 2018, which represents an overall reduction from 43,953kg CO₂ to 15,242kg CO₂, see the chart.

CO₂ Emissions Saved Compared to 2012 Reference Year



Carbon Footprint - development of CO₂ emissions

Year	Carbon Footprint AP	PAX	PAX LP / CO ₂ (kg)
2009	53,824	11,643,366	4.623
2010	58,887	11,556,858	5.095
2011	55,770	11,788,629	4.731
2012	52,796	10,807,890	4.885
2013	50,471	10,974,196	4.599
2014	46,871	11,149,926	4.204
2015	48,882	12,030,928	4.063
2016	43,447	13,074,517	3.323
2017	45,162	15,415,001	2.930
2018	43,953	16,797,006	2.617
2019	15,242	17,804,900	0.856

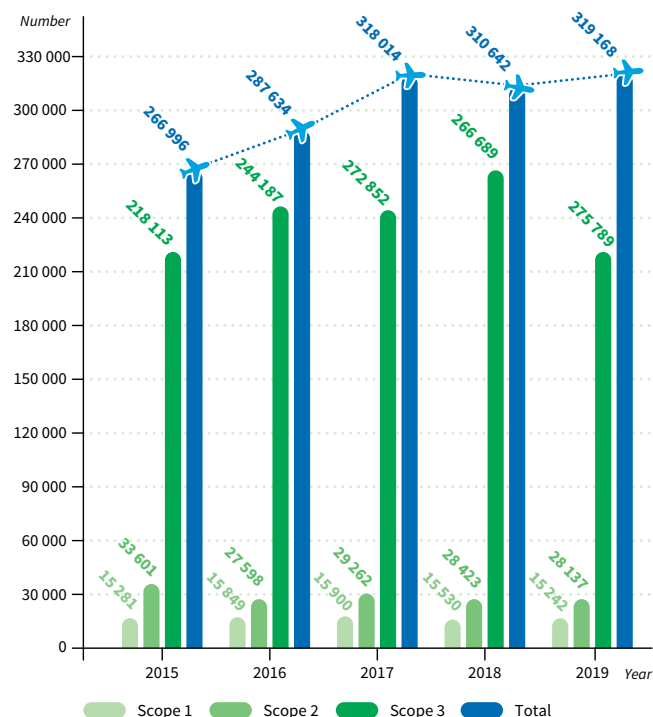


Thanks to purchases of certified 100% green electricity, **we saved 71.68% of emissions compared to 2009.**

In 2019, just as in previous years, we achieved the third level classification under the Airport Carbon Certification programme, i.e. Optimisation. Under the auspices of the Airport Council International, of which we are a member, it independently evaluates the world's airports and appreciates their efforts to reduce their carbon footprint. Partial measures that contributed to the achievement of the third level include: GPS system installation in vehicles, replacements of lighting with LEDs, night attenuation of air handling units in selected terminal areas, replacements of absorption cooling units, replacements of boilers with more efficient models with lower output, use of waste heat in the wastewater treatment plant, etc.

As a result, we are among the top 15 European airports which have committed themselves not only to reducing the carbon footprint from their operation, but also to involving their partners in this effort. These are airlines, providers of handling or catering services, land transport users and others.

Carbon Footprint - Individual SCOPEs



By 2030, we want to achieve carbon neutrality, i.e. reducing CO₂ from our operations to zero, and obtain the highest, i.e. the fourth, level of the ACA certification. 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. In 2019, such measures included investments in the development of electromobility and the production of electricity from photovoltaic power plants located on the roofs of selected buildings.

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

Fruit and Crop Monitoring

Since 2005, we have been systematically monitoring the potential impact of airport operations on the content of contaminants in selected crops, such as wheat, apples and permanent grassland around the airport. To evaluate the impact, we work with an accredited laboratory of the Department of Food Analysis and Nutrition at the Institute of Chemical Technology, Prague. 2019 analyses of the samples taken confirmed that, just as previous years, the content of foreign substances was comparable with that of the samples collected at other industrial conurbations in the Czech Republic and that the amounts recorded meet the legislative requirements for food and feed. Certain samples even meet strict limits imposed on ingredients used in baby and infant food.

Air Biomonitoring Using Bees

In 2019, for the sixth time, we won the Gold Medal for our flower honey in a competition held by the Czech Bee Research Institute. This confirms the long-term highest quality of honey produced by our beehives on airport's premises. At the same time, via analyses by an accredited laboratory of the University of Chemistry and Technology, Prague, good air quality in the vicinity of the airport was confirmed through biomonitoring. Bees collect pollen to which various pollutants from the environment can bind. Thus, analysing this organic compound, we can obtain an interesting review of the impact of traffic on the environment. Bees encounter practically all components of the environment on an area of up to 12 km² from their hive, including heavy metal and organic residues (polyaromatic hydrocarbons) which we monitor.

For the sixth time, we won the Gold Medal for our flower honey in a competition held by the Czech Bee Research Institute.



Bees Kept at Prague Airport

Aircraft Noise Management



AIRCRAFT NOISE MANAGEMENT

As the operator of Václav Havel Prague Airport, we have to address aircraft noise. Therefore, our expert teams regularly propose measures to minimise aircraft noise impact on the surrounding community. Our measures are on par with those of large international airports.

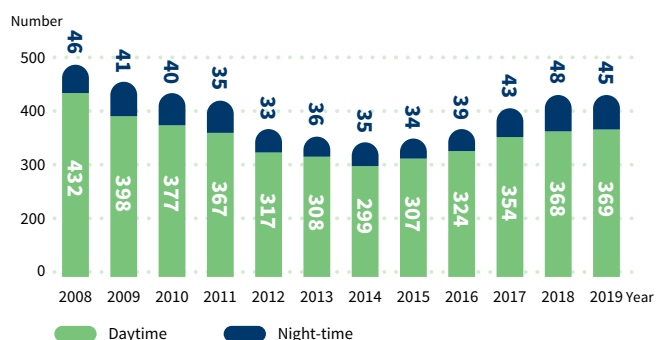
Balanced Approach to Aircraft Noise Management Guidance

We seek solutions of noise-related issues in accordance with the strategy of the International Civil Aviation Organisation (ICAO), which is based on the Guidance on the Balanced Approach to Aircraft Noise Management. The policy promotes achieving maximum environmental benefits in the most cost-effective manner. The balanced approach is based on four pillars:

1st Pillar: Reducing Noise at Source

A correct noise charge policy is our principle measure contributing to the reduction of noise at its source. We introduced the policy in 1995, in accordance with the ICAO's Policies on Charges for Airports and Air Navigation Services and became one of the first international airports to implement incentives to motivate air carriers to operate routes to/from Prague using quieter aircraft, thus reducing noise at and around the airport. We set the amount of the noise charge according to the noise parameters of the aircraft and the maximum take-off weight, i.e. the data listed in the noise certificate of each aircraft. The following graph shows the development of the average number of aircraft movements.

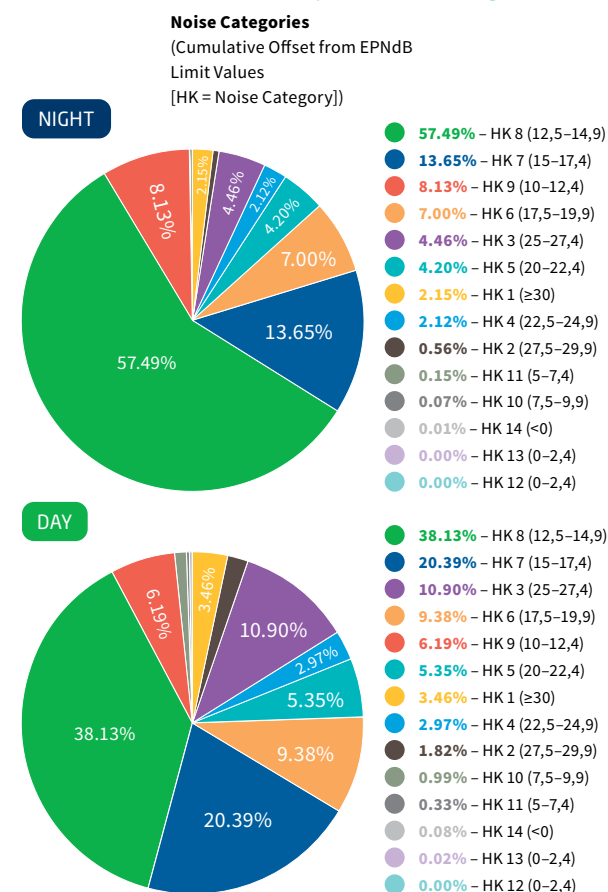
Average Number of Aircraft Movements per Day 2008 - 2019 Trends

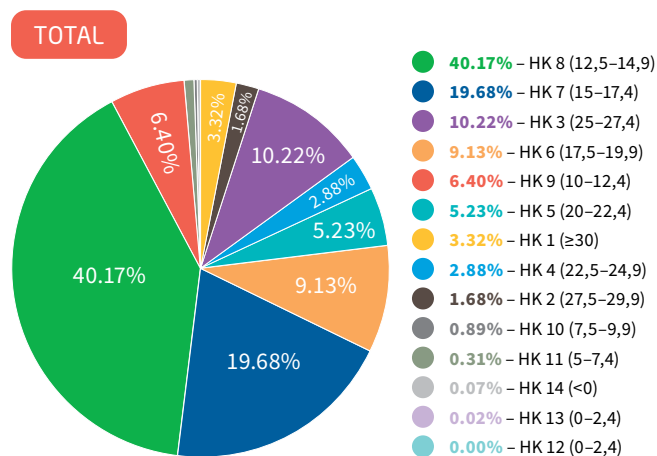


In addition to regular noise charges, we have also introduced charges for failure to comply with the slot adherence policy and the night-time rules of operation.

In 2019, we increased noise charges for non-compliance with the relevant coordination mechanisms in order to limit night-time landings without a coordinated slot. These charges complemented our noise charge policy in effect from 2018, when we significantly modified our policy due to the increase in the intensity of air traffic, the change of aircraft composition and the development of the noise situation at night-time. Specifically, we have significantly increased noise charges for operations performed by noisier types of aircraft at night, introduced arrival and departure charges and expanded the number of noise categories from 5 to 14, see graphs.

2019 Aircraft Distribution per Noise Categories in %



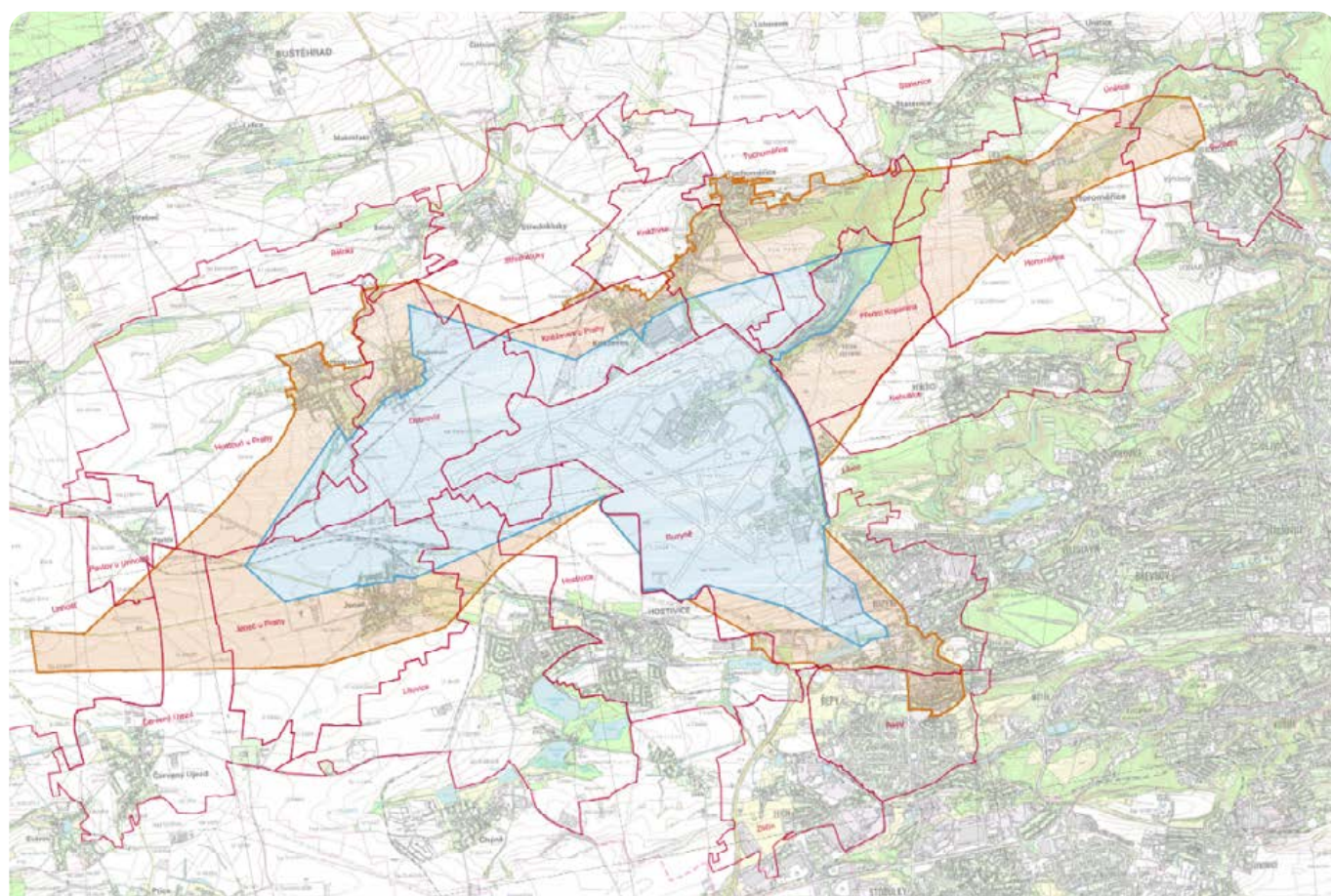


Contrary to expectations, the gradual trend of replacing aircraft with new generation types thanks to the reviewed measures was fundamentally affected in 2019, when the grounding of a modern Boeing 737 MAX type of aircraft, the most used Medium JET category type of aircraft at Václav Havel Airport Prague, was ordered.

We use noise charge-generated income according to the ICAO rules, i.e. to fund noise abatement and prevention measures, namely aircraft noise monitoring, noise-related studies and implementation of building insulation measures.

2nd Pillar: Land-Use Planning and Management

The main purpose of the second pillar is to set rules to prevent an increase in the number of citizens affected by excess noise due to ill-advised construction. In a balanced way, land-use planning should consider the development of residential areas, but also the development of Václav Havel Airport Prague, including the delimitation of affected areas designed for long-term air traffic and areas for transport infrastructure. Therefore, we work closely with the relevant authorities and transparently share information regarding our development plans.



2019 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 Václav Havel Airport Prague. It is a clearly defined area (see Fig.) 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 the NPZ, the set limits must not be exceeded.

The hygienic limits are set based on a typical air-traffic day (as recorded from May to October). We are obliged to ensure that the hygienic noise limits are observed inside the NPZ (at least inside the buildings). In 2019, once again, we complied with the set limits. (However, it is necessary to take into an account the overall expanded measurement uncertainty of ± 2.5 dB, determined according to the internal procedure IP_01, pursuant to the Czech State Norm of ISO 20906 and the Air Traffic Noise Measurement and Assessment Methodological Framework, Ref.No.: OVZ-32.019.02.2007/6306, from the combined standard uncertainty u_c , multiplied by the coefficient $k = 1.96$ for normal distribution and a 95% confidence interval of the mean.)

2019 Values Recorded at Stationary Monitoring Stations

2019 Values Recorded at Stationary Monitoring Stations		
Location – Stationary Station	Laeq_D	Laeq_N
RMT 1 – Jeneč	58.8	53.7
RMT 2 – Červený Újezd	54.3	49.2
RMT 3 – Unhošť	54.2	49.1
RMT 4 – Pavlov	55.1	50.0
RMT 5 – Hostivice	47.0	41.9
RMT 6 – Dobruška	56.4	50.4
RMT 7 – Kněževes	57.9	52.6
RMT 8 – Horoměřice střed	53.9	48.6
RMT 9 – Přední Kopanina	55.3	50.0
RMT 10 – Horoměřice JV	53.8	48.4
RMT 11 – Roztoky	52.9	47.6
RMT 12 – Bílá Hora	52.1	40.5
RMT 13 – Suchbátka	56.4	51.1
RMT 14 – Malé Kyšice	54.3	49.0

Note: The stated sound pressure levels $L_{Aeq,T}$ are determined for day-time 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.

Noise Abatement Insulation Measures

Our goal is to pursue noise abatement measures in the long term. Thanks to the income from noise charges, we have launched additional noise abatement measures, as one of the few airport operators in the world. Residents of municipalities and boroughs within the NPZ, most affected by the noise burden, can apply for a 100% financial aid under the 'Program ventilace' (the Ventilation / Recuperation Programme) for the installation of ventilation systems which will increase their living comfort inside houses and apartments. The ventilation system comprises recuperative heat exchangers for dwelling units, ensuring continuous air exchange with windows closed, which significantly reduces the indoor noise, dust and allergen occurrence. Thanks to humidity control and partial heating or cooling of the air, the growth of mould can also be prevented.

The programme distinguishes between the category of public facility owners (such as schools, pre-schools, medical facilities with in-patient areas, nursing homes etc.) and the category of family house and apartment owners. The first category has been able to apply for financial aid effective November 2019, the second effective March 2020.

The programme builds on previous noise abatement measures, which have been in place since 1998 and consisted of a complete replacement of windows and balcony doors with noise-resistant models with prescribed sound insulation. The total costs exceeded CZK 600 million.

The set
 **L_{AeqD} daytime
limits = 60 dB**
and the set
 **L_{AeqN} night-time
limits = 50 dB**

3rd Pillar: Noise Abatement Operational Procedures

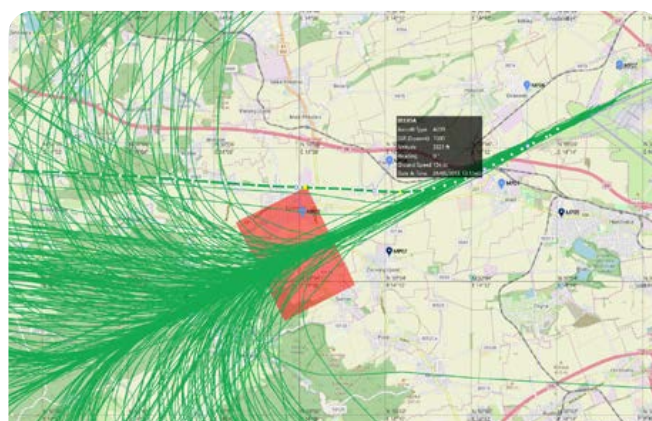
Noise abatement operational procedures complement the previously described measures and have significant impact on airport operations. Upon their implementation, attention must be paid, alongside the benefits in terms of noise burden reduction, to traffic safety and the capacity of the airport and its 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.

Noise Abatement Operational Procedures at Václav Havel Airport Prague Include:

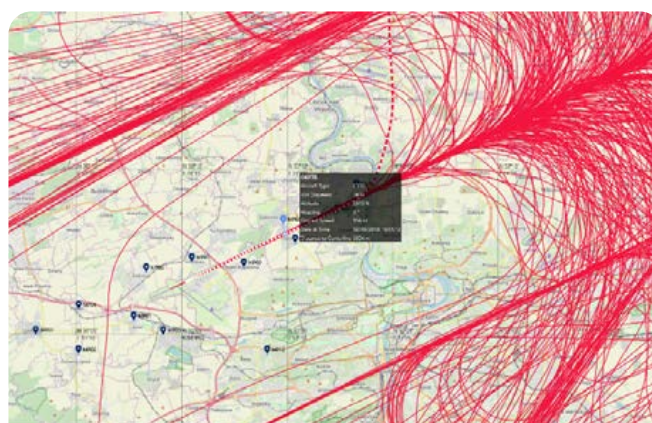
- Preferential runway use prioritising RWY 06/24 to prevent aircraft from flying over densely populated boroughs of the Capital city of Prague.
- Noise abatement arrival procedures stipulating that the descent gradient for a final approach is at least 3° (5.2%) or greater with the aircraft lined up with 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.

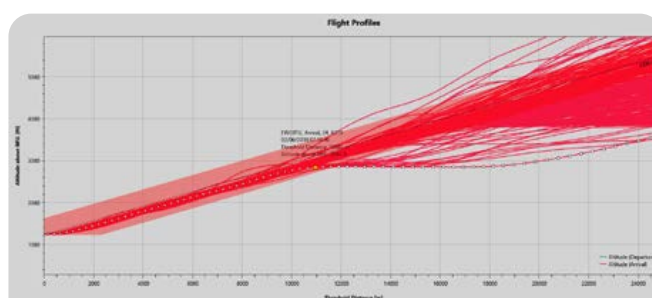
We check the adherence to the noise abatement arrival and departure procedures by means of a modern monitoring system which continuously measures air traffic noise and records trajectories of all flights via radar data access. Alongside other reasons, noise monitoring provides us with data for handling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



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



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

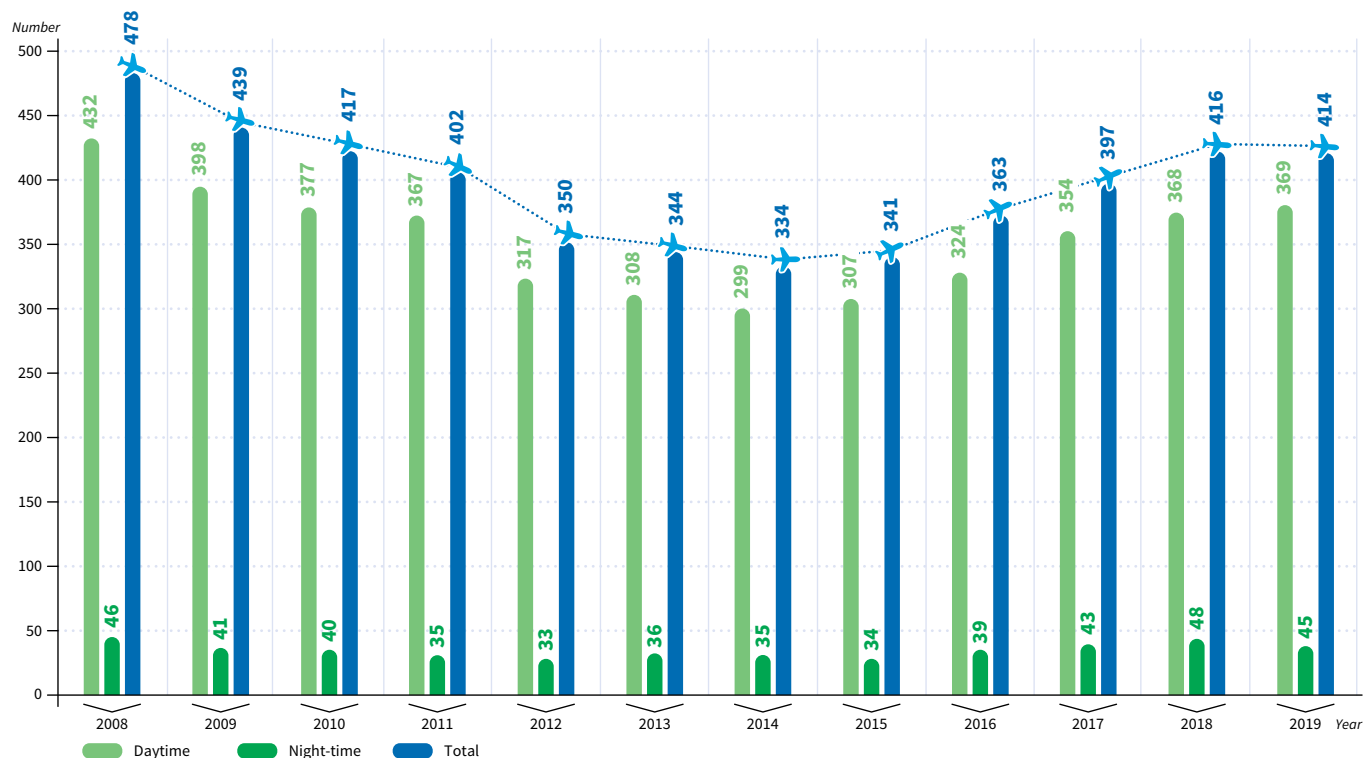


Landing - 3° Descent Gradient Monitoring

4th Pillar: Aircraft Operational Restrictions

According to the previously mentioned ICAO policy, airport operators should resort to aircraft operational restrictions only if there are no other solutions under the previous three pillars which would ensure the reduction of aircraft noise to acceptable level.

Average Number of Aircraft Movements per Day 2008 – 2019 Trends



Since such a strict restriction requirement is needed in the conditions of Václav Havel Airport Prague only at night, most of the established aircraft operational restrictions regulate the night-time traffic:

- A reduction in the number of movements at night, which was further tightened during the 2019 operational season within the coordination rules as follows:
 - A reduction in the average number of coordinated flights at night from 48 to 40 during a characteristic flight day (with the maximum number of coordinated flights per day left at 48).
 - A ban on earlier departures, i.e. before 6 a.m., where flight plans and coordinated slots were in conflict (implementation of milestone 1 of the A-CDM procedures).
 - Efforts to avoid earlier landings of flights with day-time slots – limited airport capabilities, often subject to in-flight conditions at cruising altitude.
 - Efforts to limit night-time landings without coordinated slots.
- A ban on operation of aircraft under the noise category No. 14 irrespective of the time of day.
- A ban on operation of aircraft under the noise categories Nos. 12, 13 and 14 at night.

Aircraft Noise Monitoring

We use the most advanced air traffic and air route adherence tools for a continuous aircraft noise monitoring.

Continuous Aircraft Noise Monitoring

In 2019, we introduced a new system for monitoring noise and recording trajectories of flights. The monitoring system was extended by two locations, namely Malé Kyšice and Roztoky, while the operations of one of the Řepy measuring stations, located at a greater distance from the axis of RWY 12/30, with long-term very low noise values, was discontinued.

Continuous monitoring is complemented by mobile monitoring performed on a yearly basis by an independent accredited testing laboratory specialised in air traffic noise measuring.

Indoor Aircraft Noise Monitoring

We also perform air traffic noise monitoring of inner spaces of protected buildings within the Noise Protection Zone. The measuring and processing of the data collected is performed pursuant to methodology developed for us by the National Reference Laboratory for Communal Noise at the Health Institute in Ostrava.

Monitoring is performed using a two-channel analyser facilitating the parallel measuring of both the inside and outside of objects. Compared to previously applied normative and methodological requirements, the new methodology significantly decreases monitoring time without compromising the accuracy of the results.

Noise monitoring using own resources provides us with the ability to react quickly to complaints and operational challenges, e.g. at times when traffic is redirected to the side 12/30 RWY, alongside the option of performing measuring at places other than equipped with permanent monitors.



Water Protection



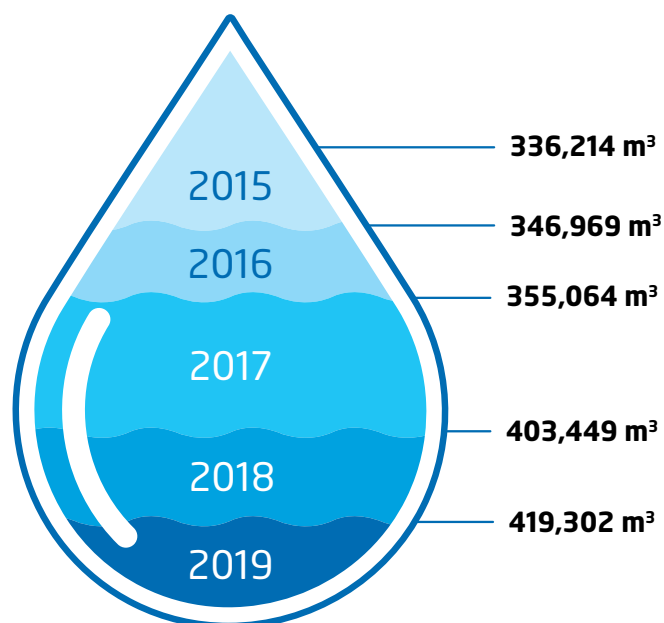
WATER PROTECTION

In the Czech Republic, we experience climate change caused by human activity, too. For example, in the form of more and more frequent droughts. Therefore, our goal is to use water, the most valuable of natural resources, as carefully as possible.

Water Consumption

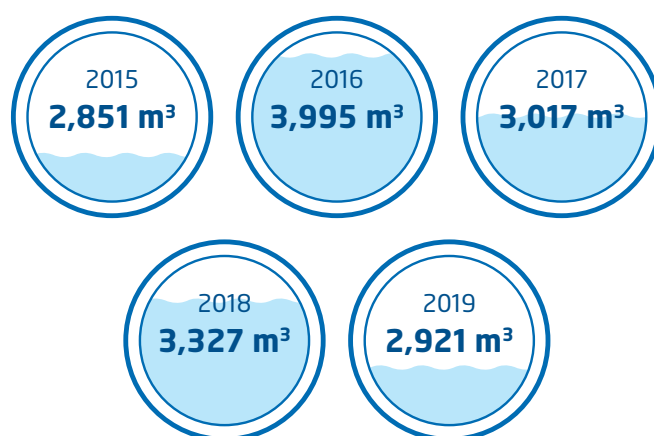
Our main water protection activities comprise minimising water consumption. Although the number of passengers increased by six percent year-on-year in 2019, drinking water consumption increased by 3.93% only, see the chart. This was, primarily, achieved thanks to our optimal supply of drinking water to companies active on the airport premises, as we are the operator of a water supply system for the public use. We have also a specially fitted water supply point reserved for supplying water to aircraft. Our source of drinking water is Prague Circular Water Line, the Prague 6 water line and our own wells.

Drinking Water Consumption



In addition, we have built a water tank for utility water in the NORTH area of the airport supplied with underground water from a borehole used consecutively for sprinkling, irrigation and flushing the sewage pipeline.

Utility Water Tank



Water Quality

We regularly check the quality of drinking water within our water supply network. The results of our measurements have long complied with legislative requirements and are periodically submitted to a nationwide database of drinking water test results. In addition, as part of regular monitoring campaigns, we check the quality of water directly from drinking fountains which we have installed in recent years in both terminals of Václav Havel Airport Prague. The resulting data confirm good water quality.

Surface Water Protection

Thanks to investments in wastewater and rainwater treatment plant capacity upgrades, we are also able to ensure the protection of surface water on the airport premises and in its vicinity. We return the treated water back to the Únětický and Kopaninský streams.

In 2019, we completed a construction of a new retention tank by the contaminated rainwater and sewage wastewater treatment plants in the North part of the airport premises (the CRTP + the SWTP NORTH). At the same time, we completed the process of intensifi-

cation of lines for biological cleansing of contaminated water. To capture concentrated outflows of de-icing agents, we use retention tanks at airport de-icing stations. In addition, effective the 2018/2019 winter season, we have approved the application of coloured de-icing agents under the condition that the dyes contained therein meet the criteria set based on a successful all-season test run. The collected de-icing agents undergo biological treatment at the CRTP and the SWTP NORTH.

As of 2019, a new retention tank construction has continued at the treatment plant for contaminated rainwater and sewage wastewater in the South part of the airport premises (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 implementation process of these measures will ensure an even higher standard of rainwater collection and treatment than in previous years, especially with regard to rainwater containing chemical agents used to treat movement surfaces and aircraft de-icing agents.

Airport Area Drainage

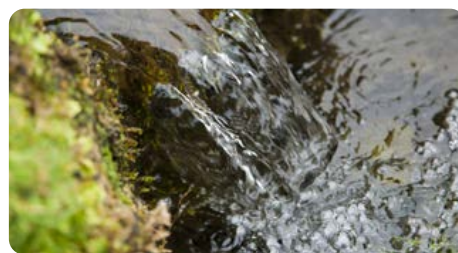
The development of Václav Havel Airport Prague and the ongoing expansion of its infrastructure require repeated checks of the water drainage situation. Thanks to our long-term Drainage Concept, which uses mathematical models of rainwater and sewage water, we are able to systematically apply environmentally friendly meas-

ures. We monitor and evaluate the possibilities of using the principles of nature-friendly drainage, including the implementation of green roofs and the use of rainwater.

In connection with drainage, we considerably influence the Únětický stream in the north airport area and the Kopaninský stream in the south airport area. The Kopaninský polder with the capacity of 68,250m³ is used for the south airport area, while the Tuchoměřice polder with the capacity of approx. 50,000m³ is used for the north airport area. In 2014, we built small dams 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 warning system, i.e. a measure addressing the torrential rain issue.

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 us to evaluate our impact on surface water in the airport surrounding areas, primarily the Únětický and Kopaninský streams. We also use the collected data to predict the impact of our development plans on nature.



Amount of Water Purified from 2012 to 2019 (in m³ including all wastewater drained into the sewage system) the CRTP + SWTP NORTH

Year	2012	2013	2014	2015	2016	2017	2018	2019
Sewage water	127,684	127,418	121,691	125,212	158,004	166,775	183,709	198,254
Rainwater	55,127	51,981	38,778	49,965	53,462	56,009	66,108	50,041
In Total	182,811	179,399	160,469	175,177	211,466	222,784	249,817	248,295

Amount of Water Purified from 2012 to 2019 (in m³ including all wastewater drained into the sewage system) the CRTP + SWTP SOUTH

Year	2012	2013	2014	2015	2016	2017	2018	2019
Sewage water	154,789	151,439	143,342	126,057	133,932	139,200	132,398	130,739
Rainwater	0	0	0	0	0	0	0	700*
In Total	154,789	151,439	143,342	126,057	133,932	139,200	132,398	131,439

* De-icing agent contaminated rainwater is currently collected scarcely in the south airport area.

Groundwater Protection

In December 2019, we launched operations of a new tanker depot with a maximum capacity of 34 vehicles and a new, approximately 2.4-km-long underground pipeline system for aviation fuel. Thanks to this, the aircraft handling has become more effective and the safety of handling aviation fuel has been increased. Owing to the installed multi-stage solution, the risk of liquid leakage into the environment is minimal.

We are currently monitoring groundwater in a continuous automatic mode, thanks to six hydrogeological boreholes. Our system can instantly detect and report any leakage of oil and oil-based substances into the groundwater, thus allowing for a timely remediation intervention. We have been regularly monitoring the quality of groundwater since 1995.

Biodiversity

Although, the conservation of the variety and variability of life on Earth is in the common interest of humanity, it is declining at an increasing rate. Therefore, working with the surrounding communities, we support various projects aimed at the protection of genetic diversity, i.e. biodiversity. In 2019, we prepared a new programme to support biodiversity in surrounding municipalities, the pilot phase of which we intend to launch in 2020. Our plans to boost biodiversity on the airport premises and in its surrounding areas collide with a safety hazard issue, namely the risk of aircraft collision with wildlife. Thus, the programme focuses on 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. Through the programme, we have reached compliance with one condition of the Environmental Impact Assessment binding opinion on the parallel runway construction plan.

Biodiversity and Birds

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 zones with a specific regime are established around airports to reduce the attractiveness of the specific environment for birds, primarily species that are considered to be risky from the point of view of air traffic safety, especially aquatic bird species such as geese and ducks.

Landfills, haystacks, silage pits, bodies of water, manure heaps, feeders and other bird enticements increasing the bird presence at the airport may not be set up in the inner ornithological protection zone. Agricultural buildings such as poultry or cow houses, pheasantries, material waste collection and treatment centres, bodies of water and other buildings and facilities with the possibility of the excessive occurrence of birds may only be established in the outer or-

nithological protection zone subject to the consent by Václav Havel Airport Prague and the Civil Aviation Authority of the Czech Republic.

At Václav Havel Airport Prague and in its immediate vicinity, there are employees of the airport's biological protection team, who, with the help of birds of prey and trained dogs, 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. In addition to the usual causes such as predators, parasites and competition from other birds, the main threat to birds is the collision with glazed areas of man-made buildings and improper building adaptations.

That is why we have identified critical points of potential bird clashes with glazed areas on the airport grounds and applied bird deterrent decals in these areas to minimise collisions. We have chosen only bird deterrent decals that are currently recommended by the professional public, i.e. spaced very closely, which will ensure even coverage of the area and alert birds to the obstacle in time.

Every Tree Counts

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

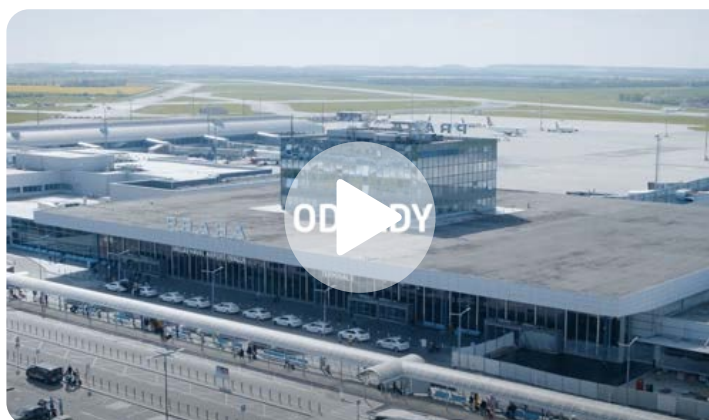
Tree Digitisation

Since 2015, we have been administering a woody plant registry in the GIS map environment, which allows us to store additional information layers. Using this tool, we have a perfect overview of woody plants on the airport premises, such as their type, dimensions and state. During inventory, 3,106 woody plant species of many taxa were recorded. The most common types are maples, birches and lindens. The condition of woody plants appears to be balanced in terms of sustainability. We also monitor trees planted under the ordered replacement planting regime and areas designated for future replacement plantings.



Bird Deterrent Decals on Glazed Areas

Waste Management



WASTE MANAGEMENT

The accumulation of waste and its disposal are issues growing steadily out of human control. However, at Václav Havel Airport Prague, we strive to adhere to the proper waste management hierarchy, pursuant to applicable legislation, with the emphasis on long-term waste prevention.

Fly Plastic Free

In 2019, we launched a programme aiming at motivating passengers, our partners and ourselves to actively reduce the consumption of single-use plastics at Václav Havel Airport Prague. With this measure, we are getting ready to meet the legislative changes of the European Union, which, however, will not come into force until 2021.

Water Drains and Drinking Fountains

Drafting a specific plan for a gradual installation of new water drains and drinking fountains was our most significant measure under this programme. Passengers can now 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. The general public reaction to our new measure was overwhelming. The post announcing the launch of the first water drain became our social networks star.

Catering

Replacements of single-use plastics in catering is another measure under the Fly Plastic Free programme. In order to prevent greenwashing, we have commissioned an analysis to avoid choosing an alternative to plastic that might look greener at first sight, such as paper, wood, bamboo or glass, but in fact have a worse environmental impact. We came up with proposals for specific measures based on life cycle assessment analysis results of selected products and packages, e.g., to limit the purchasing of bottled water by using jugs and water tanks or the possibility of using mugs in coffee machines. In 2020, we will continue implementing additional measures in our catering, such as replacements of single-use plastic bowls for salads, soups and main dishes with reusable ones.

Binless Offices

We decided to solve the issue of waste sorting support by 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 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 (LPB). We have also inadvertently achieved more frequent movement of employees forced to get up and sort waste using common bins. As a result, we partially contribute to the prevention of health issues related to sedentary jobs.


Promotional Products

Besides the exclusion of single-use plastic promotional products, we look for a systemic restriction of single-use plastics and other waste at the procurement level.



Prague Airport @PragueAirport · 3. 11. 2019

Letiště Praha zavedlo nový systém výlevky a píttek. Cestující vylijí vodu z lahví před bezpečnostní kontrolou do výlevky a po průchodu kontrolním bodem si lahev opět zdarma naplní pitnou vodou z jednoho z dostupných píttek [prg.aero/plasty-uz-nele...](#) #aktualitaLP #FlyPlasticFree



24 52 814

Water Drains and Drinking Fountains - a social network post
 Number of Impressions (i.e. a total tally of all the times the post has been seen): **60,309**. Total Number of Engagements (i.e. a total number of times a user interacted with a post): **4,330**.

Fotbalky.eu @fotbalky_eu · 4. 11. 2019

Odpověď uživateli @PragueAirport a @janekrubes
 OK to cením, protože a) piji vodu i když si mohu svobodně vybrat b) mi to kolikrát přišlo nedůstojné Chápu tento krok jako gesto směrem k cestujícím, že nad nimi letiště Praha přemýšlí. Děkuji

1

Trablerka @trablerka · 4. 11. 2019

Odpověď uživateli @PragueAirport a @janekrubes
 Huráááá 🎉

janekrubes @janekrubes · 4. 11. 2019

Odpověď uživateli @PragueAirport
 Skvěly!!!

1 43

Water Drains and Drinking Fountains
 (selected comments from social networks)

Waste Processing

If we cannot completely prevent the production of waste, we insist on its reuse, recycling or other recovery. In 2019, we increased the amount of usable waste by 4.7%, while our waste production decreased by 3.61%, see the chart.

Waste Processing at Prague Airport

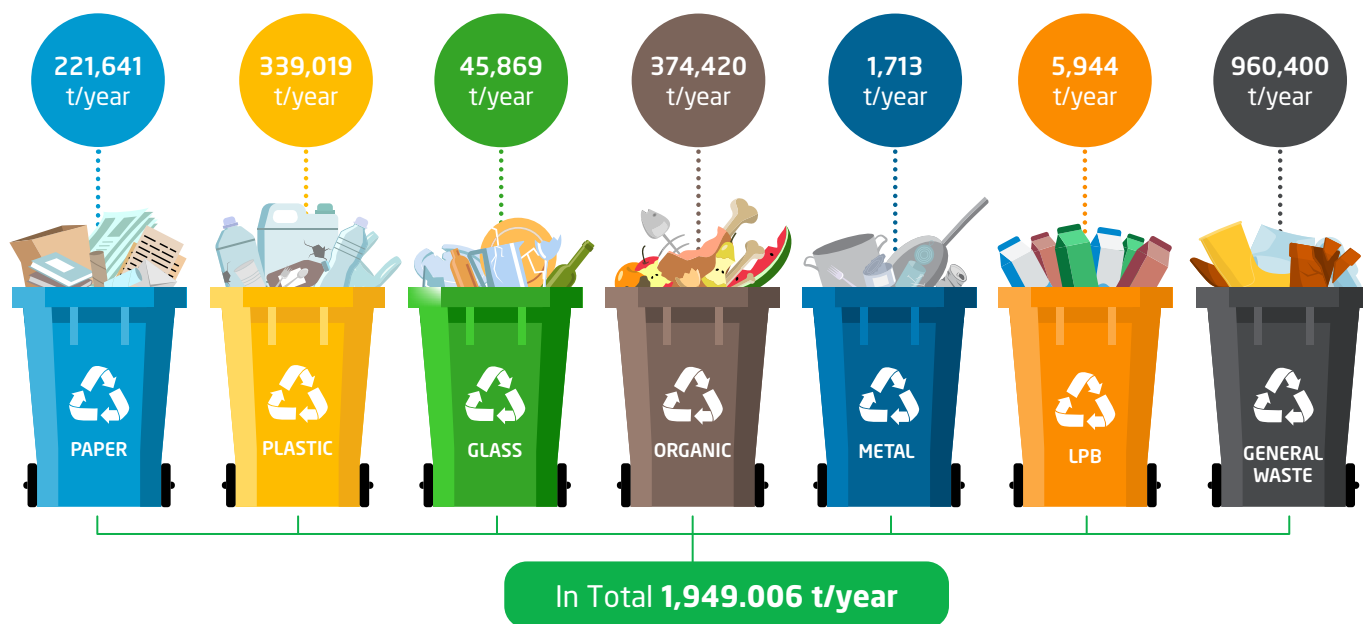


We place great emphasis on sorting waste at source properly. Collecting different types of recyclable waste (i.e. iron, paper, plastic, glass, LPB, non-ferrous metals and others) separately, we attempt to maximise the material recovery of secondary raw materials.

Kitchen waste from catering facilities is transported by an external company to a biogas plant and used as an energy recovery source. Biodegradable waste from gardening is composted. During con-

struction 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 produce as little waste as possible.

2019 Waste Production in CSO



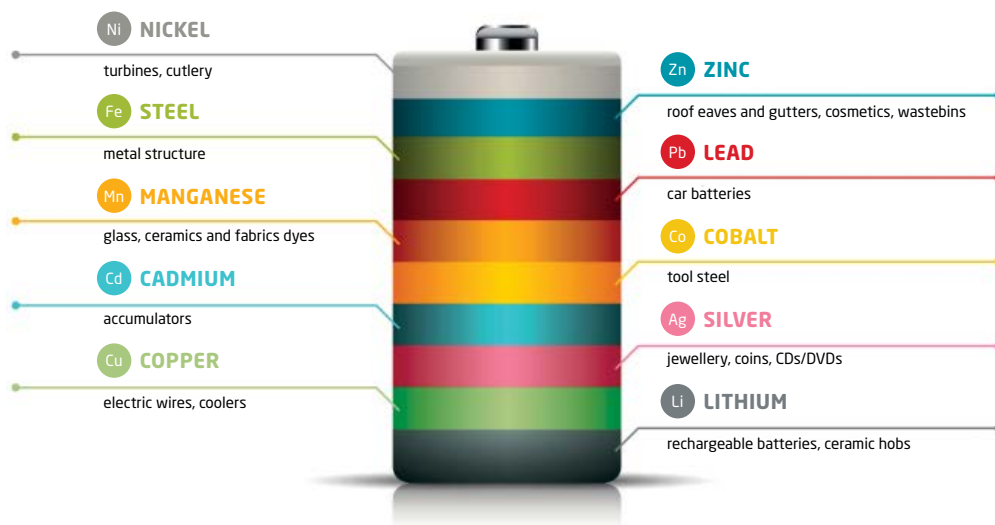
Hazardous Waste

The proper management of hazardous waste during collection and subsequent temporary storage is important for us. By joining a collective take-back system (WEEE Enforcement) voluntarily, we promote the recycling of non-ferrous metals, iron and plastics from broken electrical appliances. Moreover, we collect used batteries in cooperation with the ECOBAT company.

Last but not least, we collect refrigeration equipment, the disposal of which contributes to the protection of the Earth's ozone layer. Thanks to our great efforts, we increased our take-back by an incredible 198% in 2019.

In 2019, we submitted a total of **1,113kg of used batteries** for recycling.

723kg of metal-bearing secondary raw materials were recovered from this amount by recycling, which will be reused in the new product manufacturing process.



We submit used batteries for ecological recycling.

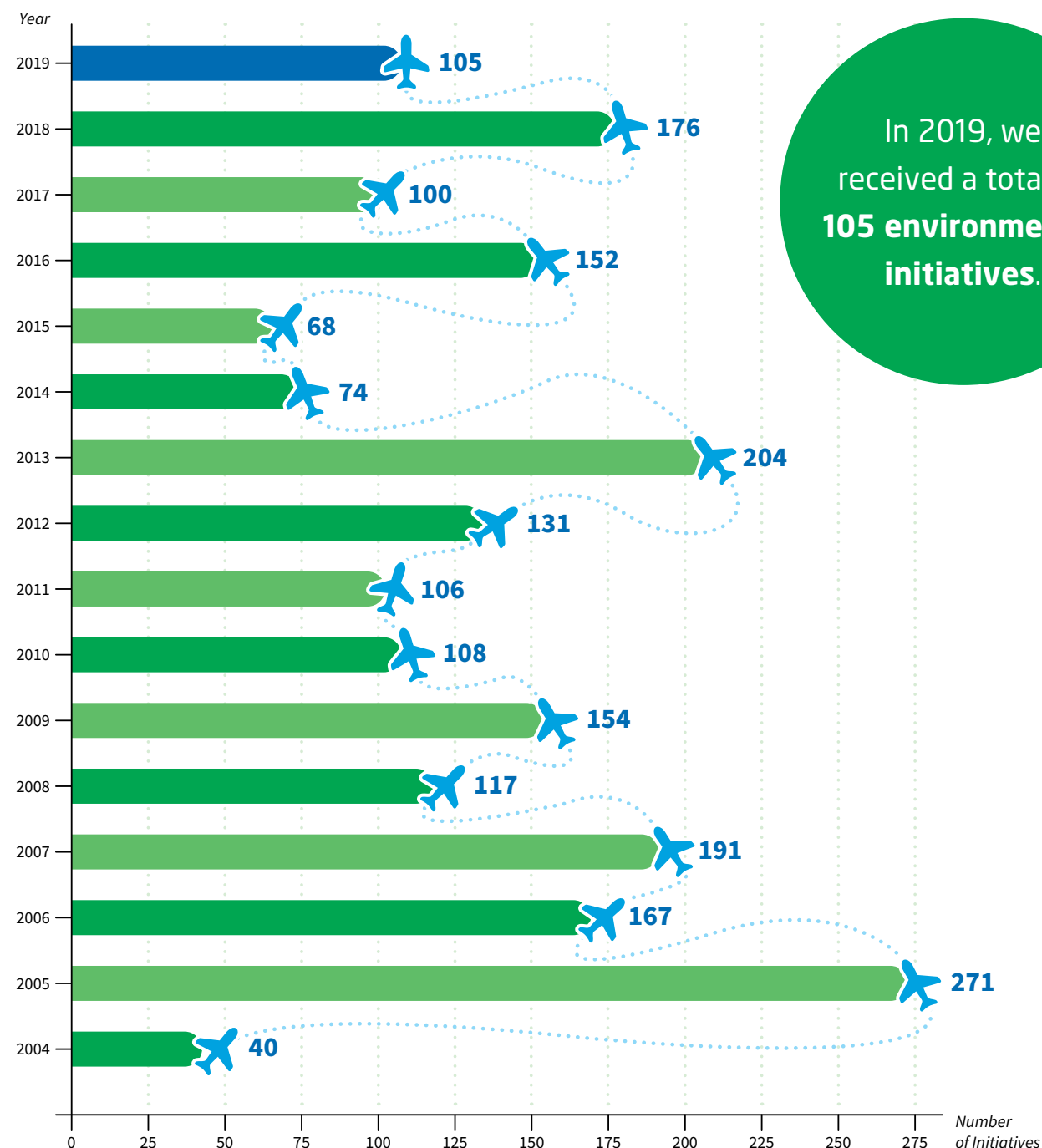
Waste Management Services

We provide waste management services not only within the Group, but also to business partners active at Václav Havel Airport Prague. As a result, we manage waste disposal from aircraft created by individual airlines and handling companies. 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 in the same manner as collected general waste, except in the case of hazardous waste, which is added to the hazardous waste collected at the airport.

Handling Environmental Initiatives

In 2019, we received a total of 105 environmental initiatives, which is 71 less than in 2018 with approximately 60% related to air traffic noise. Inquiries and complaints were often related to a change of runway in use affecting the noise situation around the airport. The reasons for transfers of air traffic to the side runway are published on our website. 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. Responses to initiatives and questions are submitted with a minimum of delay, but at the same time comprehensively, including a professional explanation of the issue.

2004 - 2019 Environmental Initiative Trends





EMPLOYEE CARE



EMPLOYEE CARE

Employee Growth and Contentment

The Prague Airport group pays systematic attention to the development of professional experience, expertise and skills of its employees by means of an internal vocational training system. Based on requirements highlighted in an employee questionnaire survey and goals of our long-term strategy, we have included additional profession-related topics to the offer of development options and opportunities. This is evidenced by an almost one-fifth year-on-year increase in the number of vocational and development activities offered.

Vocational Training

Last year, we focused on building communities and effective collaboration across the company, alongside the development of managerial and individual leadership skills of senior employees through established partnerships with foreign airports. 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 educational portal for the development of communication and remote cooperation was created.

Balanced Professional and Personal Life

We pay special attention to our employees and their complex life situations. We have increased our awareness of possible solutions and established cooperation with partners in the area of debt collection and foreclosure advice. We also conduct internal seminars to increase resistance to stress, effective self-management and improved integration of professional and personal life. Provided it is not in conflict with the operations of a particular department, we continue to support flexible working hours, part-time jobs and a home office concept.

Number of Trainings Added by Employees in Reported Period

2018	Specialised	Occupational	Soft skills	E-learning	Initial Training	Language Courses	Sum Total
Number of Events	351	1,900	135	–	24	47	2,457
Number of Participants	1,121	15,658	1,454	17,216	1,121	220	36,790
2019	Specialised	Occupational	Soft skills	E-learning	Initial Training	Language Courses	Sum Total
Number of Events	425	2,210	246	–	24	77	2,982
Number of Participants	1,473	19,267	1,655	11,326	1,326	265	45,312

Average Number of Hours Dedicated to Training by Employees in Reported Period



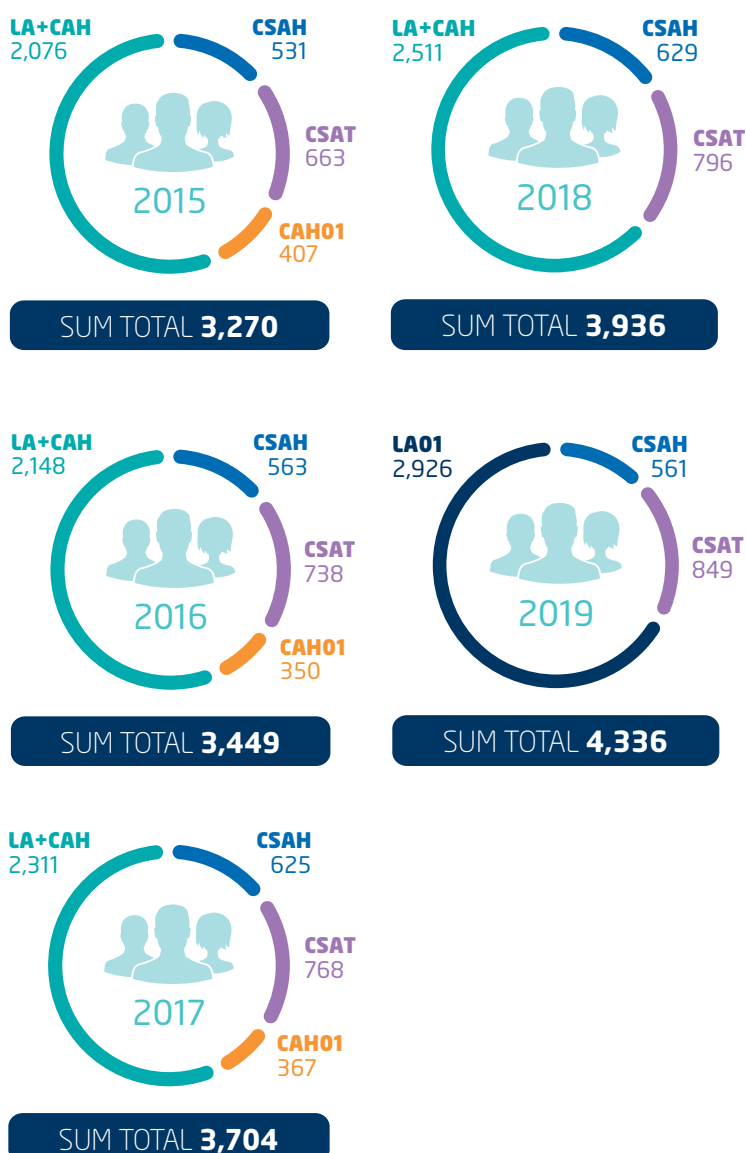
Supporting Employed Parents

We offer the option of enrolling children of our employees in the nearby Kněžves preschool. We also organise regular events for children of our employees, namely Children's Day in an attractive airport setting and St. Nicholas's Day party at external locations. Parents on leave actively participate in short-term projects in the form of time-limited jobs.



Employee Structure

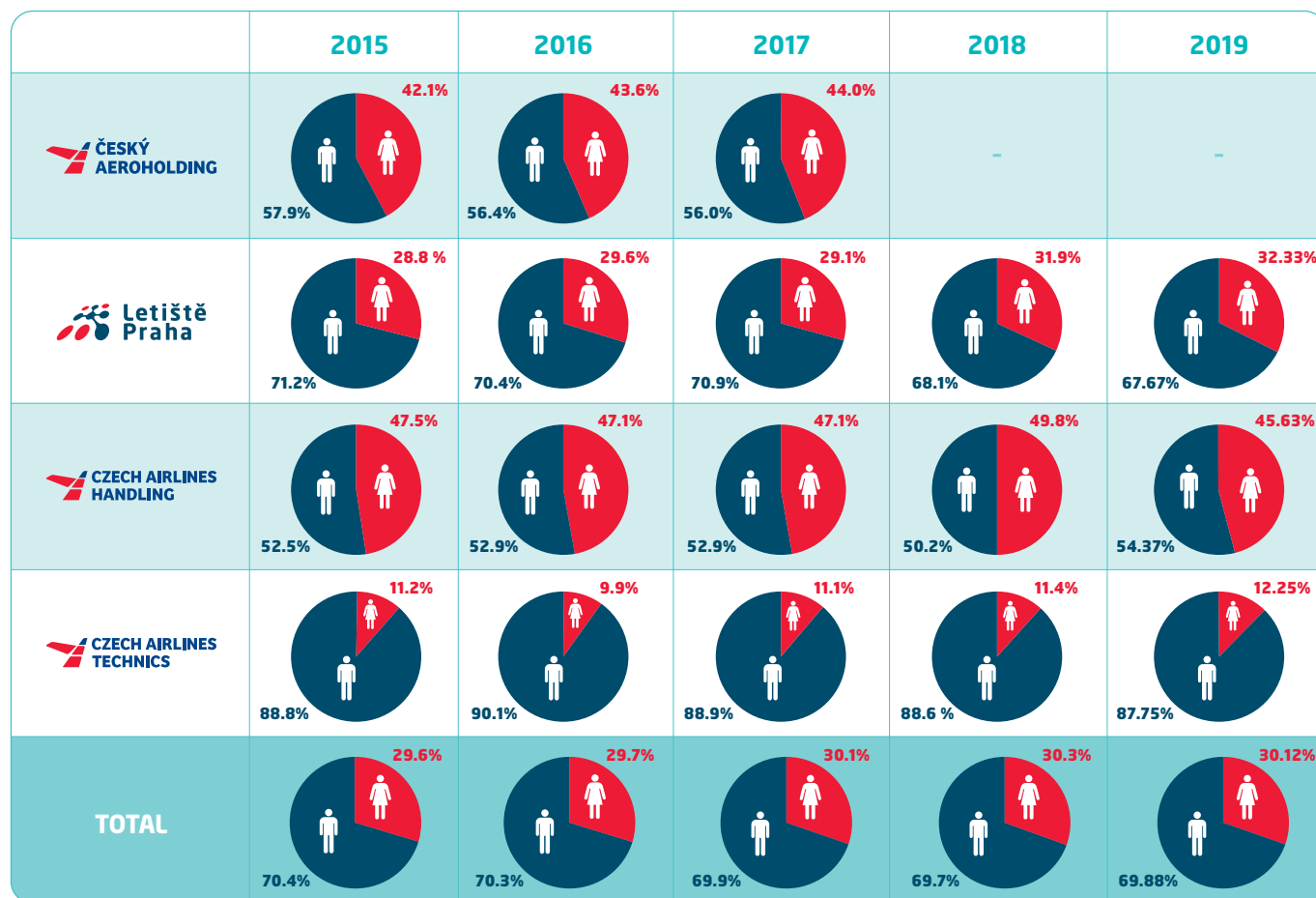
Number of Employees



Wide Range of Employee Benefits Provided by Prague Airport

-  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

Male / Female Ratio



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

Company	FEMALE					MALE				
	AUTHORISED / ON LEAVE IN FACT					AUTHORISED / ON LEAVE IN FACT				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
CAH	8 / 2	6 / 2	8 / 5	8 / 8	– / –	16 / 0	12 / 0	16 / 0	8 / 0	11 / 0
LA	30 / 21	31 / 15	22 / 16	22 / 22	33 / 42	71 / 0	87 / 1	80 / 0	86 / 0	58 / 1
CSAH	33 / 28	18 / 18	15 / 15	9 / 9	11 / 11	16 / 0	12 / 0	16 / 0	8 / 0	11 / 0
CSAT	4 / 1	2 / 0	5 / 3	3 / 3	1 / 1	31 / 0	24 / 1	37 / 0	42 / 0	31 / 0
Sum Total	75 / 52	57 / 35	50 / 39	42 / 42	45 / 54	134 / 0	135 / 2	149 / 0	144 / 0	111 / 1

Employees per types of agreements (definite / indefinite period of time), divided by gender.

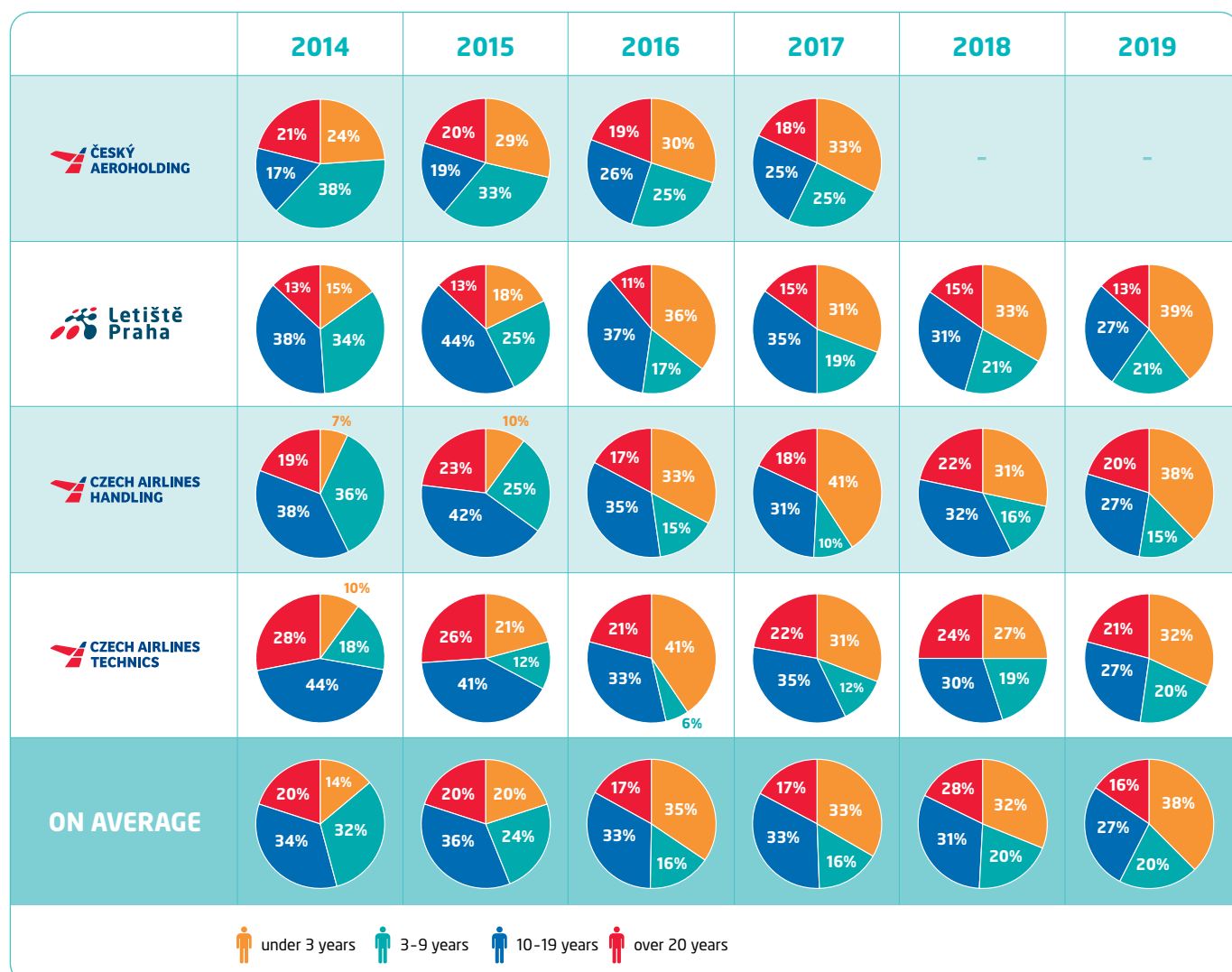
Company	Year	PRIMARY EMPLOYMENT – DEFINITE PERIOD OF TIME		PRIMARY EMPLOYMENT – INDEFINITE PERIOD OF TIME		Sum Total
		Female	Male	Female	Male	
CSAH	2015	5%	3%	42%	49%	100%
	2016	12%	13%	36%	40%	100%
	2017	17%	15%	30%	38%	100%
	2018	12%	9%	38%	41%	100%
	2019	8%	12%	37%	43%	100%
CSAT	2015	1%	12%	10%	77%	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%
CAH	2015	6%	14%	36%	44%	100%
	2016	6%	4%	38%	52%	100%
	2017	8%	11%	36%	45%	100%
PRG	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%



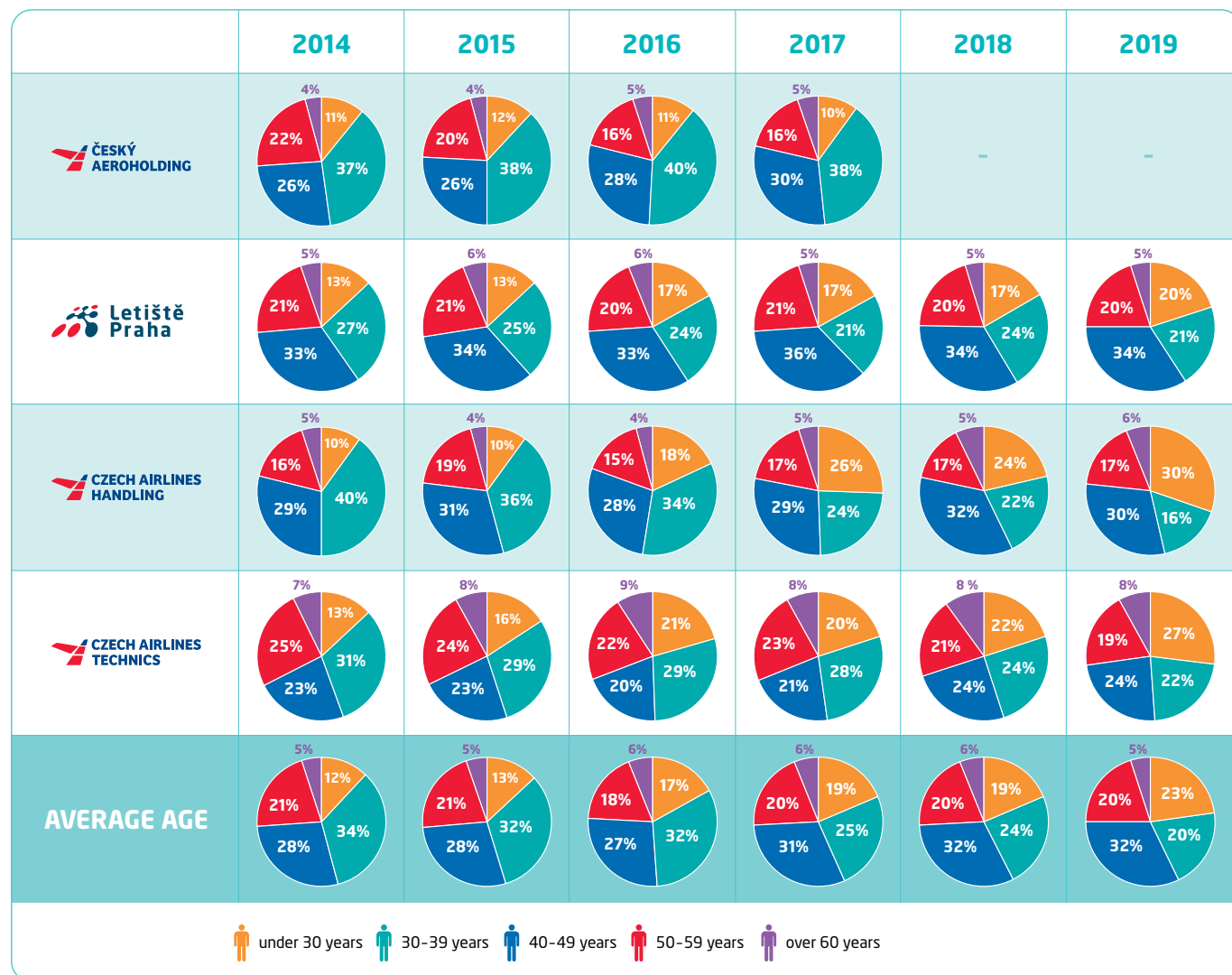
Employees per types of agreements (primary employment / secondary employment), divided by gender.

Company	Year	FEMALE		MALE		Sum Total
		Secondary Employment / DPČ+DPP	Primary Employment / HPP	Secondary Employment / DPČ+DPP	Primary Employment / HPP	
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%
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%
CAH	2016	4.2%	40.7%	2.4%	52.6%	100.0%
	2017	3.6%	41.4%	2.2%	52.8%	100.0%
PRG	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%

Per Number of Years in Company



Age Structure of Employees



Passenger Check-in Counter Worked in Terminal 2



Aircraft Mechanic During Base Maintenance in Hangar F

Health and Safety at Workplace

In our industry, safety always come 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)

1,124,492 pcs. of PPE purchased

5,425 PPE types used at the airport



Entry Training

1,032 trained employees (newcomers)

1,440 minutes of entry training sessions



Occupational Health Examinations

1,856 Examinations performed

198 Vaccinations



45 serious work-related injuries (9 fewer than in 2018)

1,776 days of incapacity and **38** injured limbs

3,390,357 CZK compensation paid



Breathalyzer Tests

155 performed tests



Automated External Defibrillators

10 AEDs located around the airport

Number of Employees and Work-Related Injuries

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

Average Number of Injuries in Relation to Number of Employees

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	Sum Total 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%	2.32%	3.26%



Aircraft Baggage Handler



Locksmith Repairing Escalator

Healthy Employees

Employee Swimming

Last year, again, employees of the Prague Airport Group were able to attend swimming sessions, this time in two blocks – one in spring and one in autumn. The aim of the sessions, which took place in Strahov swimming pool, was to master the basics of swimming styles, improve endurance and work on dynamics, all under the guidance of an experienced professional trainer.



Biking to Work

The month of May, traditionally, belongs to cyclists and other fans of motorless commuting to and from work. A total of 76 employees took part in the popular “Biking to Work” initiative, forming 18 teams. In July, the project was followed by an internal competition, which ran until the end of September, and was ended with a group ride and a pleasant get-together at the end of the cycling season. Several airport employees took part in the autumn Author Pražská 50tka race in Prague 6, to which Prague Airport was the official partner.



Tennis Courts

The year 2019 introduced an indeed welcome novelty for airport tennis enthusiasts. In addition to the regular operation of tennis courts, when each employee could play by prior agreement and online reservation, a long-term AeroOpen tennis competition was launched in the summer months. The pilot year of the long-term tournament welcomed players in two categories - beginners and advanced. A total of 25 tennis enthusiasts took part in the competition. A participant package was prepared for each player, which included, among other things, a set of sweatbands, a sports bottle and tennis balls. The first three players in each category won trophies and other small prizes. The most important and valuable prize by far was, however, won by each participant in the tournament – the joint experience of sports competitions, meeting a number of new colleagues and measuring tennis skills in a friendly and fair-play spirit.



Airport Fitness

A brand-new fitness centre launched operations on the airport premises in June 2019. Thanks to the support of Prague Airport, airport employees enjoy more favourable conditions at the centre in the form of discounts on permanent passes and regular events, alongside a number of other benefits.



Running Competitions

The range of popular sports across the airport is really wide. However, one sport branch rises above all and enjoys the greatest popularity – the phenomenon of today, running and jogging.

In 2019, employees of the Prague Airport Group participated in a number of running projects. The start of the season was marked by the Run with Us project, which included 4 races in the surrounding municipalities of the airport. The main part of the running season traditionally belongs to the RunCzech running league races. The most popular race of the series was, traditionally, the Prague O2 Relay, in which a record 48 airport employees divided into 12 teams took part in the hot Stromovka park at the end of June. Airport employees were also present at other races, such as the Hostivice run or the September Ten in Běchovice, which is considered the official championship of the Czech Republic in road running.



Football Tournament

The 21st year of the Prague Airport Cup football tournament was hosted by the Tuchoměřice football field. A total of 12 teams formed by employees of Prague Airport and its allied units competed for the cup.



Days of Health

During three days of health, we offered our employees the opportunity to have their health checked and learn more about a healthy lifestyle. The offer included a variety of workshops, lectures and examinations, such as blood sugar tests, eye exams, birthmark checks and various workshops on the prevention of cancer and cardiovascular diseases. At the same time, employees could buy fruit for CZK 1 in the canteens. The employee reaction to the events was very positive.



Social Events

We organise various events for both employees and their families and children. We try to increase their involvement and participation through various competitions or charitable events within the company, such as:

- **Aeroparty**
- **Children's Day for Children of Employees**
- **St. Nicholas's Day for Children of Employees**



AEROPARTY





CHILDREN'S DAY



St. Nicholas's Day at Prague Airport



LOCAL COMMUNITY SUPPORT AND CO-OPERATION



LOCAL COMMUNITY SUPPORT AND CO-OPERATION

We consider quality neighbourly coexistence to be an important part of our sustainable development. The existing, well-working co-operation is underpinned by regular grant programmes, open communication and ongoing dialogue.

Grant Programmes

We donate 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.

Since our voluntary introduction of the scheme in 2004, we have invested over CZK 580 million Czech crowns in various projects realised in airport-surrounding areas.

LIVING IN HARMONY Grant Programme

The Living in Harmony grant programme focuses on the support of environmental activities. In 2019, funding totalling CZK 24,032,095 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 five pre-defined environmental areas (i.e. air and water protection, greenery care, noise protection and waste management) at the discretion and based on priorities of the target location.

The applicant invested the allocated funds in regular maintenance and reconstruction of public areas and green spaces, construction of water and sewage systems, construction and operation of a waste sorting system, removal of illegal landfills and large waste, construction of children's playgrounds, bicycle paths and more.

Since 2004, we have invested over 355 million Czech crowns in environmental projects in our immediate vicinity.

GOOD NEIGHBOUR Grant Programme

Alongside environmental initiatives, we support other aspects of the everyday lives of local communities. Every year, we allocate CZK 10 million under the programme. Funds can be drawn by both municipalities and Prague boroughs, as well as civic associations, sports clubs and other organisations active in the airport's immediate vicinity, and used for projects in the arts, sport, education, healthcare and social work.

Language Learning Support

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

In 2019, over 5 million crowns were invested in language learning support.

Neighbourhood Events

In 2019, we accepted an invitation and participated in Roadshow events organised by our neighbours, where local residents were provided with the opportunity to talk in person to experts on airport operations, development and environmental issues as well as participate in a contest for air tickets and discuss airport job details with our recruiters.



Prague Airport regularly visits its surrounding municipalities as part of a Roadshow project.

Open Communication

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 2019, 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 with respect to the frequency of meetings (see page 83 chart: Method and Frequency of Communication).

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 direct airport surroundings. The bulletin features things worth noting during past terms, recommendations for comfortable travelling, interesting destination tips and crossword puzzle contests.



Method and Frequency of Communication

Method of Communication	Focus	Frequency
Meetings of PA Management with PAR Management	Municipal Representatives	6 times a year
Meetings of PA Management with Municipal Representatives	Municipal Representatives	At least twice yearly
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	the General Public	Per request by representatives
Informative and Fun Afternoons	the General Public	Once a year
Electronic Newsletters	the General Public	Once a month
<i>Together</i> Printed Bulletin	the General Public	3 – 4 times a year

Aid and Co-operation

Passing on Our Knowledge

For the ninth year in a row, we have organised environmental classes with Mr. Bee for fourth and fifth graders attending Primary Schools in airport-surrounding areas. The goal of the programme is to enhance environmental awareness and provide information about ways of handling environmental issues at Václav Havel Airport Prague and other places. A series of lectures connected with the environment, namely noise, emissions, water cleansing and protection, waste and recycling, is incorporated in the curriculum. The final event takes place at the airport showcasing interesting airport jobs.

In the 2018/2019 school year, nearly 1,700 pupils attended environmental classes.

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, the option of using airport medical emergency services, fire-fighting units and more. We also help by providing occasional support in the form of consultations by airport experts and the provision of state-of-the-art airport equipment. This often represents great help and solves problems without the need of contacting specialised companies.

Airport for Aviation Enthusiasts

We offer several options of getting closer to aircraft to those interested in air traffic. Aircraft spotters can use free of charge two outdoor viewing decks, terraces in terminal buildings and special holes in the airport fencing.

The Quietest Carrier of the Year

The Quietest Airline Contest is organised every year to motivate airlines to pursue a constructive approach to environmental protection and a considerate approach to municipalities and boroughs in the vicinity of Václav Havel Airport Prague. Together with Prague 6 municipality representatives, we presented the trophy, in the form of glass swallows, and the 2019 Quietest Airline title to British Airways during a meeting of Prague Airport representatives with Mayors of airport surrounding municipalities and boroughs in 2019. Noise levels, adherence to flight routes and aircraft load factors per individual airlines are evaluated during the summer season when operations at Václav Havel Airport Prague are the most intense.



Permanent Medical Services

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.

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



NON-PROFIT SECTOR SUPPORT



OTHER FORMS OF SUPPORT

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 and their contribution to the successful social responsibility execution. Our employees are involved, for example, in the decision-making process on who receives our help.

Employee Volunteering

We support corporate volunteering. Each employee may dedicate the equivalent of a day's work to a non-profit organisation from our neighbourhood selected across the spectrum of interest.

Volunteer days are supported by the company both organisationally and financially and planned over several days to accommodate employees working in shifts.

Other Forms of Assistance

WINGS OF HELP Grant Programme

Every year, we call for proposals under the grant programme to support people with disabilities. In 2019, for the first time, proposals were limited to those submitted by the Prague Airport group employees. Projects to receive our financial aid were then selected based on an employee vote. In 2019, we distributed over CZK 500,000 under the programme.

Prague Airport
5 566 sledujících uživatelů
8 měsíců •

Our employees are not only professionals, they also have a good heart ❤️ A really good example is Prague Airport Security Team. Its members collected between themselves 32,000 CZK for five-year-old girl Leonka, who has been struggling with cerebral palsy since her birth. Prague Airport has already supported Leonka in the past through the grant program called "On the Wings of Help", which focuses on helping people in difficult situations. The new funds for Leonka, which has been collected by our employees, will be used as a contribution to the purchase of orthopedic aids, with which Leonka will be a little bit closer to walking on her own. As a part of teambuilding activities, the Security Team also assembled wooden cars, which were given to the children in kindergartens in the vicinity of the airport 🙌

#pragueairport

Zobrazit překlad



123 • 1 komentář



In 2019, the following organisations enjoyed this form of our support:

- **Klokánek Hostivice**, a temporary emergency shelter for children.
- **Domov sv. Karla Boromejského (the Saint Charles Borromeo Home)**, an ecclesiastical facility providing professional care to ill and age-advanced seniors.
- **Na ovoce, z.s.**, a community platform supporting wild growing fruit trees.
- **Dědina residential**, rehabilitation and retraining centre for the visually impaired.
- **AVES z.s.**, a rescue station helping injured and abandoned wildlife.
- **Helppees** - an assistance dogs training centre.

Sanan S. Phutrakul • 2.
Programme Director at EEIG
8 měsíců ...

An outstanding effort for a worthwhile cause. Well done.

Zobrazit překlad

Help for Leonka - Tweet and Comments
Twitter Impressions (i.e. a total tally of all the times the Tweet has been seen): **6,590**;
and a comment to the Tweet.

People in Need

It has become a tradition that, as part of the Cafeteria programme, employees have the opportunity to waive a proportion of their benefits in favour of the People in Need organisation, our long-term partner in the support of the philanthropic sector. The amount paid by each employee is then matched by Prague Airport. In 2019, this way, we supported the programme helping socially vulnerable and disadvantaged children in the area of education with the amount of CZK 237,436. At the same time, People in Need has a public collection coin bank at Prague Airport

Public Collections and Coin Banks

Airport premises are an attractive location for holding public collections. Thus, we support selected non-profit organisations in this way. The proceeds from four Coin Banks are divided among eight organisations carefully selected to represent a wide range of worthy causes.

Traditionally, at the beginning of the year, we join the largest public collection in the Czech Republic, [the Three Kings Collection](#). Proceeds from the event organised by the Czech Catholic Charity are used for helping the ill, handicapped, seniors, mothers with children in need and other socially challenged groups.

Česká společnost AIDS pomoc, o.s.

(The Czech AIDS Help Society) CZK 117 901 ✨

Centrum Paraple, o.p.s. (The Paraple Centre) ✨

Nadace Naše dítě (Our Child Foundation) ✨

Dětský domov Kladno (Kladno Orphanage) ✨

Klub přátel dětí dětských domovů, o.s.
(Club of Friends of Orphans) ✨

FOD Klokánek Hostivice (The Fund of Endangered
Children Kangaroo House Shelter in Hostivice) ✨

Člověk v tísní, o.p.s. (People in Need)

CZK 196 145,24 ✨

Nadace Taťány Kuchařové - Krása pomoci (Tatana
Kucharova Foundation - Beauty of Help) CZK 243 483,77 ✨

Internally Collected Items

Every year, we organise collections of tangibles for various organizations among the employees of the Prague Airport group. We have supported, for example, the Salvation Army, the Dědina residential, rehabilitation and retraining centre for the visually impaired, the K srdci klíč (the Key to the Heart) organisation and the Sue Ryder foundation.

Entry in Bone Marrow Donor Registry

In December 2019, we organised enrolments into [the registry of bone marrow donors](#) directly at the airport. Over 50 employees were registered in the IKEM registry on the spot. The event launched a nationwide campaign of IKEM and the Fire and Rescue Service of the Czech Republic.

Continued Search for Additional Aid Options

Our employees show their commitment and engage in various activities organised by our company. In 2019, we internally collected a carload of items and clothing for homeless people to be distributed by the Key to the Heart organisation and the Dědina residential, rehabilitation and retraining centre for the visually impaired.

Repaired Memorial to Second World War Heroes

At our expense, we had the memorial to the victims of World War II repaired. The new monument, carved by the Skrbek stonework company from the Czech Vahlovice granite, commemorates aviation heroes. In the battles of World War II, they not only contributed to the victory of the Allies over Nazi Germany, but also to the building of civil aviation in our country. The memorial is located in the area SOUTH of Prague Airport opposite the Civil Aviation Authority office.



Clothes Collection - wardrobe completely full.

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 processed in accordance with the GRI Standards: Core Option.



Contact: csr@prg.ero

GRI

(Global Reporting Initiative) Indicators Review

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Aviation Sector

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A02	Number of Aircraft Movements
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