Prague Airport Group Profile

and Sustainable

Development Report

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2018



STŔIBRNA TOP ODPOVĚDNÁ FIRMA REPORTING 2018 cena Byznysu pro společnost



TOP ODPOVĚDNÁ VELKÁ FIRMA 2018 rpna Byzdysu dro sodprédost

Prague Airport

Group Profile and Sustainable Development Report

2018



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FOREWORD



Dear Friends,

The non-financial report of Prague Airport which you now hold in your hands summarizes the year 2018. For several years, our company has enjoyed significant business achievements. However, we realise that economic profit is not the only important attribute of success in today's world. I consider the pursuit of responsible behaviour with respect to future generations to be a positive global trend. Personally, I am really glad that we are able to ensure this approach is firmly embedded into Prague Airport's company strategy.

The year 2018 at Prague Airport represents, for the third consecutive time, another year in which a historical record in terms of the number of handled passengers was reached. Approximately 16.8 million passengers passed

through the gates of the airport, on their way to one of the 171 destinations with direct scheduled connections operated by a total of 69 air carriers.

In 2018, the positive trend of a faster growth in the number of handled passengers, of 9% to be exact, than in aircraft movements, which recorded a growth of just under 5%, continued. Despite the significant increase in the number of handled passengers, the overall number of aircraft movements did not reach the historical record of the year 2008. This is good news with regard to the impact of air traffic on the environment and the quality of life of our closest neighbours, the observance of which has been among our priorities.

The topic of noise, which has become one of the most important issues of the past year, is also closely connected with our immediate surroundings. Growing air traffic across the entire European continent could result in an increased noise burden in the vicinity of large international airports. At Prague Airport, we have decided to employ a proactive approach. Responding to the potential issue in advance, we have introduced a number of steps to help mitigate the risk. These include, for example, the introduction of a new noise charge system, which motivates air carriers to use quieter aircraft and book slots outside night-time hours, and the implementation of above-standard penalties for breaking the night-time rules of operation. We have also reduced the maximum number of night-time aircraft movement slots on average. We will continue to implement similar noise burden mitigating measures and to offer grant programmes to support our closest neighbourhoods in the years to come.

Environmental protection is, without a doubt, another important topic which has been on our radar long-term. We monitor virtually all segments of the environment using both standard and alternative methods, such as biomonitoring using bees, and openly share our results. Concurrently and for a long time, we have been providing financial support to various environmental projects in our immediate surrounding areas. During the next term, we want to focus on promoting biodiversity. We even focus on areas outside our main scope of business. We have started ordering eggs for airport restaurants exclusively from cagefree farms and have joined the smoke-free movement, turning our airport into a completely non-smoking zone.

To conclude, it is important to emphasise that, just as the year 2018, this year, once more, represents our great commitment to passengers and the general public; a commitment which includes both ensuring smooth future airport operations and, most importantly, navigating successfully through another challenging year of continued growth. However, it is only possible to achieve our goals with the support of our employees. Without exaggeration, we could not do it without them. I would like to thank them in particular for their work during the last year and wish us all every success in 2019.

Thank you for showing your interest in Prague Airport's approach to sustainability. Enjoy your reading.

Václav Řehoř

We do not inherit the Earth from our ancestors: we borrow it from our children.

Antoine de Saint-Exupéry

GENERAL DATA

Prague Airport Group

The parent company Letiště Praha, a. s. (hereinafter referred to as "Prague Airport") facilitates coordination, financial and strategic management, ensures synergy within the Group and provides its daughter companies with shared services, such as IT, Central Procurement and Sales, HR Management, PR, Legal and Financial services, Accounting and Marketing. Thanks to the centralisation of the administrative services, the Prague Airport Group daughter companies are able to fully concentrate on their main lines of business.



In 2018, the Prague Airport Group companies combined employed over **4,000 people.**

Board of Directors



Ing. Václav Řehoř, Ph.D., MBA Chairman of the Board of Directors



Ing. Radek Hovorka Vice Chairman of the Board of Directors



JUDr. Petr Pavelec, LL.M. Member of the Board of Directors



Ing. Jiří Kraus Member of the Board of Directors



Ing. Milan Špaček Member of the Board of Directors

Letiště Praha, a. s.

Letiště Praha, a. s., (hereinafter "Prague Airport" or "the Company") 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, parking and catering. Prague Airport also leases airport space for commercial use. The Company is constantly expanding, developing and modernising its services.

Using its own resources, Prague Airport manages security at Václav Havel Airport Prague, i.e. the security control of passengers and baggage and surveillance of the entire airport grounds. It also has its own specialised fire-fighting un Medical First Aid is provided 24/7 by a contracted partr

Performing its role, Prague Airport works closely with the Ministry of Transport of the Czech Republic, the

As at 31 December 2018, Prague Airport employed a total of **2,654 people.**

Civil Aviation Authority, the Air Navigation Services of the Czech Republic, air carriers, public authorities within and outside the aviation sector, and other users of the airport. It also enjoys close cooperation with the City of Prague and municipalities in the vicinity of the airport.

> Václav Havel Airport Prague is home base to three carriers, namely České aerolinie a.s. ("Czech Airlines"), Ryanair and Smartwings, a.s. (formerly "Travel Service, a.s.").

Prague Airport is aware of its corporate social responsibility with regard to the impact of its operations on the environment and its surrounding areas. Therefore, it pursues its business activities in a way which is considerate and responsible to the environment and the lives of people in the as surrounding the airport.

In 2018, Prague Airport handled a total of 16.8 million passengers, representing a year-on-year growthing of 8.97% compared to the year 2017.

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Czech Airlines Handling, a.s.

Czech Airlines Handling, a.s. (hereinafter "Czech Airlines Handling" or "the Company") provides the complex service of ground handling of passengers, aircraft, cargo and post at Václav Havel Airport Prague for over 40 airlines, which 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.

In 2018, the Company maintained high standards of services provided in the field of passenger and aircraft handling as proven by the results of individual airline audits on the one hand and by the expansion of its client portfolio, namely by Air Arabia and Cyprus Airways, on the other.

Aircraft refuelling services is an important area of business of the Company. In 2018,

Czech Airlines Handling maintained its strategic fuel trade partnership with PKN Orlen. Czech Airlines, easyJet, Korean Air, LOT Polish Airlines, the IAG Group (British Airways, Aer Lingus, Iberia and Volotea) and Smartwings (formerly Travel Service) are among the prominent Czech Airlines Handling aircraft refuelling customers.

Czech Airlines Handling also operates a Contact Centre which provides its services primarily to airlines, with Czech Airlines, Korean Air and Prague Airport as its most important customers in 2018.

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

In 2018, nearly 60,000 arrivals and departures to/from Václav Havel Airport Prague were handled by Czech Airlines Handling,

Czech Airlines Handling, a.s.

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CIECK A.R.L.N.

Czech Airlines Technics, a.s.

Czech Airlines Technics, a.s. (hereinafter "Czech Airlines Technics" or "the Company") focuses primarily on aircraft and aircraft equipment repair and maintenance in the following areas:

• Base Maintenance

Currently, Hangar F operations are performed using five standard base maintenance lines, with line six reserved for minor maintenance work. In 2018, Czech Airlines, Finnair, Transavia Airlines, Germania, Smartwings (formerly Travel Service) and NEOS were among the main Company clients.

• Line Maintenance

In 2018, Czech Airlines remained the Company's main Line Maintenance client, with other major clients serviced in Prague being Delta Air Lines, El Al, China Eastern Airlines, TAP, KLM, Wizz Air, Sichuan Airlines, Korean Air, Hainan Airlines, China Airlines, Transavia, Aeroflot, easyJet, Turkish Airlines, complemented by new clients, including American Airlines, Air Cairo and Cyprus Airways. In 2018, Czech Airlines Technics provided Line Maintenance services to over 85% of the carriers operating flights to/from Prague

• Components Maintenance

In 2018, the main Components Maintenance clients included Czech Airlines, Smartwings (formerly Travel Service), ABS Jets, Aerotron and others. The Company continually updates and expands its Capability List and specialises mainly in workshop repairs of ATR, A320/A330 and B737NG components. Czech Airlines Technics entered a new market segment, aircraft wheel and brake repairs, in 2018.

CAMO Support

As part of the Continuing Airworthiness Management Organisation (CAMO) services, Czech Airlines Technics performs activities for aircraft operators vital to ensure the airworthiness of their aircraft. Czech Airlines and GLOMEX were the main CAMO Support customers of the Company in 2018.

• Landing Gear Maintenance

n 2018, Czech Airlines Technics successfully performed a number of landing gear maintenance projects, including

> gear and landing gear components, for companies such as KLM, Transavia Airlines, Transav-

> > ia France, Germania, Smartwings (formerly Travel Service), Enter Air, ATRAN, TUIfly Airlines, TUI Airlines Belgium, Fly Egypt, Nordstar Airlines and Blue Air.

> > In 2018, Czech Airlines Technics entered a new market segment of aircraft consumables sales, using its own extensive inventoy and facilitating procurements of individualcustomer requests on the market. Unlike in

other industries, a sufficient amount of stored spare parts and aircraft components is crucial, primarily 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. Job Air, Czech Airlines, Smartwings (formerly Travel Service) and, as of recent, the Ministry of Defence of the Czech Republic already belong to the Czech Airlines Technics client portfolio within the segment.

Czech Airlines Technics, a.s.

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In 2018, Czech Airlines Technics processed **over 120 base maintenance** jobs on B737, A320 Family and ATR aircraft.

A FLIGHT THROUGH 2018



Three Kings came to wish the airport a Happy New Year.

- Prague Airport receives an A1 rating with a positive outlook from Moody's Investors Service, a renowned international rating agency. Stable cash-flow, competitive airport charges and the company's excellent financial profile remain the key reasons behind the highest issuer rating achievable in the Czech Republic.
- 2018 was not rich in snow, but we were ready anyway.
- We join BPS Byznys pro společnost, z.s. (Business for Society, a registered association) the largest platform for the pursuit of responsible business conduct in the Czech Republic helping companies implement and develop the principles of sustainable business practices and CSR.



- Prague Airport traditionally joins the Three Kings Collection. Proceeds from the largest public collection in the Czech Republic organised annually by the Czech Catholic Charity are used to provide help for the ill, handicapped, seniors, mothers with children in need and other socially challenged groups.
- The CSR Board, a working group of employees from several departments who voluntarily decided to participate in fulfilling their commitment to sustainable business conduct above the scope of their regular job duties, is formed. This group of experts in their respective areas has the opportunity to ensure a versatile perspective, consistency in decision making and consequently easier implementation of jointly designed solutions alongside the promotion of the idea of sustainability within the company.



FEBRUARY

- Under the summer schedule, we offer direct air connections to **157 destinations worldwide** with 67 carriers operating the routes. Six new destinations were added to the offer, three new carriers arrived at the airport and 17 existing routes saw an increase in the number of connections.
- Effective the start of the summer schedule, Prague Airport implements a significant change in the category of noise charges with the goal of motivating air carriers to use quieter aircraft to operate their routes from/ to Prague. Noise categories were more fairly divided/ expanded and a departure charge was introduced. The implemented changes thus allow for stricter regulation of night-time airport operations.

- **The Customer Experience** Department launches its operation with the goal of constantly looking for potential improvements to the services provided.
- In spring, once again, regular **company volunteer days** kick off. Every employee has the right to work one day for a non-profit organisation from our close surroundings.

APRIL

IUNE





- We receive the second most important award in the prestigious ACI EUROPE Best Airport Awards international competition in the category of airports handling 10-25 million passengers a year. Václav Havel Airport Prague thus becomes one of the best European airports of the past year.
- Prague Airport, the Central Bohemia Region, Czech-Tourism and Prague City Tourism sign a **Memorandum** of Understanding regarding their joint support to tourism.

- The new central security checkpoint in Terminal 2 launches its operation.
- Václav Havel Airport Prague becomes a completely non-smoking airport. Smoking travellers can continue using the designated areas in front of entrances to the airport buildings.
- Prague Airport and the Incheon International Airport Corporation sign a Memorandum of Understanding regarding their partnership.



A FLIGHT THROUGH 2018



IULY

AUGUST

U

- Only eggs from cage-free farms are used for cooking and meal preparation at all Prague Airport restaurants and catering establishments. The Company only contracts suppliers who do not apply cage-based farming.
- The season is in full swing.

 A new initiative called **PRGAirportLab** is launched at Prague Airport. Its purpose is to monitor modern technology trends, evaluate their use at Václav Havel Airport Prague and to implement selected projects.

• We seek additional ways of mitigating **the noise generated by night-time** air-traffic operations.





- Prague Airport receives the "Highly Commended Airport" award at the World Routes Marketing Awards 2018 in the category of airports handling 4-20 million passengers a year.
- Rooms for parents travelling with children, freely accessible and available in both Terminal buildings, receive new design.
- We invite our close neighbours to visit the airport as a part of the traditional informative and fun afternoon organised on the airport premises every year.

With effect from 1 October 2018, the national merger by acquisition of Prague Airport (Letiště Praha, a. s.), as the legal successor, and the ceased companies of Český Aeroholding, a.s., Realitní developerská, a.s., Sky Venture a.s. and Whitelines Industries a.s. is finalised.

- The airport joins in the celebrations of the 100th anniversary of the establishment of Czechoslovakia, preparing a short review of personalities we were able to welcome at the airport who played their role, some more and some less important, in forming the history of both inside Czechoslovakia and beyond its borders. The resulting video was published through various social networks.
- Honey produced by Prague Airport's bees retains a Gold Medal in the 2018 Czech Honey contest. Our airport bees, used for the air quality monitoring, are currently resting and getting ready for a long winter. Their rest is well deserved. They worked their way through another demanding year, at the end of which their efforts were crowned with a gold medal.



- The airport is dressed for Christmas as we organise several Christmas concerts and hold our traditional charity Christmas market where various non-profit organisations promote their products.
- This year, again, traditional St. Nicholas airport tours are designed for children. Tours taking its participants behind the airport scenes are popular year-round.
- For the first time in the airport's history, **the 16 million handled passenger milestone is reached**.
- Passengers receive typical Christmas gingerbread cookies in the shape of aircraft, baked for us by employees of the Modrý domeček (Blue House) sheltered workshop.



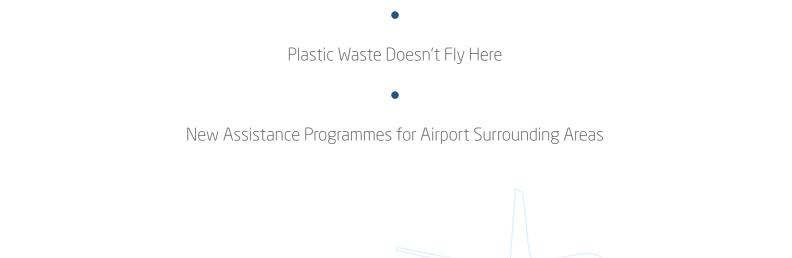
- Prague Airport receives the 2018 **BpS TOP Responsible Large Company** title for its responsible approach to business by the Business for Society association.
- The Business for Society association recognises the way of reporting Prague Airport's CSR activities, awarding it the 2018 **BpS TOP Responsible Company title in the category of Reporting.**



FUTURE PLANS



Development Plans





Development Plans

Prague Airport is proactive in getting ready for further air traffic development. With the goal of securing maximum passenger comfort and high quality of the provided services, the following 2019 development plans have been drafted:

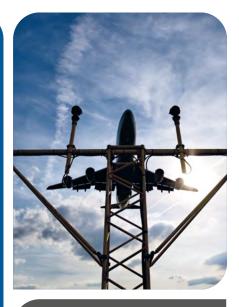
- Expansion of check-in desks in both Terminal 1 and Terminal 2.
- Gate repairs.
- Reconstruction and expansion of the baggage sorting halls in both terminal buildings.
- Construction of a new tanker lorry depot and aviation fuel pipeline.
- On the mid-term horizon, the expansion of Terminal 2 and the construction of a new parallel runway are plans in progress.

Plastic Waste Doesn't Fly Here

We feel the need to engage in the global initiatives to reduce the consumption of disposable plastics. With this goal in mind, we are prepared to:

- Build water sinks and drains and increase the number of drinking fountains throughout the airport.
- Limit the purchasing of bottled water for internal use as water jugs will work just as well in meeting rooms.
- Under the "Binless Office" project, limit the number of small general waste bins and expand the collection points of separate waste and recyclables.
- Organise employee workshops as responsible conduct starts with each individual.
- Map the area in detail and set additional specific goals as we have a lot more plans in mind...





New Assistance Programmes for Airport Surrounding Areas

We plan to enhance the support provided to our closest neighbours.

- For areas most affected by air-traffic-generated noise, we have prepared the Ventilation programme, under which citizens will be offered heat recovery ventilation systems.
- We are working on a programme to support local biodiversity with the goal of engaging in the protection of wild fauna and flora, maintenance of species diversity and bio-corridors.

MEMBERSHIPS IN ASSOCIATIONS AND CLOSE PARTNERS



Airports Council International Europe (ACI Europe)

The European region of Airports Council International, a worldwide professional association of airport operators.



Airport Carbon Accreditation (ACA)

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



BPS – Byznys pro společnost, z.s. (Business for Society, a registered association)

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



The Association of the Czech AeroSpace Industry (ALV)

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



The Transport Union of the Czech Republic

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

We Regularly Attend:

World Route Development Forum

The biggest international event of the air transport world. A platform for all aviation development decision makers, i.e. airlines, airports, tour operators, etc. Air industry service next steps and new routes are planned at the Forum.

IATA Slot Conferences

An international forum held twice a year for representatives of more than 200 airlines, slot coordination teams of individual airports, exhibitors and other parties involved in arranging slots based on which flight schedules are drafted prior to the start of each season.

ITB Berlin

The largest international travel trade show where countries, cities, travel agencies, hotels and other providers of services within the tourism industry present their offers.

Safety Benchmarking Groups

The Forum of Safety Managers from 20 major European airports, sharing air transport Safety Incident Statistics, presenting and discussing their causes, applied improved safety measures and best practice with regard to airport operations.

Our Close Partners:

Air Navigation Services of the Czech Republic

The Civil Aviation Authority

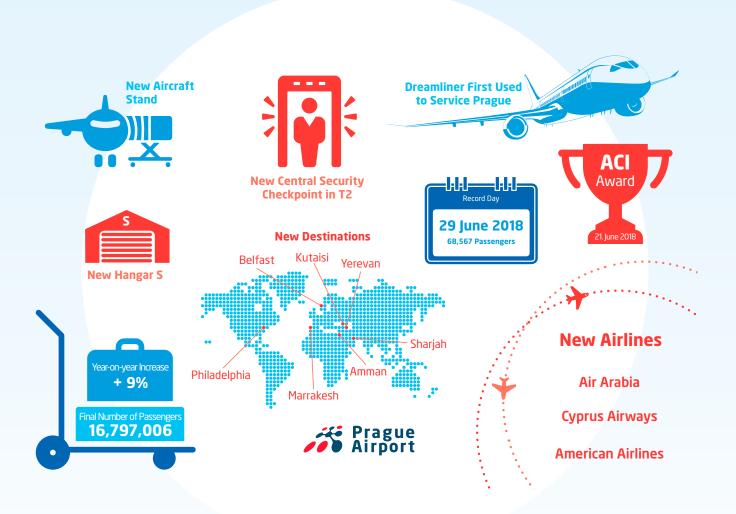
Prague City Tourism

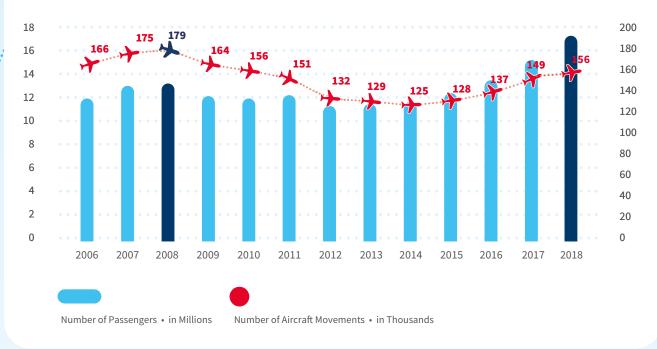
Czech National Disability Council

OUR BUSINESS

Prague Airport in 2018

Václav Havel Airport Prague, located 17km from the capital city of Prague, is the most important international airport in the Czech Republic, enjoying the status of one of the fastest growing airports in Europe in the category of 10-25 million handled passengers a year. In 2018, the airport handled a total of 16,797,006 passengers, which represents a 9% year-on-year growth. London was, traditionally, the destination with the greatest number of outbound passengers, while Barcelona enjoyed the highest year-on-year increase in the number of handled passengers on the route. Long-haul routes also significantly enhanced their performance, with nearly quarter of a million more passengers compared to the previous year.





Number of Passengers vs Number of Aircraft Movements

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. Efficient economic planning, an increased aircraft load factor and the use of larger modern aircraft are trends in full compliance with the idea of sustainable business development, which the airport welcomes and supports.

Passenger Pool Structure

	January – December 2017	January – December 2018	Y/Y CHANGE
PAX Total	15,415,001	16,797,006	8.97%
International Flights	15,381,231	16,765,580	9.00%
Domestic Flights	33,770	31,426	-6.94%
PAX on Departure	7,705,091	8,388,619	8.87%
Local	7,461,607	8,170,393	9.50%
Transfer and Transit	243,484	218,226	-5.04%

5.12%
6.53%
9.59%
.88%
3.75 %



TOP Countries	Number of PAX	Year-on-Year Change
1. Great Britain	2,061,865	+13.1%
2. Italy	1,343,164	- 0.8%
3. Russia	1,198,445	0.1%
4. Spain	1,190,571	+ 23.3%
5. Germany	1,156,998	- 7.7%

TOP Destinations	Number of PAX	Year-on-Year Change
1. London	1,357,406	+8.8%
2. Paris	828,622	-2.2%
3. Moscow	823,394	- 0.1%
4. Amsterdam	690,855	+ 4.9%
5. Frankfurt	524,458	+ 0.7%

Destination	Passenger Number Increase	In %
1. Barcelona	+117,728	34.8%
2. Budapest	+90,765	82.3%
3. London/Stansted	+77,896	23.6%
4. Madrid	+66,219	26.7%
5. Antalya	+64,405	50.5%

46 thousand passengers

passed through the gates of the airport in Prague each day last year on average. A total of 69 carriers (including six cargo carriers) operated their flights from Prague, connecting it with **171 destinations**, in 2018.

SECURITY AND SAFETY

Ensuring security is one of the most important tasks in air transport. Airport operations are very complex. Due cooperation of a number of specialists from all aviation operation departments is required in order to comprehend and manage the great number of risk factors involved. Our mission is to provide an above-standard level of air travel safety and security and continue improving it at all times. Airport security is an important part of national security.



We motivate employees to pursue safety and security improvements as a natural part of their job.

Within the aviation sector, we differentiate between safety and security.

Operational SAFETY is to be understood as 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.

SECURITY focuses on protecting civil aviation from unlawful acts, i.e. 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 to the general public.

SAFETY



handling agents and other ground operation entities are the most important part of the SMS with regard to real operations. The Safety department regularly encour-

ages those involved in the process to report any irregularities and deviations

evaluation of the incident and elimina-

Since 2018, WhatsApp-based Safety Reports have been tested as one of our steps in making the SMS more appealing to the young. From safety directives, procedures and from the operational safety in general. The main principal of the operational safety policy is that the person reporting an operational safety issue is never to be punished for so doing. The only relevant aspect is to ensure an expert

The main prerequisite for safety in the air is safety on the ground.

SAFETY MANAGEMENT SYSTEM (SMS)

The Safety Management System represents an active and systematic approach to operational safety issues at the airport. Its goal is to continue to purposefully and systematically increase safety. SMS is managed by Prague Airport which closely co-operates with organisations involved in airport operations.

The System Involves:

- 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

Just like the entire airport, the SMS is certified by the Civil Aviation Authority.

Voluntary Safety Reports

Voluntary safety reports filed by aircraft crew members,

tion of the threat. It is also possible to report potential danger or misconduct anonymously, using the airport's website (http://www.prg.aero/safety). Safety audits and safety inspections are other tools used to detect operational safety threats. All operational processes are repeatedly reviewed from a safety perspective using the tools and safety recommendations are issued based on their conclusions.

There are three main safety tasks of SMS:

1 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.

2 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 is not implemented.

3 To Convey Lessons from the Past

- If, despite all efforts, a safety issue occurs, 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 employees who move around the airfield in the course of their work. 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, such as the risks of working in a storm, the danger of a jet blast or FOD.

The attendance is voluntary and there is a small safety gift prepared for employees who visit the bus.



Do you know what a "jet blast" is?

The phenomenon of rapid air movement produced by the jet engines of aircraft, which can turn a car upside down. We must protect passengers, employees and equipment on the airfield from its effects.



Do you know what "FOD" is?

Foreign Object Debris", i.e. any loose object on the airfield that could cause damage to the aircraft or, in extreme cases, an accident.



SECURITY





SECURITY STRATEGY

The purpose of Prague Airport's Security Strategy is to define the ways in which employees, passengers and other users of the airport, alongside airport resources, information, integrity and reputation of the company are protected against potential threats. The environment safety evaluation and analysis of risks threatening to compromise the assets protected by Prague Airport are an integral part of the strategy.

The following areas are primarily included in the strategy:

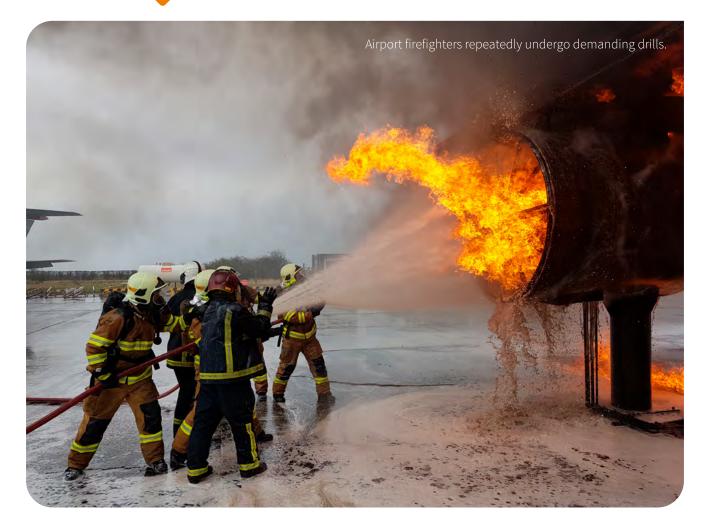
- Protection of Civil Aviation Against Unlawful Acts (airport security guards, security control of passengers and baggage)
- Protection of People, Company Assets and Employees
- Protection of Public Order and Crime Prevention
- Administrative Safety and Information Safety
- IT Safety
- Prague Airport's Rescue and Fire-Fighting Units
- Operational Safety
- Health and Safety at Work

We look for additional opportunities and implement new measures to both increase security at the airport and aid the security forces of the Czech Republic in the fight against extremism and organised crime, including arms and drug trafficking. These measures include, for example:

Airport Security is an important part of National Security.

- Automatic biometric face detection system aimed at wanted persons
- Number plate recognition which provides a comprehensive overview of the movement of vehicles on all airport access and departure roads
- Validation of entry and its expansion with travel document readers that verify the authorisation of passengers' access to airport restricted areas
- **Radiation detection** that ensures 100% radioactivity monitoring of all air cargo passing through the airport
- Inspection of suspicious objects and detection of dangerous chemicals, primarily narcotics, psychotropic substances and explosives
- Ensuring the security of the airport's outer perimeter
- Joint training of airport staff and security forces
- Modern protective gear

RESCUE AND FIRE-FIGHTING UNIT



The Prague Airport's Rescue and Fire-Fighting Unit (RFU), which is a part of the Integrated Rescue System (IRS) of the Czech Republic, plays an important role in the field of security. It contributes to the safety of civil operations and performs the role of fire protection directly on airport premises and in the close vicinity thereof. Through its 101 professional firefighters, it provides a round-the-clock service 24 hours a day, 365 days a year. Annually, our firefighters undergo over 6,000 hours of repeated demanding training and workshops. Their readiness includes a theoretical part, such as the knowledge of tactics, regulations and the properties of dangerous substances, and hands-on training with technical equipment, both in Czech and foreign special training centres. Physical training is also necessary to ensure the job readiness of firefighters, alongside a wide range of tactical and practice drills, performed either separately or with other IRS units. Cooperation with other security services active at the airport is a matter of course.

2018 Prague Airport RFU Activities Within Airport Premises

2018 Aviation Operations	135
Air Crash	0
Full Alert	5
Local Alert	9
Other Technical Assistance	3
On-board Assistance (Medical Ailment)	77
ICAO Tactical and Practice Training	41
2018 Non-Aviation Operations	335
Fire	26
Traffic Accident	10
Other Technical Assistance	178
Fire Alarm	60
Tactical Training (Buildings)	41
False Alarm	20
Extraordinary Events in Total	470



	Sum Total	37
Gas Leak		1
Technical Assistance		6
False Alarm		4
Traffic Accident		16
Fire		10

2018 Assistance Activities (LKPR)	
SD Flight Alert	41
Aviation Fuel Handling	118
Height Technology and Miscellaneous Work	104
Fire Hazardous Work	6
Assistances in Total	269





PASSENGER SATISFACTION

We regularly conduct research reviewing the satisfaction of all airport visitors and tailor our services to their requirements, as our passengers' satisfaction is the only acceptable measure of our success.

We constantly strive to improve customer experience and satisfaction.

??

TWITTER

Tim W. @tim_walpole Credit where it's due @PragueAirport has possible the easier to use biometric passport control at any airport I've visited. If only all could be like that.

"

FACEBOOK

Lucie I. F. Recommends Prague Airport - Letiště Praha. 12 June at 20:28

Flying on holiday with 4 children you believe you ought to go crazy, but thanks to you we had everything we needed. The lady at the check-in desk was smiling and answered all my questions. I stopped being nervous and started looking forward to the time away. Once again, thank you.

99 TWITTER

Patrik J. @jahoda_patrik Replying to @JanPovysil @PragueAirport I MUST SAY THAT PRAGUE IS THE TOP. I MUST SAY THAT PRAGUE IS AIRPORTS.. DEFINITELY ONE OF THE BEST AIRPORTS.

"

FACEBOOK

Anna F. Recommends Prague Airport - Letiště Praha. 27 June at 13:57

I like this airport. Clean place and friendly staff.

"

FACEBOOK

Barbara S.

Big thank you to the guys at Prague Airport for finding my phone, tracking me down and ensuring it was returned to me - that's what I call sky high service,

"

FACEBOOK

Mirka K. Recommends Prague Airport - Letiště Praha. 13 September 2018

Many thanks to you for everything. Perfect check-in, I also thank to the staff of the vip lounge, The food was exceptional – Erste Premier Lounge... Completely different waiting experience, This is my first time here and i am fascinated.

"

FACEBOOK

Biju Pillai Recommends Prague Airport - Letiště Praha. 9 June at 4:28

Good and well maintained airport, good staff.

99 FACEBOOK

Roberto C. Recommends Prague Airport - Letiště Praha. 5 October 2018

The best airport in Europe. Friendly prices. Charging ports for phones. Free WiFi. Roomy you can walk and stretch your legs.

"

Greetings,

I would like to thank you for your website. Occasionally, I have to pick up my loved ones by car at PRG. The instructional videos from your website always save me, making it easy for me to park. Really, thanks!

Sincerely, Eva Lančová

"

FACEBOOK

Caroline B. Evaluated Prague Airport - Letiště Praha – stars (5) 7 April 2017

Great airport... Not too big and moved through quickly. The staff are really pleasant too.

99

FACEBOOK

Barbara saunders Recommends Prague Airport - Letiště Praha. 12 June at 17:53

The customer service was exceptional for me - they found my phone when I wasn't aware I had lost it, tracked me down via phoning a friend in the UK and another and Czech until the phone was safely back with me love it!

New Trends

In 2018, a new **Customer Experience Department** was created with the goal of constantly looking for opportunities and ways to improve the environment, the services provided and the overall experience during the time spent at our airport.

The Year 2018:

• Václav Havel Airport Prague becomes a completely non-smoking zone.



• New children's strollers are available in airport terminal buildings.



Several gates and passenger boarding bridges are reconstructed.

 Passengers can use new benches which offer, in addition to comfortable rest, the option of recharging electronic devices.



• Rooms for parents travelling with children are re-designed and re-equipped.



- **Rearranged prayer rooms are available** to passengers of all faiths in both terminal buildings.
- Members of operational units receive new unified and modern uniforms.
- There is an airport library available to passengers regularly supplied by airport employees through voluntary collections.

 Children's corners are expanded to baggage reclaim areas to ensure the youngest of travellers are entertained while their parents wait for their baggage.



 In December, we dressed the airport in Christmas attire and held several Christmas concerts for airport visitors.
 On Christmas Eve, we handed out typical Christmas gingerbread cookies in the shape of aircraft, baked for us by employees of the Modrý domeček (Blue House) sheltered workshop.



"

Hello,

Some time ago, I contacted you regarding the issue of a baby changing station placed right beside a hand dryer. Now, a few months later, I flew again from your airport and would like to thank you very much for moving the changing tables to the disabled lavatories, where parents enjoy a lot more privacy while changing their babies and are not disturbed by other passengers passing by and drying their hands (as was previously the case). So, BIG THANKS! I also find it a great idea that in some lavatories you have included stalls for families with seats where children can be strapped for a while. AND THANK YOU also for the room for parents with children at Terminal 2. It's great! I really appreciate what you do for travellers with young children. Keep it up!

"

FACEBOOK

Morla C. Recommends Prague Airport - Letiště Praha. 30 January

I flew yesterday from Prague to Frankfurt with my 10 week old Daughter and I have to say I have never been treated so good at an overall Situation! The Security Ladies especially so lovely and warmly helped me with my Baby while I went through security check, my daughter did had a good laugh with them also. Thank you so much for this! Not every Airport (like Frankfurt) has this nice Stuff or even a special Area for Parent Security Check. 10/10

L, K ,



Assistance to Passengers with Disabilities and to Persons with Reduced Mobility and Orientation



We pay great attention to persons with specific needs and to improvements in services for this close group of our clients.

We consult with the Czech National Disability Council to ensure the quality of our services is adequate for people with disabilities. We discuss the availability of information provided to them and implement changes to our website. Together, we look for further improvements. Concurrently, we rely on the assistance of experts during the training of our employees to adopt an appropriate approach and communication towards people with disabilities.

+

Services for Passengers with Specific Needs:

- 24/7 Complimentary Assistance.
- Security check-in, escort through security control checkpoints and the airport, assistance with boarding the aircraft and locating their seat.
- **Appropriately fitted contact points** in both terminal buildings for passengers in need of assistance.
- **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 now 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 assistant's presence during the loading/offloading process must be requested in advance.
- The option of ordering **a special taxi** for people with specific needs.



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

Number of Assistances Provided

YEAR	NUMBER
2013	34 294
2014	34 842
2015	37 244
2016	40 508
2017	46 872
2018	54 290





99

Hello,

I would like to commend the work of the assistants to passengers with disabilities – Mr. Vladimír Kovařík - for the perfect attitude and all the assistance I needed. He was helpful, attentive and advised us beyond his duties.

Thank you and best regards,

Marta B.

99

TWITTER

Jan P.

User Jan Povysil retweeted User of EU Disability Forum,

One of the best in Europe is @PragueAirport. I know what I'm talking about.



We Value Feedback

We realise that all reactions to our services, even negative ones, represent important feedback which we welcome.

We thoroughly review all received input and consecutively factor the evaluation of the provided services into regular analyses used as the basis for our quest for increased quality.

There are several communication channels for those willing to share their input with us: e-mail, telephone, personal visit and an online form available on our website. To report suspected malpractice or wrongdoing, an Ethical line can also be used.

Complaints – Statistics

In 2018, a total of 1,280 cases were received. Frequent topics traditionally included the check-in procedure and security control. It is important to note that complaints related to these areas are often a result of the unwillingness to accept the strict conditions of carriage, which are vital for safety and security reasons. The greatest increase in complaints, compared to 2017, was related to the security control process, partly due to the launch of operations of a new central security checkpoint in Terminal 2. Corrective measures were implemented in response to the complaints, such as improved signage, enhanced passenger awareness via infographics and an increased

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

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

Number of Complaints Received – Year-on-Year Comparison

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	1073	15,415,001	6.96
2018	1280	16,797,006	7.6

99

Hello,

I would like to use the opportunity to thank Mrs. H.C. from the departures & arrivals helpline for her most professional, kind and patient approach. In today's hectic times, when people are often quite rude, it was nice to get questions answered by someone with such a positive attitude. I wish the airport as many employees with such professional conduct as possible.

99

"Hello,

I would like to commend the security control officers for the speed with which they were able to get me through the security screening procedure before my departure to Eindhoven. They explained everything properly and the screening was performed in just a few moments, They saved me from missing my flight - I got to the checkpoint late,

Thanks again!"

K.A.

99

Hello,

I would like to hereby extend my thanks to the tour guide in charge of the Route 2 tour which took place today from 10 a.m. His speech was full of interesting facts, but also great passion for aircraft. We all enjoyed the tour a lot, Thank you very much!

H.

The Most Commonly Complained Issues in 2018



OUR CORPORATE RESPONSIBILITY STRATEGY

With regard to important interest groups, five key topics, most important from our stakeholders' perspective, have been defined as the basis of our responsible corporate business conduct concept and approved by the company's top management.



TOGETHER IN FLIGHT



The operation of an international airport involves a wide range of activities and affects a number of areas. Cooperation and fair partnerships are important to us, both in terms of economic success and sustainable business. Together, great results can be achieved. We are aware that all our management decisions affect the future of the Czech Republic and beyond. The airport has a significant local impact on life in the surrounding villages and Prague municipalities and on the environment. It is one of the region's most important employers and other jobs are closely linked to its operation. We require personal responsibility from every employee and partner. Our responsibility is also demonstrated through our active membership in national and international professional associations and other organizations that help develop air transport, certify our activities or are involved in the often complex negotiations on air transport regulation. Close cooperation with state institutions that oversee air transport and airport operations is a matter of course.



THE ENVIRONMENT

We realise that the environment has no boundaries. Therefore, it is one of the priority fields we support within the sustainable business conduct framework.

We actively pursue steps to ensure reduced environmental impact of airport operations and implement measures to prevent further pollution. This includes numerous activities and continued improvement initiatives.

Our approach is based on the following principles:

- Steady investment in measures which ensure the considerate and responsible conduct of us and of our business partners
- Preventing pollution
- Performing regular checks of the environment condition at the airport and in its vicinity; monitoring virtually all environment-related areas and pursuing biomonitoring
- ISO 14001 Environmental Management System (EMS) certification
- Managing environmental protection in ac-

cordance with approved Environmental Policies

- Compliance with all legal obligations in individual environmental protection areas for all daughter companies
- Planning development activities in a way that minimises their environmental impact

We also strive to promote a responsible approach to environmental protection among our business partners.

To provide examples, we promote the reduction of the carbon footprint from activities not under our direct control, but related to airport operations and motivate air carriers to deploy quieter aircraft through noise charges and the Quietest Airline contest.

Air Protection

With regard to air protection, adherence to statutory requirements is regularly proven by measuring emissions from sources of air pollution, monitoring the technical condition of those sources and reporting operational data to the competent authorities. Since 2017, air quality has been checked via a continu-

Effective January 2018, online data from the air pollution monitoring station have been publicly available on the **Czech Hydrometeorological** Institute's website.

of Chemical Technology, Prague. Results of fruit, grain and grassland testing have shown that the content of heavy metals and organic residues in the samples is comparable with that of the samples collected at other Czech industrial conurbations. It has further suggested that the trends in long-term observations of pollutant content are not

ous air quality monitoring station located on

the airfield close to both runways, which primarily monitors the main relevant pollutants, namely PM10 and PM2.5 dust particles and nitrogen oxides (NOx, NO2 and NO). 2018 results have shown compliance with air quality limits.

We actively search for additional ways of facilitating an ongoing reduction of air pollutants produced by airport operations, for example via investment in vehicle fleets and refrigeration or heating agents.

Annual Concentrations of Pollutants Detected by the Emission-Monitoring Station

Pollutant	2018	2017	Emission Limit
	µg/m³/year	µg/m³/year	µg/m³/year
PM ₁₀	36.5	29.1	40.0
PM _{2.5}	25.7	17.1	25.0
NO ₂	25.7	17.4	40.0
NOx	35.8	28.3	No Limit
NO	8.2	5.6	No Limit

Fruit and Crop Monitoring

As early as 2005, Prague Airport introduced monitoring aimed at identifying the airport's potential impact on the content of contaminants (heavy metals and organic residues) in crops and grassland around the airport.

Monitoring is arranged by an accredited laboratory of the Department of Food Analysis and Nutrition at the Institute



Air Biomonitoring Using Bees

unfavourable

Beekeeping at Václav Havel Airport Prague was launched in November 2011 as one of the ways of environment quality monitoring. Currently, there are six beehives on airport's premises. The main objective of beekeeping is to monitor the content of foreign agents in both the honey and, more importantly, the collected pollen.

The quality of the honey from Václav Havel Airport Prague is excellent. Since 2012, is has been annually awarded a Czech Honey certificate by the Czech Beekeepers Union. In addition, Prague Airport won a gold medal for compliance with set qualitative criteria, such as physicochemical and sensory properties and impurity content of the honey.

Pollen collected by bees plays an important role. It is submitted for analysis to the Institute of Chemical Technology, Prague, where it is checked for the content of heavy metals and organic residues (polyaromatic hydrocarbons). Bees collect pollen within a radius of 3 to 4 kilometres from their hive. Thus, the analysis of this organic compound reflects the condition of the environment in the airport surrounding area. Pollen biomonitoring follows and expands the fruit and crop monitoring practice pursued for several years.



Reducing Our Carbon Footprint

to 2009 by 2025.

Prague Airport is a member of the Airport Carbon Accreditation (ACA) international initiative, an initiative supporting airport operators in their attempts to minimise the production of greenhouse gases from airport activities. The ACA programme is divided into four levels,

such as mapping of the carbon footprint, its reduction and management towards a reduced carbon foot-Prague Airport's Goal = optimisation print, involving third party engagement and carreduction of 12% compared bon neutrality, i.e. a zero-carbon footprint. Currently, about 250 airports worldwide are certified under the ACA programme.

Our first goal to reduce our carbon footprint of 9% compared to 2009 was successfully reached. The new goal sets forth a target value for 2025: a carbon footprint reduction of 12% compared to 2009.

In 2018, Prague Airport had its carbon footprint reviewed by an independent verifier and defended the third level classification under the programme - i.e. Optimisation, characterised by the active involvement of airport partners, alongside monitoring and reducing its own emissions. Motivating partners to reduce emissions results in reduced emissions from airport operations, enhanced partner organisations' environmental performance and raised awareness of climate change issues among employees, travellers and customers.

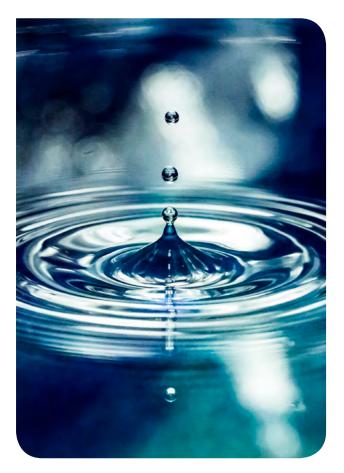
Reduction of CO2 Emissions from Prague Airport's Operations CO2 emissions saved in comparison to 2012

3.00% 3.42% 6.71% 7.31% 8.96% 9.55% 9.55%

Examples of Implemented Measures:

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

37



Water Protection

Water Consumption

Prague Airport operates two public water lines, supplying drinking water to companies active on the airport premises. A specially fitted water supply point is reserved for supplying water to aircraft. Prague circular water line is the airport's drinking water source supplying the water towers of the NORTH and SOUTH airport waterworks. The airport is also supplied with drinking water from the Prague 6 water line, filling the water towers via the Liboc pumping station. In addition, there is an own source of drinking water – two wells with water treated via a reverse osmosis technology line and activated carbon filtration. A water tank for utility water built in the NORTH area of the airport is supplied with underground water from a borehole used consecutively for sprinkling, irrigation and flushing the sewage pipeline.

Water Consumption	Unit	2015	2016	2017	2018
PM10	thousand m ³	336	347	355	29.1
PM2.5	thousand m ³	2.8	4.0	3.0	

Surface Water Protection

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

the recipient surface water body and streams. Treatment plants are continuously upgraded and expanded to ensure the required capacity and compliance with limits governing the discharge of wastewater into surface water.

De-Icing Agents

Treatment plants are continuously upgraded and expanded

to ensure the required capacity and compliance with limits governing the discharge of wastewater into surface

water.

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

Protection During Torrential Rains

Airport development and the ongoing expansion of its infrastructure require repeated checks of the water drainage situation and ways of influencing the Únětický stream by operations of the airport's NORTH area and the Kopaninský stream by operations of the airport's SOUTH area. During the airport construction, polders were built – dry retention tanks for collecting torrential rainwater, reducing peak flows and protecting the villages and towns downstream from the negative impacts of runoff water. The SOUTH area uses the Kopaninský polder with the capacity of 68,250 m3, while the NORTH area uses the Tuchoměřice polder of ca. 50,000 m3. Downstream of the North CRTP and SWTP, small dams were built 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.

Groundwater Protection

Regular groundwater quality monitoring was initiated at the airport and in surrounding areas in 1995. It draws on a network of approximately 50 hydrogeological boreholes, where primarily oil content and groundwater levels are monitored. At selected boreholes, chlorinated hydrocarbon content is also checked. A protective hydrogeological system, located in and around the Central Aviation Fuel Warehouse, was considerably updated in 2013. Currently, the level of groundwater is automatically monitored around the clock by eight hydrogeological boreholes. The system can instantly detect any leakage of oil into the groundwater, thus allowing for an immediate response.

Prague Airport has long sought to limit the negative impact of its operations on surface water and groundwater.

Close attention is paid to pre-treatment and wastewater treatment systems, chemical substance and aviation fuel storage facilities, the handling of harmful substances and the protection of streams during torrential rains.

Drinking Water Consumption in m²:

Utility Water Tank in m³:

2015	336,214	2015	2,851
2016	346,969	2016	3,995
2017	355,064	2017	3,017
2018	403,449	2018	3,327

Amount of Water Purified from 2012 to 2018 (in m3 including all wastewater drained into the sewa	ge system)
CRTP + SWTP NORTH	

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

CRTP + SWTP SOUTH

Year	2012	2013	2014	2015	2016	2017	2018
Sewage Water	154,789	151,439	143,342	126,057	133,932	139,200	132,398
Rainwater	0	0	0	0	0	0	0
In Total	154,789	151,439	143,342	126,057	133,932	139,200	132,398

Noise from Air Traffic

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

The implemented air traffic noise management system is in compliance with the relevant legislation of the Czech Republic and the European Union.



1 Reducing Noise at Source 4 Operational Restriction Land-Use Planning and Managemant 2 Noise Abatement Operational Measure



The balanced approach is based on four pillars:

Reducing Noise at Source



A correct noise charge policy is the principle measure contributing to the reduction of noise at its source which can be implemented by an airport. For this reason, a noise charge has been implemented at Václav Havel Airport Prague in compliance with the ICAO's Policies on Charges for Airports and Air Navigation Services.

The purpose of the noise charge is to reduce noise at and around the airport, not to generate profit. The purpose of the noise charge policy is to motivate air carriers to operate routes to/from Prague using quieter aircraft. The amount of the noise charge is calculated based on the aircraft's noise parameters and the maximum take-off weight, i.e. the data provided in the noise certificate of each aircraft. Alongside regular noise charges, Václav Havel Airport Prague also applies charges for failure to comply with the slot adherence policy and the night-time rules of operation. Noise charge-generated revenues are used to cover the noise abatement measure costs, i.e. air traffic noise monitoring, noise studies and the implementation of noise abatement and insulation measures to protected buildings within the Noise Protection Zone (NPZ), primarily replacements of windows and balcony doors.

Due to the increase in air traffic, the change of aircraft composition and the development of the noise situation at night-time, Prague Airport has decided to significantly change the concept of noise charges effective the 2018 summer season. Effective 25 March 2018, a new methodology of setting and calculating noise charges applies with the most notable changes being the significant increase in noise charges for operations performed by noisier aircraft at night and the introduction of charges for both types of movements, i.e. for arrivals and departures. The individual noise categories were also expanded from the original 5 to the current 14.

The purpose of the set measure is to motivate air carriers to use quieter aircraft at night or to switch to day-time slots. Air carriers are expected to respond to the measure over an extended period of time. Thus, the efficiency of the step will be evaluated after a longer period of time than just a year.

During the 2018 summer season, virtually all pan-European sky dealt with the issue of increased operations and delays. To decrease the noise burden at night-time, Prague Airport has implemented and drafted a number of noise abatement measures, primarily the employment of the rules of coordination. The new system promotes the decrease in the number of early and late arrivals and departures and in the number of scheduled night-time flights. Additional tools fall under the category of economic measures and involve Czech Authorities, namely the Slot Coordination of the Czech Republic, the Air Navigation Services of the Czech Republic and the Civil Aviation Authority.

Motivating Air Carriers to Operate More Modern and Quieter Aircraft:

- Increasing Noise Charges for Noisier Type of Aircraft at Nigh-Time
- Implementing Charges for Both Arrivals and Departures

Expanding Noise Categories from 5 to 14

Working with Authorities to Limit Early and Late Arrivals and Departures

LKPR Noise Categories	1	2	3	4	5
2006	5.3%	36.78%	9.09%	1.14%	0.14%
2007	1.2%	29.35%	10.18%	3.64%	2.11%
2008	9.8%	24.68%	5.09%	2.03%	4.95%
2009	5.0%	21.60%	3.16%	1.28%	0.94%
2010	5.5%	22.05%	2.71%	0.85%	0.71%
2011	12.9%	23.87%	2.58%	0.07%	0.19%
2012	22.8%	21.89%	3.14%	0.35%	0.29%
2013	29.2%	21.51%	2.25%	0.55%	0.31%
2014	6.6%	24.94%	2.17%	0.12%	0.28%
2015	1.5%	33.37%	2.42%	0.08%	0.18%
2016	0.1%	31.12%	1.51%	0.03%	0.14%
2017	0.0%	32.83%	1.47%	0.09%	0.08%
2018	0.0%	36.38%	1.39%	0.03%	0.12%

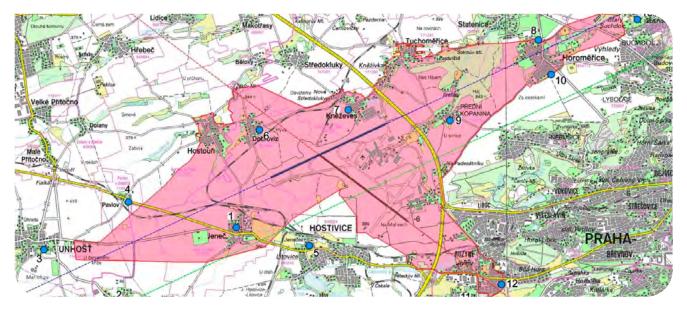
Aircraft Distribution Per Noise Categories

Cumulative offset from EPNdB limit values from 25/03/2018 - SUM%	Day	Night	Sum total
HK1(≥30)	5.3%	3.4%	5.1%
HK 2 (27.5–29.9)	1.2%	0.4%	1.1%
HK 3 (25–27.4)	9.8%	4.4%	9.2%
HK 4 (22.5–24.9)	5.0%	8.7%	5.4%
HK 5 (20–22.4)	5.5%	3.4%	5.3%
HK 6 (17.5–19.9)	12.9%	11.2%	12.7%
HK 7 (15–17.4)	22.8%	20.1%	22.5%
HK 8 (12.5–14.9)	29.2%	40.2%	30.6%
HK 9 (10-12.4)	6.6%	7.0%	6.6%
HK 10 (7.5–9.9)	1.5%	1.1%	1.4%
HK 11 (5-7.4)	0.1%	0.1%	0.1%
HK 12 (2.5–4.9)	0.0%	0.0%	0.0%
HK 13 (0-2.4)	0.0%	0.0%	0.0%
HK 14 (<0)	0.1%	0.0%	0.1%
	100.0%	100.0%	100.0%

Land-Use Planning

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

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



Declared NPZs and Locations of Stationary Monitoring Stations

Noise Protection Zone

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

It is a clearly defined area (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.

The set LAeqD daytime limits = 60 dB and the set LAeqN night-time limits = 50 dB

Outside of the NPZ, the set limits must not be exceeded. The hygienic limits are set based on a typical air-traffic day. The airport operator must ensure the noise limits are observed at least inside the buildings within the NPZ.

Noise Abatement Insulation Measures

Since 1998, there has been a complete replacement of

windows and balcony doors with noise-resistant models with prescribed sound insulation to comply with the set air traffic noise limit for the protected interior areas. The total costs exceeded CZK600 million and the focus has been on labelled protected areas encompassing residential spaces, apartments and family houses, schools and preschools, structures which serve healthcare and social purposes and functionally similar buildings in municipalities and boroughs within the NPZ.

During 2018, Prague Airport drafted the conditions for launching a new programme of complementary noise abatement measures. The programme, called Recuperation, is in line with the ICAO recommendations for the area and best practice pursued by numerous international airports. Under the programme, airport funds will be provided to cover purchases of recuperative heat exchangers for dwelling units. The program will focus on the most noise-affected locations.

Noise Abatement Operational Measures

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

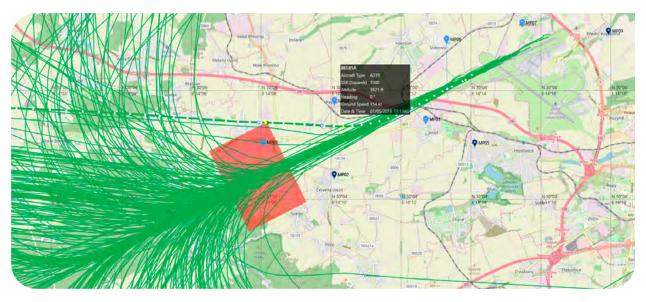
Operational Measures at Václav Havel Airport Prague Include:

- Preferential runway use prioritising RWY 06/24 to prevent aircraft from flying over densely populated boroughs of the Capital city of Prague
- Noise abatement arrival procedures stipulating that the descent gradient for a final approach is at least 3° (5.2%) or greater with the aircraft lined up with the final approach course before descending below the cleared altitude
- Noise abatement departure procedures for turbo-propeller aircraft stipulating that an aircraft may only deviate from the runway or SID axis after having reached the required altitude

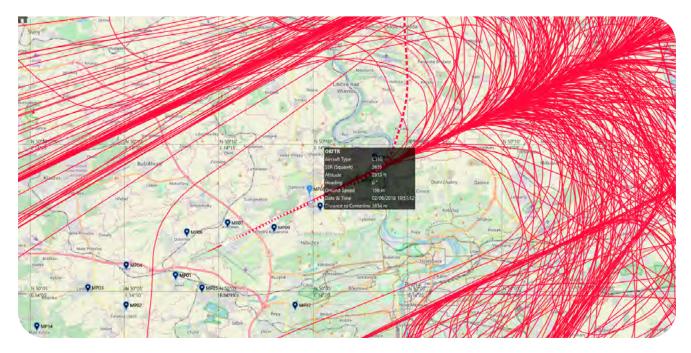
- Noise abatement departure procedures for jet-engine aircraft stipulating that an aircraft may only deviate from the runway or SID axis after having reached the required altitude or distance from the airport, which-ever comes first
- Restrictions on the use of reverse thrust
- Engine testing rules
- 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.

Prague Airport checks the adherence to the noise abatement arrival and departure procedures by means of a modern ANOMS9 monitoring system which continuously measures air traffic noise and records trajectories of all flights via radar data access. Alongside other reasons, noise monitoring provides data for handling complaints and answering air traffic noise related questions

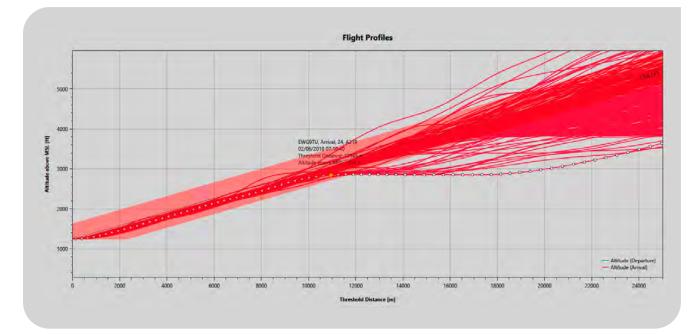


Monitoring Jet-Engine Aircraft Departure Manoeuvres from RWY 06/24



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

Landing – 3° Descent Gradient Monitoring



Measuring Air Traffic Noise

Accredited Noise Measuring

Since the end of 2018, Prague Airport has continuously monitored air traffic noise at 13 measuring points near the airport (see Fig. above). As of 2019, measuring is also performed in the locations of Malé Kyšice and Roztoky, while the operations of one of the Řepy measuring stations, with long-term low noise values, are discontinued.

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

Noise Monitoring Using Own Resources

Prague Airport has performed 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 the airport in close co-operation with 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 changes, 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.

Supporting Biodiversity

Working with the surrounding communities, Prague Airport supports various environmental projects. Learn more in the Assistance and Support of Local Communities chapter. In 2018, we also drafted a new programme supporting biodiversity.

Every Tree Counts

Each preparatory stage of a new construction project involves looking for solutions prioritising greenery preservation over felling wherever possible. To give an example, a relatively unique transplanting action of 36 mature trees that collided with a construction project was performed. The chosen method with the use of special machinery was as gentle as possible to the trees. As proven in practice upon its use, the success rate of transplanting and subsequent growth of transplanted trees is high.



Prague Airport saved 36 mature trees from felling, transplanting them to a suitable location.





Biodiversity and Birds

With regard to aviation safety, promoting biodiversity in the vicinity of the airport could increase the risk of collisions of aircraft with wildlife. It is impossible to completely prevent collisions of aircraft with birds and small animals. However, it is evident that wildlife may be protected by means of effective measures, while a high level of safe aircraft operation is maintained.

Migrating birds represent a serious air traffic safety hazard. In spring, from mid-February to early May, birds return from their winter homes, while from late August to late November they return to their wintering sites. At these times, the risk of collisions between aircraft and birds is the highest. In order to prevent birds from gathering in the vicinity of airports, hunting for food and nesting there in the interim, ornithological zones with a specific regime are set up around airports.

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 ornithological protection zone subject to the consent by Václav Havel Airport Prague and the Civil Aviation Authority.

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 is man and his actions. These include, in particular, building adaptations and bird collisions with glazed areas. In cooperation with the Czech Ornithological Society, critical points of potential bird clashes with glazed areas have been identified on the airport grounds and recommended stickers have been applied to the buildings in question to minimise collisions.



Waste Management

Long-term, we focus on waste management and strive to observe the proper waste management hierarchy with the emphasis on waste prevention.

Attention is paid to sorting waste at source. Collecting different types of recyclable waste (i.e. iron, paper, plastic, glass, drink cartons and aluminium cans) separately, we attempt to maximise the material recovery of secondary raw materials. Catering waste from restaurants, for example, is reused in a biogas plant. We request that our waste industry business partners reuse the waste produced by us to the fullest extent possible.

Biodegradable waste from gardening is composted. Joining a collective take-back system for used products makes it possible to recycle non-ferrous metals, iron and plastic from broken electrical appliances, and recycling refrigeration equipment to protect the Earth's ozone layer. Prague Airport provides waste management services to all holding companies and to other subjects active at the airport.

Individual airlines and handling companies active at Václav Havel Airport Prague produce waster from aircraft. Uncleared meat, milk and meat and dairy product consignments as well as uncleared consignments of vegetable origin are disposed of by incineration. Confiscated gels and liquids are disposed of in the same manner as collected municipal waste, except in the case of hazardous waste, which is added to the hazardous waste collected at the airport.

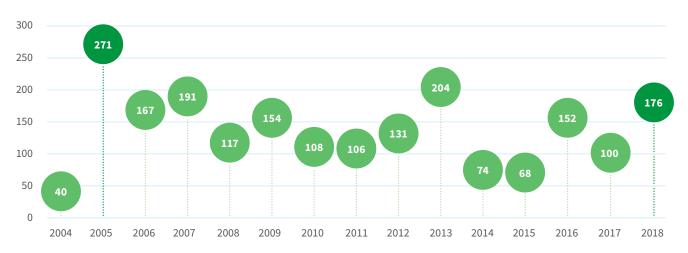
In the course of 2018, activities were launched with the common objective of reducing the production of disposable plastic packaging and plastic waste in general. The measures proposed by the staff will be implemented in 2019.

Handling Environmental Initiatives

All environmental management suggestions delivered to the company electronically, by mail or by telephone, are recorded upon receipt, placed in a group of initiatives based on their content and processed consecutively by a specialist from the Environmental Department. The initiatives received are analysed and evaluated at regular intervals. In 2018, 176 environmental initiatives were received with around 70% related to air traffic noise. Inquiries and complaints were often related to organisational air traffic shifts affecting the noise situation around the airport. In an attempt to provide interested parties with access to information, Prague Airport publishes the reasons for transfers of air traffic to the side runway almost instantaneously on its website. The authors of submitted initiatives were also interested in the parallel runway construction and noise abatement measures.



2004 - 2018 Environmental Initiative Trends





FOSTERING GOOD RELATIONS WITH LOCAL COMMUNITIES IS IMPORTANT TO US

Prague Airport promotes quality neighbourly coexistence considering it to be an important part of its sustainable development. The existing, well-working co-operation is underpinned by several pillars, the most important undoubtedly being financial assistance, while other forms of help also contribute significantly to the fostering of good relations with local communities. It is our goal to keep the status of "good neighbour".

Three Pillars Underpinning Our Co-Operation with Local Communities:

Regular Grant Programmes Open Communication and Ongoing Dialogue Additional Non-Financial Assistance and Support

Regular Grant Programmes

Prague Airport regularly donates a part of its 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 the voluntary introduction of the scheme by Prague Airport in 2004, over CZK 520 million Czech crowns has been invested 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 2018, funding totalling CZK 24,032,095 was distributed under the programme. 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 2018 allocated funds were invested 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, Prague Airport has invested over 330 million Czech crowns in environmental projects in its immediate vicinity.

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 2018, over 5 million crowns were invested in this area.

GOOD NEIGHBOUR Grant Programme

This grant programme has been established to assist other aspects of the everyday lives of local communities. Every year, Prague Airport allocates CZK 10 million under the programme. Funds can be drawn by both municipalities and 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.

So far, Prague Airport has supported over 480 projects with 104 million Czech crowns under the programme.





Residents of airport-surrounding areas were invited to an informative and fun afternoon on airport premises and provided with the opportunity to talk to experts on airport operations, enjoy themselves and check the airport equipment.





The Czech Beekeepers Union from Hostivice also received a contribution to support its activities.



Open Communication and Ongoing Dialogue with Neighbours

We consider open communication to be the basis for fostering mutual trust and a means of identifying additional ways of cooperation. In 2018, 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"), were organised.

This platform has, to mutual satisfaction, proved to be very effective with respect to the frequency of meetings.

We continue to use various ways of conveying information as we feel obliged to regularly inform our neighbours of all matters of importance.

Method and Frequency 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 and the General Public	Per request
Participation of PA in Public Sessions	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
Together Printed Bulletin	the General Public	3 – 4 times a year





Other Forms of Aid and Co-operation

Passing on Our Knowledge

For the eight year in a row, Prague Airport has organised environmental classes with Mr. Bee for pupils attending Primary Schools in airport-surrounding areas. A series of lectures connected with the environment, namely noise, emissions, water cleansing and protection, waste and recycling, for fourth and fifth graders is incorporated in the curriculum. The final event takes place at the airport showcasing interesting airport jobs. 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.

In the 2017/2018 school year, 1,326 pupils attended environmental classes.



Acting Neighbourly

Prague Airport strives to be a good neighbour to its immediate vicinity also by providing occasional support in the form of consultations by airport experts and the provision of stateof-the-art airport equipment. This often represents great help and solves problems without the need of contacting specialised companies.

Such neighbourly aid includes pruning large trees, arranging transport for seniors and children from orphanages, the option of using airport medical emergency services and fire-fighting units, partnership on various events organised by local communities and more.

The Quietest Airline Contest

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 airport vicinity. 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 for the General Public

A contractual partner, First Aid workers of the Association of the Samaritans of the Czech Republic (ASCR), provides permanent medical services at Václav Havel Airport Prague. Prague Airport, as part of its good relations with the neighbouring areas, offers residents of surrounding areas the option of using the modern facilities and equipment of its 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.



ETHICAL AND TRANSPARENT BUSINESS CONDUCT

CORPORATE CULTURE AND BUSINESS ETHICS

A company's good name is a business's most valuable asset. It takes years to build but can be lost instantaneously. We are aware that the perception of a company both internally and externally depends on the behaviour of each individual employee. We place emphasis on high moral standards and building a strong corporate culture that is defined by shared values and working practices.

Code of Ethics

Shaping a socially responsible and ethical company culture is a long-term process and our company's goal. To achieve this, we require that each of us assumes personal responsibility for its enforcement. The 'Code of Conduct and Ethical Principles' document, published on our website, has become one of the key tools of strategic management and corporate culture shaping within the company. The Code provides a concept of values, selected standards of workplace conduct and moral principles. Concurrently, the Code is a commitment for all our employees. The company's website also provides the option of reporting suspected malpractice using the Ethical Line.

Business Ethics

However, the Code of Ethics is but the basis for promoting a responsible and transparent business conduct. The company is aware of the risks of malpractice, including corruption, which we systematically monitor and prevent by implementing appropriate abatement measures. To do so and to increase the safety of operations, the degree of risk inherent to each job is carefully assessed. In the case of high-risk positions, the company responsibly reviews the employees' criminal record and personal integrity. In terms of preventing conflicts of interest, including the issue of competitive roles, the company has defined clear rules, obligatory for all employees, the observance of which is checked systematically. There are also set rules for accepting and offering gifts and entertainment. A responsible approach to business conduct, our values and ethical principles is encouraged not only within the company, but also via our business relations. We observe who we work with and monitor the risks of new business relationships. In the area of public procurement, we fully comply with the law and, where possible, enforce responsibility beyond the legal obligation. The principle of transparency, as one of our company's core values, is included in every tender, in every inquiry.

In 2018, we received several reports via the Compliance Ethical Line. All reports were thoroughly reviewed and processed by us.

All these rules are binding for all employees who are introduced to the rules at the start of their employment and updated on the wording and procedures during regular training sessions.

Suspected malpractice can be reported anonymously by both employees and the general public using the company's Ethical Line.

COMPLIANCE ETHICAL LINE

Forms available at: https://www.prg.aero/compliance E-mail: compliance@prg.aero Tel.: +420 220 118 00



SAFETY

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

COMPANY

VALUES



TRANSPARENCY

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

CUSTOMER ORIENTATION

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

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RESPONSIBILITY

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



COMPETITIVENESS

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



STRONG COMPANY CULTURE FOUNDATION STONE













Employee Structure

Age Structure of Employees

Company	under 30 years					3	0–39 yea	rs		
	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
САН	11%	12%	11%	10%	-	37%	38%	40%	38%	-
LP	13%	13%	17%	17%	11%	27%	25%	24%	21%	16%
CSAH	10%	10%	18%	26%	3%	40%	36%	34%	24%	3%
CSAT	13%	16%	21%	20%	4%	31%	29%	29%	28%	5%
Average Age	12%	13%	17%	19%	19 %	34%	32%	32%	25%	24%

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Number of Years in Company

Company	under 3 years						:	3–9 years	S	
	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
САН	24%	29%	30%	33%	-	38%	33%	25%	25%	-
LP	15%	18%	36%	31%	22%	34%	25%	17%	19%	14%
CSAH	7%	10%	33%	41%	4%	36%	25%	15%	10%	2%
CSAT	10%	21%	41%	31%	5%	18%	12%	6%	12%	4%
On Average	14%	20%	35%	33%	32%	32%	24%	16%	16%	20%

Number of Employes

	2015	2016	2017	2018
CSAH	531	563	625	629
CSAT	663	738	768	796
CAH1	407	350	367	-
LP01	1,669	1,798	1,944	2,511
LP + CAH	2,076	2,148	2,311	2511
Sum Total	3,270	3,449	3,704	3,936

40–49 years				50–59 years				over 60 years						
2014	2015	2016	2017	2018	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
26%	26%	28%	30%	-	22%	20%	16%	16%	-	4%	4%	5%	5%	-
33%	34%	33%	36%	22%	21%	21%	20%	21%	13%	5%	6%	6%	5%	3%
29%	31%	28%	29%	5%	16%	19%	15%	17%	2%	5%	4%	4%	5%	1%
23%	23%	20%	21%	5%	25%	24%	22%	23%	4%	7%	8%	9%	8%	2%
28%	28%	27%	31%	32%	21%	21%	18%	20%	20%	5%	5%	6%	6%	6%

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	1(0–19 yea	rs		over 20 years					
2014	2015	2016	2017	2018	2014	2015	2016	2017	2018	
17%	19%	26%	25%	-	21%	20%	19%	18%	-	
38%	44%	37%	35%	20%	13%	13%	11%	15%	10%	
38%	42%	35%	31%	5%	19%	23%	17%	18%	3%	
44%	41%	33%	35%	6%	28%	26%	21%	22%	5%	
34%	36%	33%	33%	31%	20%	20%	17%	17%	18%	

Male/Female Ratio

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		Mal	e		Female				
	2015	2016	2017	2018	2015	2016	2017	2018	
CSAH	57.9%	56.4%	56.0%	-	42.1%	43.6%	44.0%	-	
LP01	71.2%	70.4%	70.9%	68.1%	28.8%	29.6%	29.1%	31.9%	
CSAH	52.5%	52.9%	52.9%	50.2%	47.5%	47.1%	47.1%	49.8%	
CSAT	88.8%	90.1%	88.9%	88.6%	11.2%	9.9%	11.1%	11.4%	
Sum Total	70.4%	70.3%	69.9 %	69.7%	29.6%	29.7%	30.1%	30.3%	

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Employee Development and Satisfaction Are Among Our Important Priorities

We pay systematic attention to our employee development as the company success depends on their performance and try to ensure their overall contentment. Employee satisfaction is measured using a questionnaire survey, the results of which are analysed in detail. Consecutively, appropriate measures are implemented.

Vocational Training

Our employees' specialty and professional knowledge are increased and developed through a wide range of trainings and workshops organised every year as part of our structured vocational programme.

Balanced Professional and Personal Life

We try to help our employees live a balanced personal and professional life. Provided it is not in conflict with the operations of a particular department, we support flexible working hours, part-time jobs and a home office concept.



2018 Prague Airport Group Vocational Programme Statistics

Supporting Employed Parents

The nearby Kněževes kindergarten may be frequented by the children of our employees. We also organise regular annual events for children of our employees, namely Children's Day in an attractive airport setting and St. Nicholas's Day at external locations.

Wide Range of Benefits

We offer our employees a number of perks and benefits, such as five weeks of paid holiday, catering allowances, parking, pension fund contribution and the Cafeteria benefit programme





The second year, employees can also book subsidised massages at workplace provided by two visually impaired fulltime masseurs.

Our blind masseurs are very popular with our employees. Next year, we plan to extend the service and hire a third masseur. We will again look for someone with a disability to support the employment of people who have a difficult situation in the job market.



Internal Communication

We pay the utmost attention to internal communication. We support the company culture and involvement of employees using various channels for passing on information, such as Intranet, a printed company magazine, Runway, posters, company events and meetings of employees with company management. We always look for ways of improving these tools in line with our new corporate identity, using new trends and technologies. At the same time, we encourage and welcome employee feedback. We organise various events for both our employees and their family members and children. We strive to increase their engagement and involvement through various competitions and charitable events held within the company.



In a Healthy Body, a Healthy Employee



Swimming with a Pro

Twice a year, we offer our employees swimming lessons with a professional trainer in several swimming pools (Strahov, Kladno, Slaný).

Biking to Work

In 2018, 81 employees joined the in-house Biking to Work competition, forming 23 teams. The results were announced at an informal event where the winning teams received commemorative diplomas. We Live and Breathe Sport = Supporting Our Employees Healthy Lifestyle

Tennis Courts

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

Running Competitions

Thanks to our partnership with RunCzech, our employees could compete in several races during 2018, such as the O2 Prague Relay in the Stromovka park.





Football Tournament

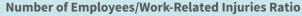
The autumn football tournament called the Prague Airport Cup has already become a tradition. Last year, its 20th year was attended by 15 teams, of which 10 were formed by Prague Airport employees.

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Days of Health

Within two days of health, we offered our employees the opportunity to have their health checked and learn more about healthy lifestyle. The offer included a variety of lectures and examinations, such as blood sugar tests, eye exams, birthmark checks, etc. At the same time, employees could buy fruit for CZK1 in the canteens. The employee reaction to the event was, again, very positive.





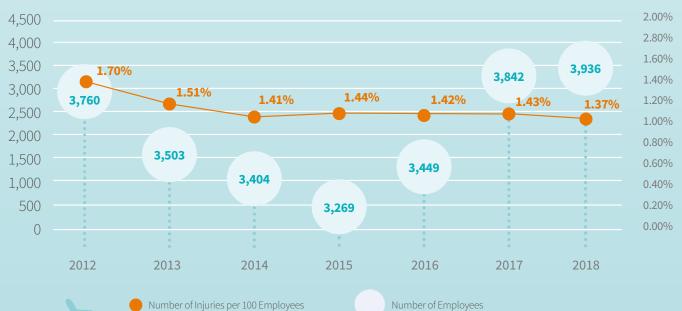


Health and Safety at Workplace

In our industry, health and 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.

In 2018, a total of 54 work-related injuries resulting in incapacity were recorded, out of which 45 were in male workers and 9 in female workers. In most cases, the cause was a human error.





SUPPORTING COMMUNITY PROJECTS

Prague Airport primarily focuses its support on the airport's immediate surroundings affected by its business. and local communities. However, we also wish to use our resources in support of community projects outside the area. In the non-profit sector, we see our contribution in partnerships rather than passive subventions. We place great emphasis on the active involvement of our employees even in the decision-making process, thus showing them our appreciation of their contribution to successful operations of the company, the vital condition for all philanthropic work.

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 organizationally and financially and planned over several days to accommodate employees working in shifts.

In 2018, the following organisations enjoyed this form of our support:

- Klokánek Hostivice, temporary emergency shelter for children: www.klokanekhostivice.cz
- **Domov sv. Rodiny**, (the Home of the Holy Family), a daycare centre for adults with mental and combined disabilities: www.domovsvaterodiny.cz
- Domov sv. Karla Boromejského, (the Saint Charles Borromeo Home), an ecclesiastical facility providing professional care to ill and age-advanced seniors: www.domovrepy.cz
- **Na ovoce, z.s.,** a community platform supporting wild growing fruit trees: https://na-ovoce.cz/web/
- **Dědina residential,** rehabilitation and retraining centre for the visually impaired: https://www.dedina.cz/
- AVES z.s. a rescue station helping injured and abandoned wildlife: https://www.zachr-stanice.cz/
- **Sázíme stromy,** (Planting Trees), an organisation interconnecting companies, municipalities and volunteers who wish to plant trees, helping them plant trees together where desirable: https://www.sazimestromy.cz/







Other Forms of Assistance

WINGS OF HELP Grant Programme

Every year, we call for proposals under the grant programme to support people with disabilities. Projects to receive our financial aid are then selected based on an employee vote. In 2018, we distributed CZK 50,000 under the programme.

One of the supported projects: **Special Rehabilitation for Four-Year-Old Leonka**

Leona was born to a drug-addict mother in her 23rd week of pregnancy, weighing only 550 grams. Her mother was not interested in her, so her grandmother took her in. Little Leonka has been diagnosed with cerebral palsy and in her four years of age she only crawls (on all fours). Thanks to intensive exercise and rehabilitation, which is not covered by the health insurance company and for which she received funding from Prague Airport, she is making great progress. In a cosmic suit, she trains for three hours a day for 28 days at a time.



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 the company. In 2018, this way, we supported the programme helping socially vulnerable and disadvantaged children in the area of education with the amount of CZK130,680. At the same time, People in Need has a public collection coin bank at Prague Airport.





Continued Search for Additional Aid Options

Our employees show their commitment and engage in various activities organised by the company. In 2018, we internally collected a car load of items and clothing to be offered for sale at Sue Ryder charity shops and canned food and kibbles for the AVES wildlife rescue station.

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 7 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 help to 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)
- Centrum Paraple, o.p.s. (The Paraple Centre a beneficiary association helping people paralyzed after injury to the spinal cord)
- 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 tísni, o.p.s. (People in Need)
- Nadace Taťány Kuchařové Krása pomoci (Tatana Kucharova Foundation – Beauty of Help)

ABOUT THE REPORT

This report, published once a year, has been prepared in accordance with the GRI Standards: Core Option. It is a follow-up to the 2017 Czech Aeroholding Company Profile and Corporate Social Responsibility Report. The data published have not been reviewed by an external auditor.

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