



CORPORACION  
**AMERICA**  
AIRPORTS

# SUSTAINABILITY REPORT

**2020**

CAP

# THIS IS AN INTERACTIVE PDF DOCUMENT

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**01.** chapter

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 cargo business >	 7 countries >
 25.2 million passengers >	 52 airports >

> It opens the information box

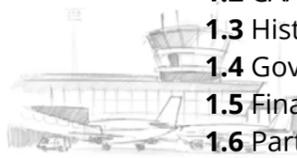
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SDGs

Numbers on the upper left margin of each cover page refer to the **SDGs** involved in that chapter.

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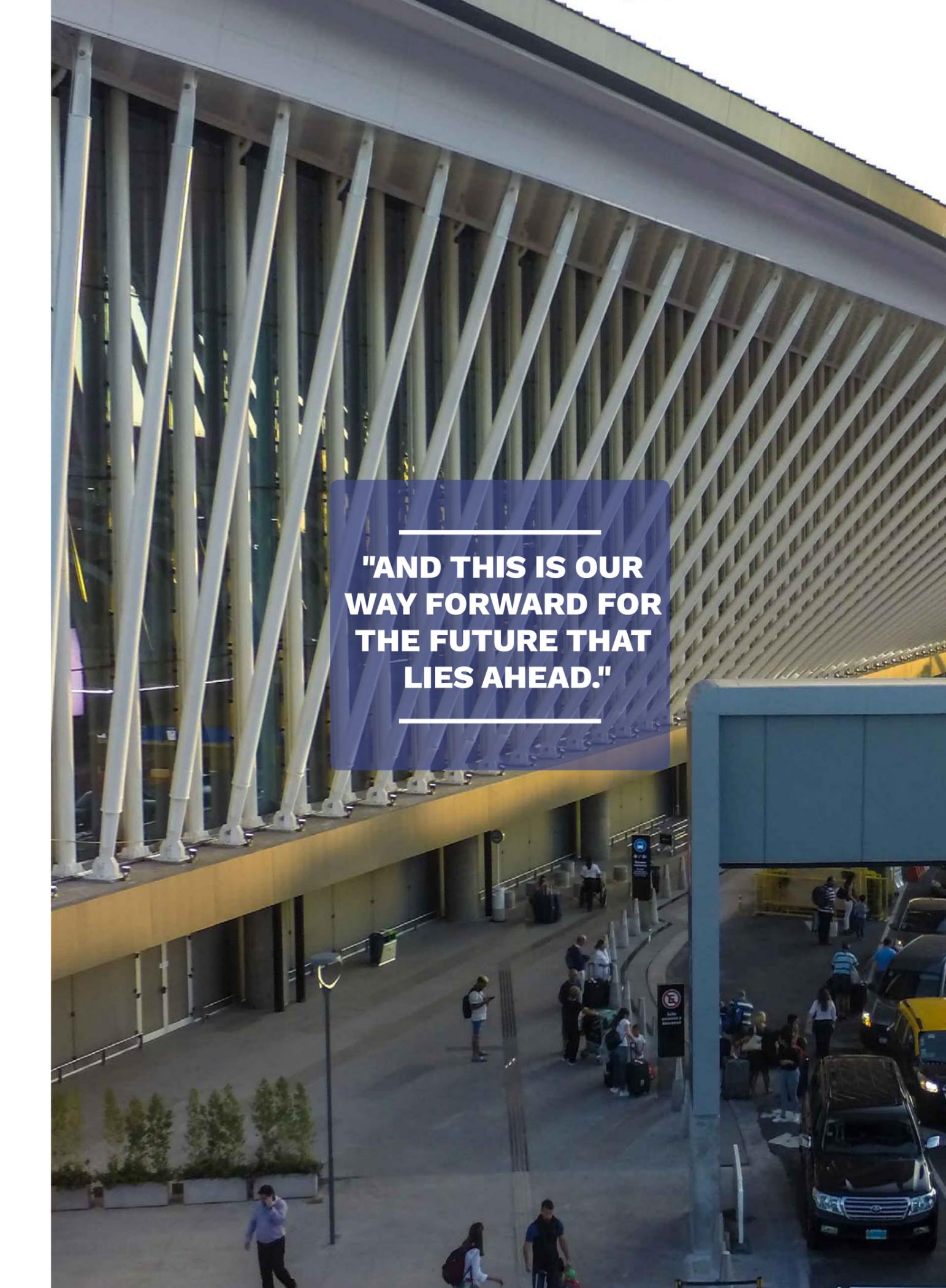
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**"AND THIS IS OUR  
WAY FORWARD FOR  
THE FUTURE THAT  
LIES AHEAD."**

**A**t Corporación América Airports, we strongly believe that the post-pandemic world will be a more sustainable world. The years ahead will be challenging, but we are convinced that economic reconstruction must be both inclusive and sustainable.

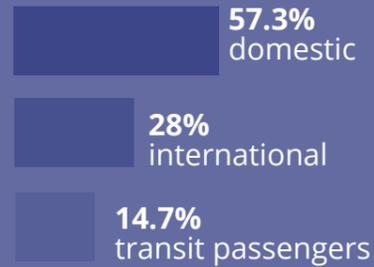
The COVID-19 pandemic has shown how interconnected and interdependent our world has become. Confronted by crisis and uncertainty, humanity came together with a common goal and an urgent need to collaborate.

Our industry was not immune to this reality. Faced with a collective responsibility, our airports stepped up to take a leadership role in the communities where we are immersed. And stakeholder collaboration became more important than ever.

We are certain that generating a positive impact through the activities we carry out is not only a way of understanding the airport business but also a commitment to the community and the environment. And this is our way forward for the future that lies ahead.

 **Ezeiza Airport,**  
Argentina

**25.2** million passengers



**100%**  
operations with an environmental policy



**4** main areas of social investment in communities: **education, culture, empowerment of local destinations, and health**



**100%**

of airports with implemented protocols to resume operations

**301** new employees

**2,186** employees adhered to the Code of Conduct

**7** airports obtained ACI's "Airport Health Accreditation" which recognizes the commitment to prioritize health and safety measures in accordance with international recommendations and industry best practices.

**6** new ISO 9001:2015 certifications achieved at the Terminal de Cargas Argentina (TCA) facilities in Córdoba, Mar del Plata, Mendoza and Tucumán; and the Peruvian airports at Juliaca and Puerto Maldonado.

**2** airports received new carbon accreditations certifications issued by ACI.

**LEED Gold certificate granted** to the Comodoro Rivadavia passenger terminal in Argentina.

**Our financial performance** (thousand of dollars)

**\$ 607,356** revenues

**\$ 638,489** total Capitalization

**\$ 13,591** EBITDA

**\$ 76,201** paid as royalty

# OUR YEAR AT A GLANCE

## PASSENGER TRAFFIC



	2020	ARGENTINA	ARMENIA	BRAZIL	ECUADOR	ITALY	PERU	URUGUAY
National	14,447,515	6,286,572	0	5,600,726	696,303	663,611	1,199,855	448
International	7,069,140	3,307,121	826,318	197,848	813,595	1,309,475	7,936	606,847
In transit	3,701,724	366,660	0	3,293,428	38,907	456	0	2,273
<b>Total</b>	<b>25,218,379</b>	<b>9,960,353</b>	<b>826,318</b>	<b>9,092,002</b>	<b>1,548,805</b>	<b>1,973,542</b>	<b>1,207,791</b>	<b>609,568</b>

## CARGO VOLUME (TN)



	2020	ARGENTINA	ARMENIA	BRAZIL	ECUADOR	ITALY	PERU	URUGUAY
<b>Total</b>	<b>255,628</b>	143,948	15,731	34,857	16,842	13,256	2,080	28,916

## AIRCRAFT MOVEMENTS



	2020	ARGENTINA	ARMENIA	BRAZIL	ECUADOR	ITALY	PERU	URUGUAY
Passenger Aircrafts	<b>210,209</b>	82,894	7,450	68,769	14,613	21,672	9,608	5,203
Cargo Aircrafts	<b>13,979</b>	5,595	583	2,298	1,540	1,792	0	2,171
Other	<b>128,717</b>	67,098	2,150	18,378	25,412	6,699	3,309	5,671
<b>Total</b>	<b>352,905</b>	<b>155,587</b>	<b>10,183</b>	<b>89,445</b>	<b>41,565</b>	<b>30,163</b>	<b>12,917</b>	<b>13,045</b>

It is with great pleasure that I present the first Sustainability Report of Corporación América Airports. Here, we present our commitments and performance in 2020, a year that has undoubtedly been the most challenging ever faced by the travel industry worldwide. Throughout these pages, you will find the decisions, initiatives, and actions we took to navigate this crisis across all of our airports in the seven countries where we operate.

**From the onset of the pandemic, our focus has been to adapt and to respond quickly to the new environment and shifting market conditions. The challenges we faced gave way to a level of creativity, teamwork and agility that we are proud to share with the world.**

Over the year, we took significant steps towards reprofiling and strengthening our balance sheet while making good progress in extending or enhancing our concessions in Argentina and Brazil. Despite experiencing a 70% decline in passenger traffic in 2020 as a result of the severe impact of the pandemic on travel demand, our decisive actions, focused on cost containment and

economic compensations, allowed us to achieve comparable Adjusted EBITDA of 78 million dollars in 2020 compared to 447 million posted in 2019, prior to the pandemic.

I am especially proud of the way that we have worked together with our stakeholders to both address the crisis and lay the groundwork for recovery. Since the beginning of the pandemic, we have reinforced our relationships with government agencies and members of the airport community by providing strategic resources and actively participating in interdisciplinary working groups. Private social investments, especially in health initiatives, helped our communities to weather this context.

Our commitment to operational safety has always been an ongoing priority; however, in this 2020, in particular, we have multiplied our efforts even further in that respect. We adapted our activity to the unique circumstances in full compliance with the evolving government guidelines and protocols. At each airport, operational procedures were revisited to ensure the safety of our people, passengers and the airport community in general, with technology playing a critical role. Our focus was on keeping our employees both safe and connected, and on helping them to adapt to the new working conditions.

**We must work to transform this context into a catalyst that will enable our industry to make the necessary changes to move forward. By working together, airports, airlines, government agencies and other members of the airport ecosystem can achieve solutions that will help us all in this interconnected and interdependent industry.**

I would like to thank the 6,148 employees around the world who are part of CAAP and who have worked tirelessly during these extreme circumstances. In doing so, they all have turned this document into a reality. This report was prepared following the Global Reporting Initiative (GRI) guidelines, and it features our commitment to the United Nations Sustainable Development Goals. Its pages describe our initiatives and progress on key sustainability topics for our industry and our company, which we have identified through a Materiality Analysis drawn according to international standards and carried out across all our markets.

This first report has also helped us understand the many challenges we face going forward. Over the coming year, we will continue to create tools to gain a better understanding of the impact of our business on society and the environment, while developing more robust processes for ESG measurement and reporting. We are eager to further strengthen our skills to improve our sustainability management and accountability, serving our industry, our customers and our communities all around the world.



MARTIN EURNEKIAN

**WE ARE EAGER TO FURTHER STRENGTHEN OUR SKILLS TO IMPROVE OUR SUSTAINABILITY MANAGEMENT AND ACCOUNTABILITY, SERVING OUR INDUSTRY, OUR CUSTOMERS AND OUR COMMUNITIES ALL AROUND THE WORLD.**

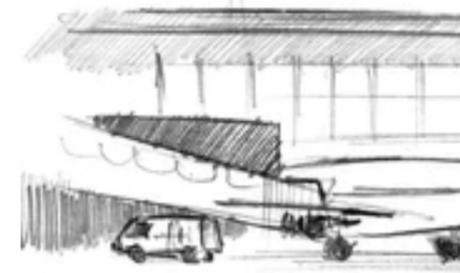


**MARTIN EURNEKIAN**

Is Chief Executive Officer of Corporación América Airports (NYSE: CAAP), a holding company that acquires, develops and operates airport concessions. The company currently operates 52 airports in Argentina, Brazil, Peru, Uruguay, Ecuador, Armenia and Italy. Mr. Eurnekian is as well the chairman of Aeropuertos Argentina 2000 (AA2000) and a member of the board of each of the airport operating companies controlled by the group.

With over 17 years of experience in managing diverse businesses along Latin America and Europe, he has led the processes associated with evaluating, acquiring and constructing many of the Company's airports.

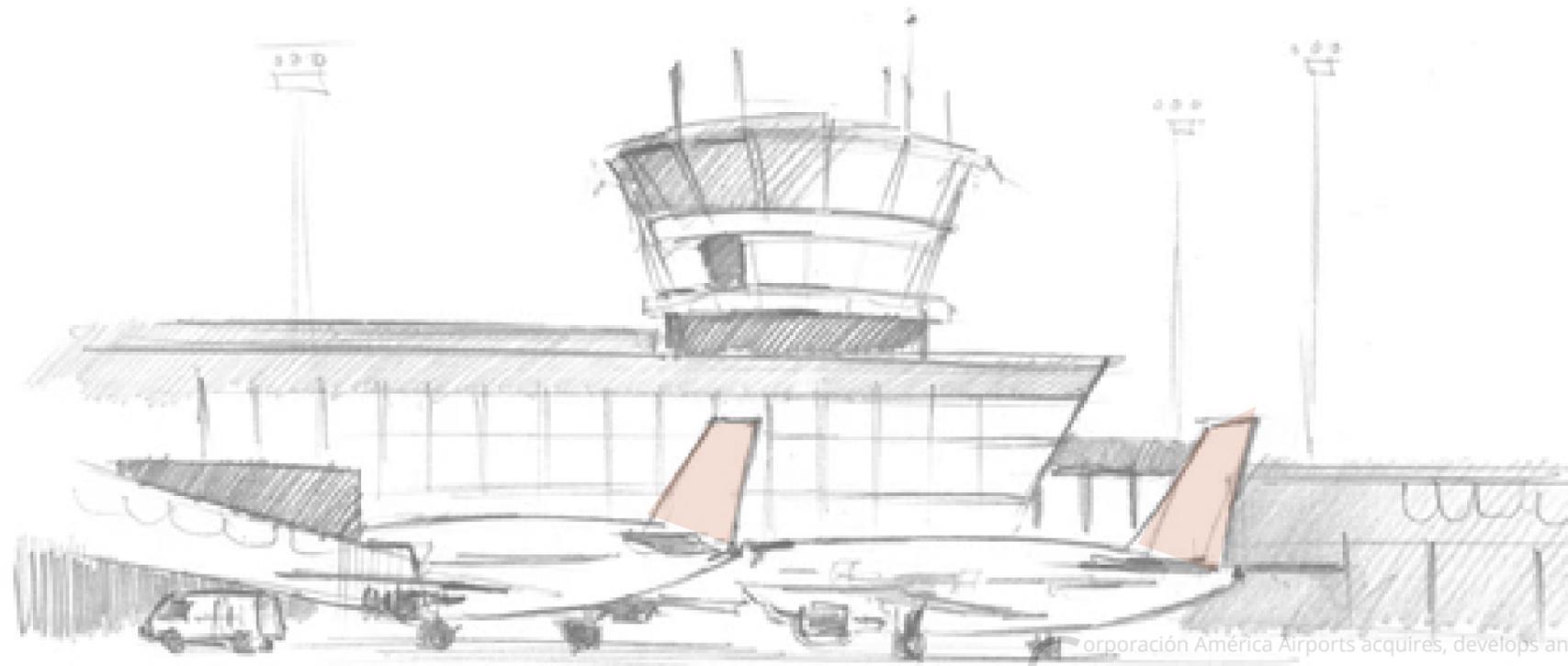
Martin is the Chairman of Airport Council International (ACI World) and has previously held the presidency of Airport Council International for Latin America.



## 01. chapter

### TOPICS

- 1.1 Corporación América Airports
- 1.2 CAAP around the world
- 1.3 History and development of the company
- 1.4 Governance and management
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- 1.6 Partnerships



# WHO WE ARE

Corporación América Airports acquires, develops and operates airport concessions.

From our beginnings in 1998, when we acquired the concession rights to operate 33 airports in Argentina, we have expanded geographically and currently operate 52 airports globally; in Latin America, our largest market, as well as in Europe and Eurasia.

This makes us the largest private sector airport concession operator in the world based on the number of airports under management. We are the tenth largest private sector airport operator in the world based on passenger traffic.

We have created a global platform with operational expertise and resources to support our organic growth plan and our global expansion strategy.



Armenia Airport,  
Armenia

1.1

# CORPORACIÓN AMÉRICA AIRPORTS

We are the largest private sector airport concession operator in the world based on the number of airports.

**C**orporación América Airports acquires, develops and operates airport concessions.

Since our beginnings in 1998, when we acquired the concession rights to operate 33 airports in Argentina, we have expanded geographically and currently operate 52 airports globally, in Latin America, our largest market, as well as in Europe and Eurasia.

This makes us the largest private airport concession operator in the world in terms of the number of airports managed.

We have created a global platform with operational expertise and resources to support our organic growth plan and our global expansion strategy.

**CAAP**  
**LISTED**  
**NYSE**

**LISTED ON THE NEW  
YORK STOCK  
EXCHANGE SINCE  
2018.**

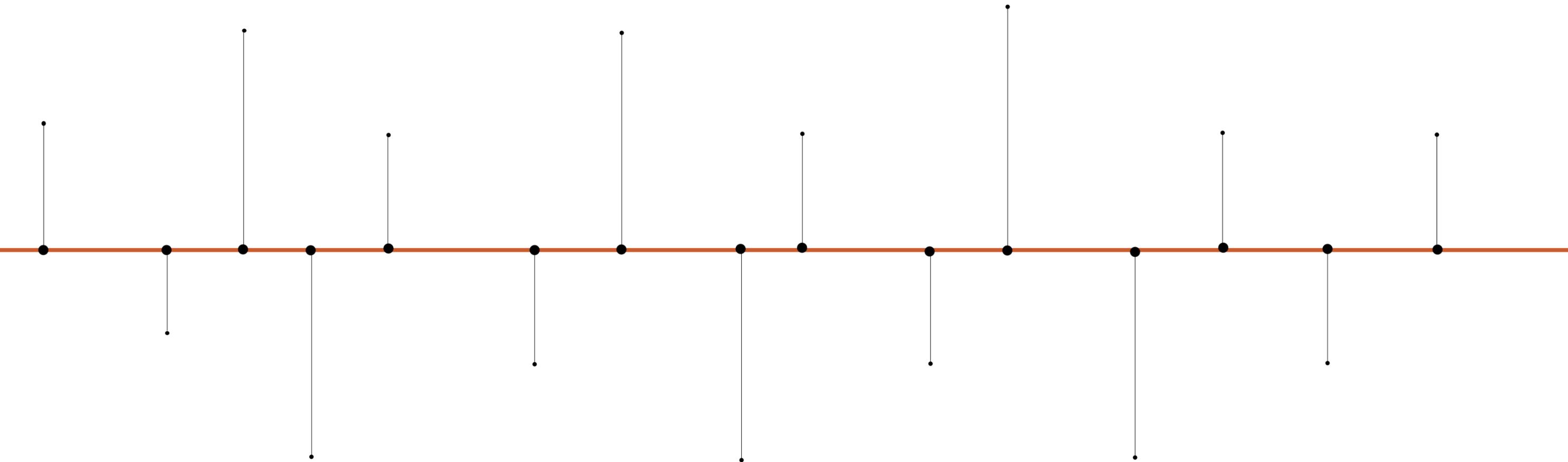
# CAAP AROUND THE WORLD



1.3

# HISTORY AND DEVELOPMENT OF THE COMPANY

We have been operating since 1998 and have become one of the world's leading airport concession operators.



# GOVERNANCE AND MANAGEMENT

Our key component of governance management is to align the interests of individuals, the organization and society.

We are committed to following best corporate governance practices, in accordance to the rules under the US securities laws for 'foreign private issuers'. Corporate governance refers to the oversight mechanisms in place and the means by which Corporación América Airports is governed. This encompasses our processes and policies, how decisions are made, and how the Company handles the various interests of and the relationships with our many stakeholders- including shareholders, customers, employees, regulators and the community at large.

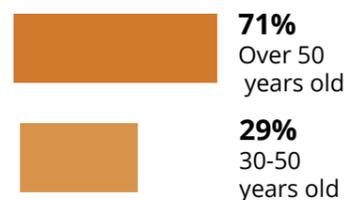
## BOARD OF DIRECTORS

Our articles of association provide that our business is to be managed and conducted by or under the direction of our Board of Directors. Our Board of Directors is composed of up to nine directors, appointed by the general shareholders meeting. The members of the Board of Directors shall be elected for a term not exceeding six years and may be re-elected. The general shareholders meeting shall also determine the number of directors, their remuneration and term of office. In the event of any director vacancy, the remaining directors may elect, by majority vote, to fill such vacancy or vacancies at a meeting of the Board of Directors, until the following general shareholders' meeting. The appointment of the members of the Board of Directors is not

hindered by any form of discrimination.

Experience, moral and professional suitability and both personal and professional background of the Directors are decisive parameters considered by the Shareholders for their appointment. In the selection process, consideration is given as to whether the proposed Director demonstrates reliability, professional and commercial integrity, knowledge, experience, and willingness to exercise satisfactory governance in the company, as well as the professional contribution to the Board according to its needs.

Chairman	Máximo Luis Bomchil
Director	Martín Antranik Eurnekian
Director	Daniel Marx
Director	Roderick Hamilton McGeoch
Independent Director	David Arendt
Independent Director	Carlo Alberto Montagna
Independent Director	Valérie Pechon



## GOVERNANCE DOCUMENTS

These documents set out our key corporate governance practices, how the Company is governed and how the Board of Directors is structured.

- Corporate Governance Code
- Gift and Hospitality Policy
- Related Party Transactions Policy
- Code of Conduct
- Insider Trading Prevention Policy
- Disclosure Policy
- Code of Ethics
- Conflict of Interest Prevention Policy
- Integrity Line

## EXECUTIVE COMMITTEE

The Executive Committee is currently composed of four members: our Chief Executive Officer, our Chief Financial Officer, our Head of Accounting and Tax and our Head of Legal, as permanent members.

The primary responsibilities of the Executive Committee include the following: (i) assessing and proposing business strategies, and implementing strategies and policies approved by the Board of Directors, (ii) developing processes for the identification, evaluation, monitoring and mitigation of risks, (iii) implementing appropriate internal control systems and follow-up of such system's effectiveness, and reporting compliance with its goals to the Board of Directors, (iv) analyzing and proposing the full year budget following-up its evolution, and assessing mitigation of internal and market variables, (v) identifying and implementing business synergies among Group companies; and (vi) proposing the delegation of powers to officers and supervising managers, which are consistent with the policies and procedures established by the Board of Directors.

DIRECTOR & CEO <b>Martín Antranik Eurnekian</b>	CFO <b>Jorge Arruda</b>
HEAD OF ACCOUNTING & TAX <b>Raúl Galante</b>	HEAD OF LEGAL <b>Andrés Zenarruza</b>

## MANAGEMENT TEAM

### CHIEF EXECUTIVE OFFICER

**Martín Francisco Antranik Eurnekian**

40-50 (age group)

### CHIEF FINANCIAL OFFICER

**Jorge Arruda**

50-60 (age group)

### HEAD OF ACCOUNTING AND TAX

**Raúl Galante**

50-60 (age group)

### HEAD OF EUROPEAN BUSINESS DEVELOPMENT

**Roberto Naldi**

+ 60 (age group)

### HEAD OF LEGAL

**Andrés Zenarruza**

40-50 (age group)

### HEAD OF BUSINESS DEVELOPMENT

**Eugenio Perissé**

+60 (age group)

## OTHER COMMITTEES

<b>AUDIT COMMITTEE</b>	The Audit Committee's principal responsibilities include: overseeing management's establishment and maintenance of adequate systems of internal accounting, auditing and financial controls; reviewing the effectiveness of our legal, regulatory compliance, ethical standards and risk-management programs; and reviewing certain related-party transactions in accordance with our corporate governance code, among others.
<b>ACQUISITIONS AND BUSINESS DEVELOPMENT COMMITTEE</b>	This Committee is chiefly in charge of evaluating our acquisition and business development plans and opportunities as well as of drafting reports and presenting recommendations on such matters to the Board of Directors.
<b>COMPENSATION COMMITTEE</b>	This Committee oversees and reviews the specific awards to be granted, based on the proposal to be submitted by the plan administrator.
<b>DISCLOSURE COMMITTEE</b>	This Committee oversees and reviews all materials for which there is a disclosure requirement and meets at regular intervals in order to review all data.

## REMUNERATION MECHANISMS

### DIRECTORS' COMPENSATION

The compensation of our directors is reviewed and approved on an annual basis at our ordinary general shareholders' meeting.

### MANAGEMENT COMPENSATION

In 2020, our Board of Directors adopted the Management Compensation Plan. The purpose of the Management Plan is to allow executives and key employees to receive an annual incentive compensation consisting either of (i) a certain number of shares in the share capital of the Company, or of (ii) contractual rights to receive, at a certain point in time, a certain number of shares. This encourages the employees to focus on the long-term growth and profitability of the Company.

**OUR MANAGEMENT TEAM HAS AN EXTENSIVE HANDS-ON INDUSTRY EXPERIENCE, HAVING SUCCESSFULLY CONTRIBUTED TO BUILDING OUR CURRENT AIRPORT PORTFOLIO.**

1.5

# FINANCIAL PERFORMANCE

Since the onset of the pandemic, we implemented a comprehensive plan to mitigate the impact of this health crisis, with the main objective of ensuring the sustainability of our business.

Fully impacted by the Covid-19 pandemic, the year ended December 31, 2020 yielded the following results:

- Performance of key operating metrics:
  - Passenger traffic down 70% year-over-year (YoY) to 25.2 million.
  - Cargo volume declined 39.8% to 255.6 thousand tons.
  - Aircraft movements decreased 58.9% to 352.9 thousand.
- Consolidated revenues were to \$607.4 million on an 'As reported' basis or \$ when excluding hyperinflation accounting in Argentina, due to lower income from operations across all segments, mainly attributed to the impact of the COVID-19 pandemic.
- Operating loss in 2020 was \$163.7 million.
- Adjusted EBITDA was \$13.6 million on an 'As reported' basis or \$15.5 million when excluding

the impact of hyperinflation accounting in Argentina. On a comparable basis<sup>1</sup> Adjusted EBITDA was \$77.8 million in 2020, benefitted from economic offsets of nearly 37 million dollars in Brazil and 12 million dollars in Italy.

### COST CONTROLS AND CASH PRESERVATION MEASURES

Since the onset of the pandemic, we implemented a comprehensive plan to mitigate the impact of this health crisis.

A crisis committee was set in place, composed of the Company's CEO and operating CEOs of each subsidiary to assess operations, focused on enhancing the sustainability of the Company's business.

As part of our cash-preservation initiatives, we introduced reductions in operating and maintenance costs. We exceeded our cost

reduction targets, posting three consecutive quarters of cash operating costs and expenses excluding concession fees declining by 46% or more. For the year as a whole, we achieved savings of over 240 million dollars primarily in maintenance expenses, general and administrative and, other operating costs, including nearly 12 million dollars in government assistance in Argentina to cover a portion of salaries. Currency depreciation in the main markets also contributed to these savings.



<sup>1</sup> Excluding the impairment and goodwill write offs in 4Q20, 3Q20, 1Q20 and 4Q19 in Brazil, the \$23.1 million bad debt charge recorded in Argentina in 3Q19 and the \$2.2 million one-time benefit in Italy

## FINANCIAL PERFORMANCE INDICATORS (THOUSANDS OF DOLLARS)

	2019	2020
TOTAL REVENUES	\$1,558,600	\$607,356
EBITDA	\$380,700	\$13,591
Loss for the period	(\$5,820)	(\$361,893)
Operating (loss) / income	\$223,635	(\$163,698)
Total Capitalization	\$960,134	\$638,489
Non-current financial debt	\$1,033,221	\$1,128,407
Current financial debt	\$175,123	\$216,410
Basic earnings per share attributable to company shareholders (\$ per share)	\$0.06	(\$1.58)

	2019	2020
Financial costs	(\$207,018)	(\$206,331)
Employees - Salaries and social benefits	(\$219,889)	(\$144,798)
Customers - Revenues	\$1,208,400	\$481,578
Community - CAPEX	(\$380,027)	(\$152,056)
Government - Fees and Taxes	(\$73,071)	(\$10,470)
Government- Royalties paid	(\$163,918)	(\$76,201)

## 2020 FINANCIAL PERFORMANCE INDICATORS BY COUNTRY (THOUSANDS OF DOLLARS)

MAIN ECONOMIC-FINANCIAL INDICATORS	ARGENTINA	ARMENIA	BRAZIL	ECUADOR	ITALY	PERU	URUGUAY
Revenues	\$350,257	\$39,434	\$51,393	\$49,742	\$58,318	0	\$64,379
EBITDA	\$50,728	\$5,461	(\$6,532)	\$1,348	(\$4,278)	(\$6,556)	\$16,343
Loss of the period	(\$95,192)	(\$16,565)	(\$153,482)	(\$5,282)	(\$14,112)	(\$6,556)	\$989
Operating loss for the year	(\$64,391)	(\$9,439)	(\$15,597)	(\$3,726)	(\$16,296)	-	\$3,742
Non-Current Loans	\$517,796	\$64,800	\$238,300	\$28,200	\$206,337.23	-	\$222,446
Current Loans	\$13,000	-	\$3,500	-	\$50,400	-	-

ECONOMIC VALUE GENERATED AND DISTRIBUTED	ARGENTINA	ARMENIA	BRAZIL	ECUADOR	ITALY	PERU	URUGUAY
Financial costs	(\$84,997)	(\$8,141)	(\$91,046)	(\$1,514)	(\$1,530)	\$0	(\$2,128)
Employees - Salaries and social benefits	(\$64,830)	(\$8,603)	(\$20,761)	(\$5,936)	(\$30,558)	\$0	(\$13,266)
Customers - Revenues	\$254,464	\$37,704	\$51,393	\$41,131	\$46,179	\$0	\$55,041
Community - CAPEX	(\$109,809)	(\$2,701)	(\$3,224)	(\$10,509)	(\$13,835)	\$0	(\$11,978)
Government- Fees and Taxes	\$35,399 (*)	(\$19)	(\$50,175)	(\$288)	\$3,599	\$0	(\$644)
Government- Royalties paid	(\$37,601)	\$0	(\$17,511)	(\$14,418)	(\$2,498)	\$0	(\$10,232)

(\*) Government fees and taxes for the year 2020 was a \$35,4 million gain, mainly due to the recognition of a loss carryforward

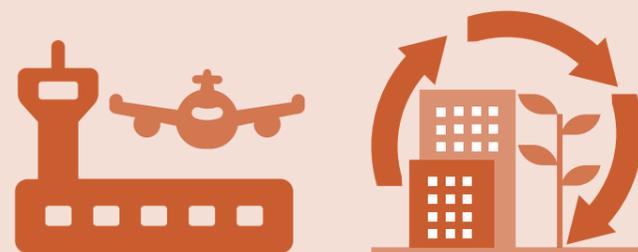
1.6

# PARTNERSHIPS

By working in close coordination with key stakeholders, we amplify the impact of our initiatives.

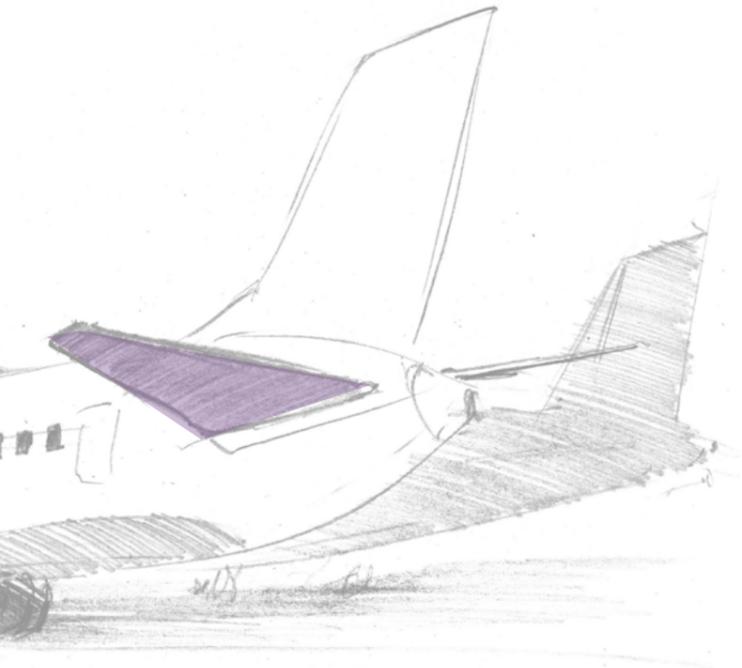
**W**e are members of the Board of Directors of the Airports Council International for Latin America and the Caribbean.

## INTERNATIONAL ALLIANCES





 **Aeroparque Airport,**  
Argentina



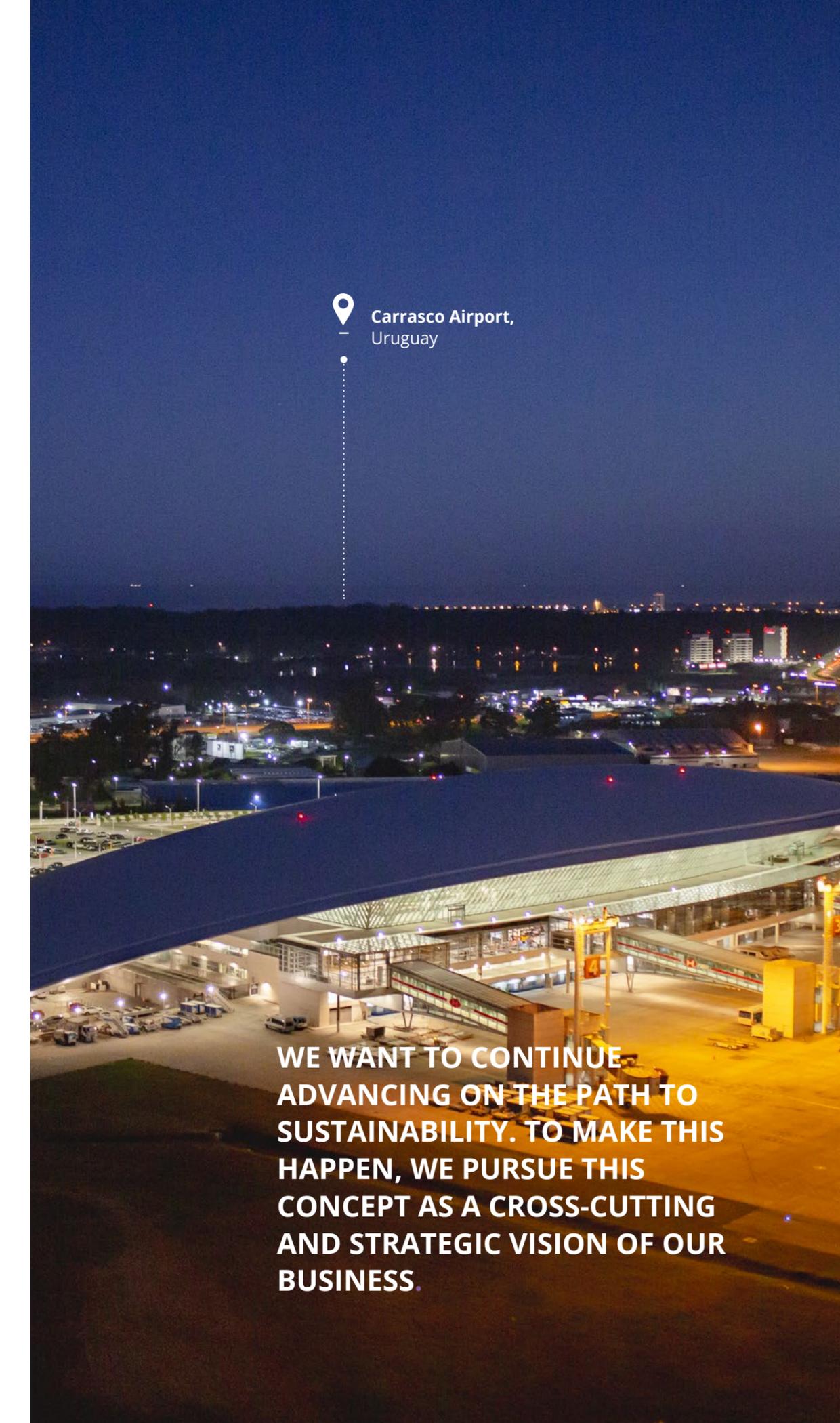
## 02. chapter

### TOPICS

- 2.1** General commitment to sustainability
- 2.2** Our stakeholders
- 2.3** Key material topics
- 2.4** Contribution to the Sustainable Development Agenda

# SUSTAINABILITY





 Carrasco Airport,  
Uruguay

**WE WANT TO CONTINUE  
 ADVANCING ON THE PATH TO  
 SUSTAINABILITY. TO MAKE THIS  
 HAPPEN, WE PURSUE THIS  
 CONCEPT AS A CROSS-CUTTING  
 AND STRATEGIC VISION OF OUR  
 BUSINESS.**

## 2.1

# GENERAL COMMITMENT TO SUSTAINABILITY

With a clear focus on experience, innovation and transparency, people and the environment are at the center of our strategy.

**W**e work to guarantee a quality service, state-of-the-art infrastructure, security, accessibility, so that everyone who works and passes through our terminals has a pleasant and safe experience.

Furthermore, we work to promote triple impact management that adds business value while contributing to the development of our communities. We have a strong commitment to the local communities where our airports are

located. By developing initiatives together with key actors, we can respond to community demands and generate real opportunities.

2020 provided us with great lessons and opened a range of new opportunities to further improve our sustainable management. It gave us the chance to take a deeper and more critical look and affirm our position as a leading company in an industry highly affected by the pandemic.

## OUR SUSTAINABILITY MANAGEMENT CHALLENGES

- Development of the CAAP Sustainability Strategy and related policies.
- Reinforcement of the Sustainability Working Group.
- Definition of sustainability key performance indicators and future goals.

2.2

# OUR STAKEHOLDERS

Knowing our stakeholders is key for responding to their expectations and generating solid long-term relationships.

Through our stakeholder mapping process we establish clear, transparent and agile communication channels adapted to each profile.



Suppliers:  
**10,686**



Passengers:  
**25,218,379**



Employees:  
**6,148**

STAKEHOLDER	MAIN COMMUNICATION CHANNELS
EMPLOYEES	Email, social networks, virtual meetings, institutional magazines, Company Portal, safety news
UNIONS	Periodic meetings with union representatives, email
SHAREHOLDERS	Email, virtual and personal meetings, financial press releases, financial information
AIRLINES	Email, phone, social networks, offices at the airports, website, meetings
CONTRACTORS AND SUPPLIERS	Suppliers Platform, publications on the website, email, phone, meetings
PASSENGERS	Website, customer service, social networks, media, email, signage at airports
CUSTOMERS	Customer Service Desk, Website, Social media, email, information at airports
COMMUNITY	Public announcements, media, social media, website, information at airports
MEDIA	Email, media, radio and local TV channels, social media, interviews
CHAMBERS, PUBLIC SECTOR, AND INTERVENING BODIES	Email, phone, participation on working groups, periodic meetings.

## 2.3

# KEY MATERIAL TOPICS

Through the materiality analysis we identify and prioritize the most relevant issues for the responsible management of our business, analyzing the impacts of our company and the perspectives of our stakeholders on sustainable development.

**T**his global materiality analysis was carried out following the principles of the Global Reporting Initiative (GRI) Standards: materiality, stakeholder participation, sustainability context and comprehensiveness.

Based on a benchmarking of industry best practices, the analysis of internal and external company sources, international guidelines and institutional commitments, a list of material issues was identified. In this first approach to the materiality analysis, the members of the Board of Directors were involved in the prioritization and validation of our key material sustainability topics

CAAP's senior management and 440 representatives of our stakeholders from all the countries where we are present, including: shareholders, employees, airlines, passengers, licensees, suppliers, civil society organizations, government, business chambers, representatives of our local communities and the media, completed an online survey to prioritize these issues. The survey was distributed by e-mail, social networks and made available to passengers on computers in some airports. The final matrix was validated by CAAP Senior Management.

 Florence Airport, Italy



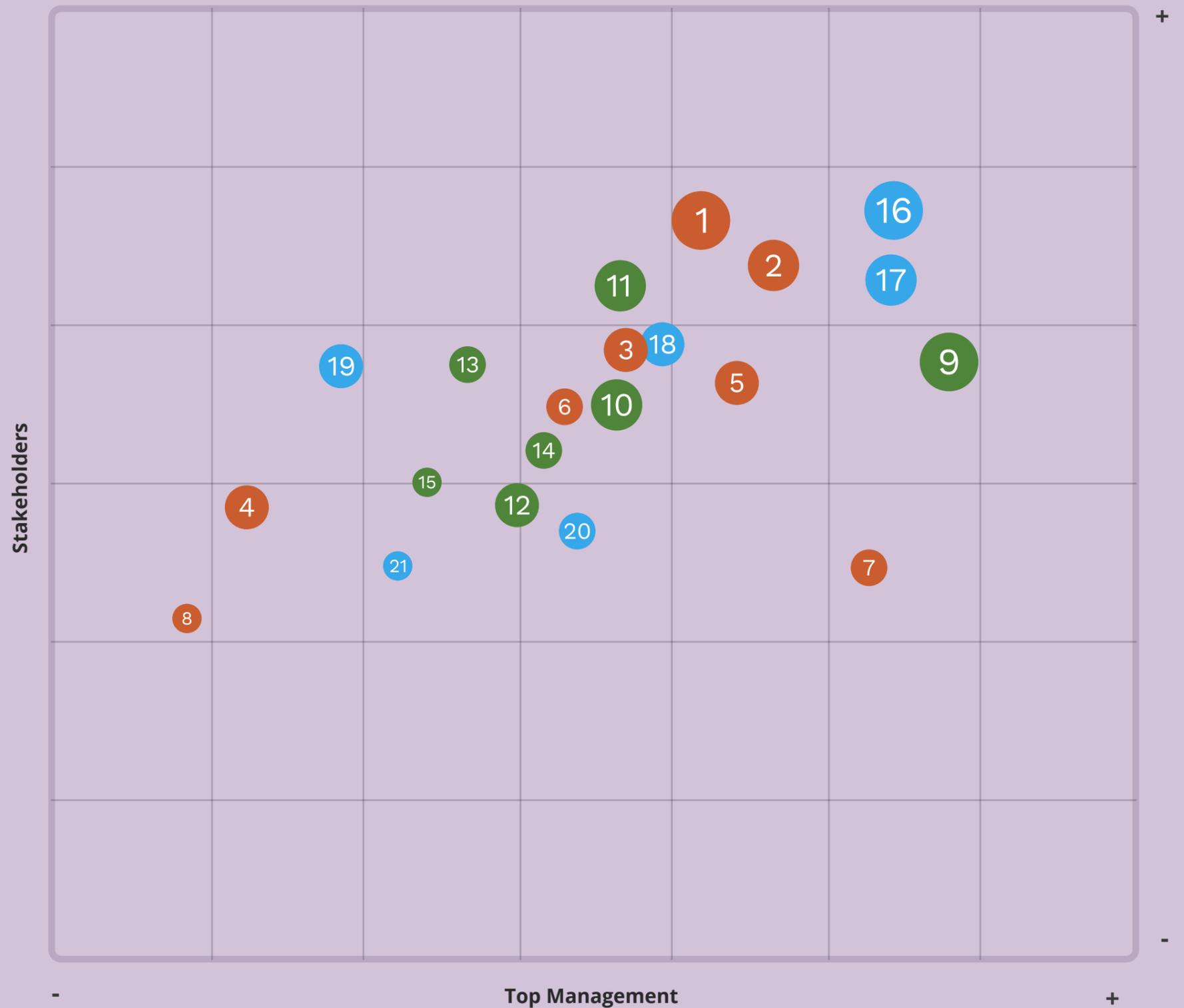
# MATERIALITY MATRIX

## References

■ Business   
 ■ Environment   
 ■ Social

+ Relevant    - Relevant

- 1 Passenger experience
- 2 Ethics & transparency
- 3 Infrastructure & sustainable mobility
- 4 Accesibility
- 5 Emergency perparedness & risk management
- 6 Innovation & tecnology
- 7 Economic performance
- 8 Empowerment of local destinations & sustainable cities
- 9 Climate change & emissions
- 10 Waste management & circular economy
- 11 Water & wastewater management
- 12 Noise management
- 13 Local air quality
- 14 Sustainable fuels
- 15 Biodiversity
- 16 Health & safety
- 17 Employment conditions & professional development
- 18 Diversity & equal opportunity
- 19 Human Rights
- 20 Local community engagement & contributions
- 21 Supply chain sustainability



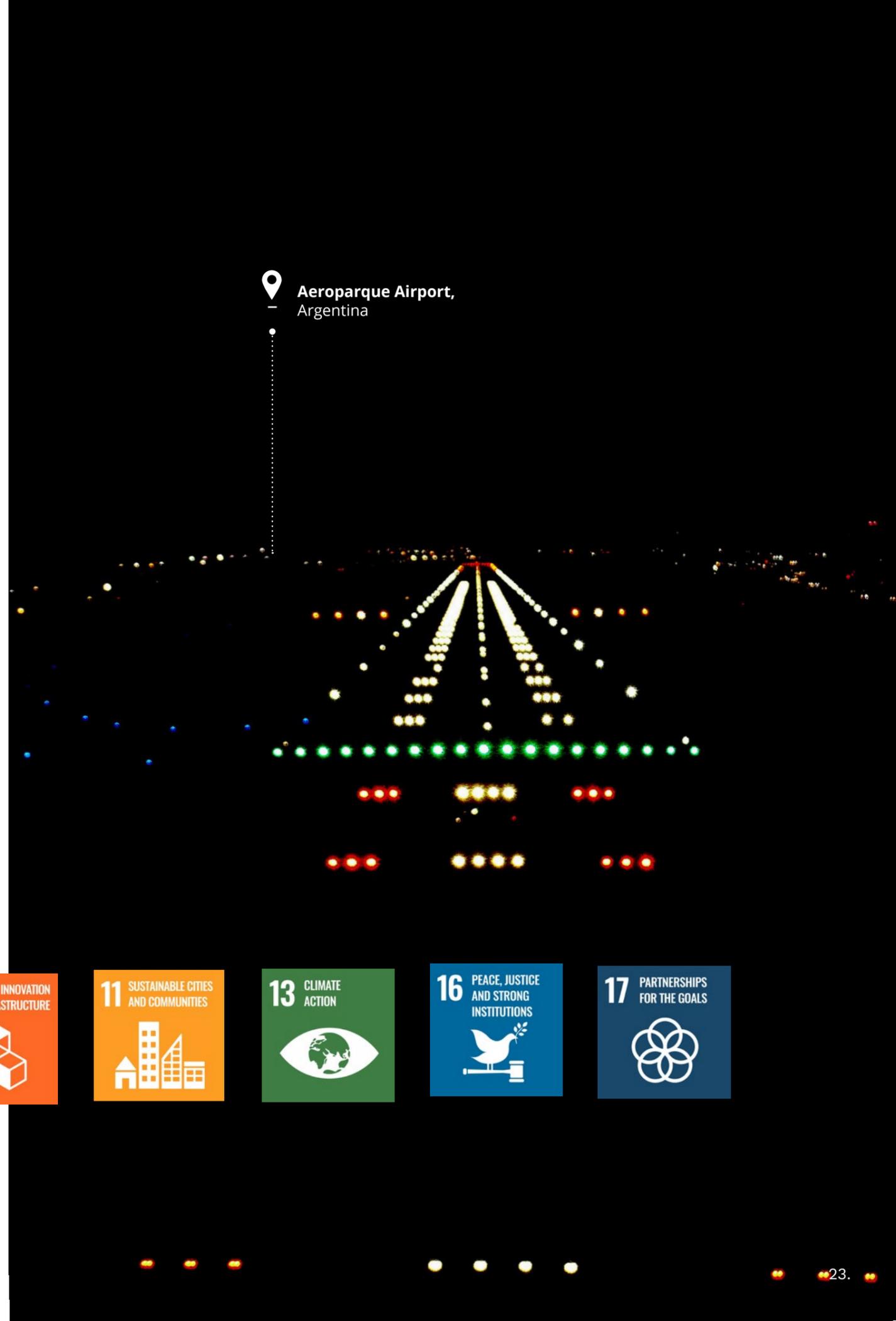
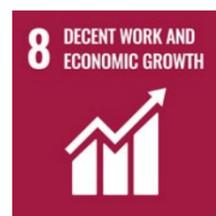
# CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT AGENDA

We are aligned with the Sustainable Development Goals (SDGs), to participate in the efforts to implement the world's 2030 Agenda.

Every day, through our business and operations, we connect thousands of people. This gives us a unique opportunity to create awareness and contribute to the Sustainable Development Goals (SDGs).

Shown below, are the SDGs to which we believe we can make the most strategic and significant contribution. By focusing on the implementation of these 9 selected SDGs within our sustainability strategy, we can develop actions that have a positive impact on people, planet and prosperity.

## SIGNIFICANT SDGS FOR CORPORACIÓN AMÉRICA AIRPORTS

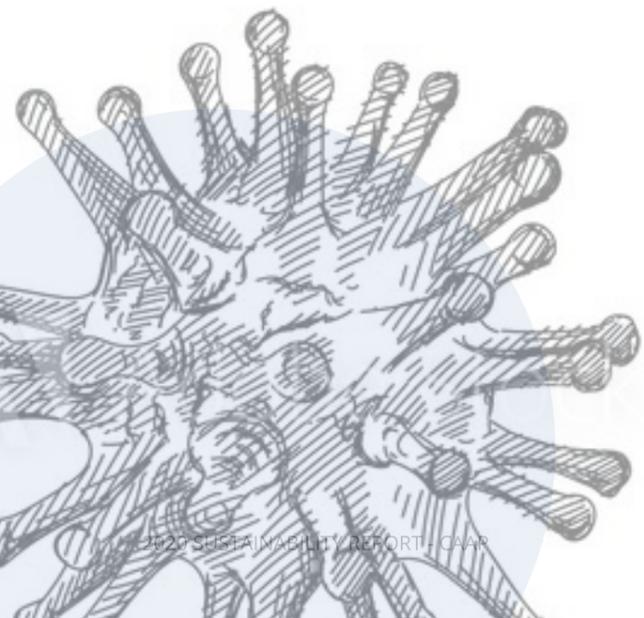


Aeroparque Airport, Argentina

An aerial night photograph of Carrasco Airport in Uruguay. The central focus is the airport's terminal building, which features a large, curved, blue-tinted roof that glows from internal lighting. Below the terminal is a vast, well-lit parking lot filled with numerous cars. The surrounding area includes roads with streetlights, some greenery, and a residential neighborhood visible in the lower right. In the far distance, the city lights of Montevideo are visible against the dark night sky. A white location pin icon is positioned in the upper right quadrant, with a dotted line pointing to the terminal building.

Carrasco Airport,  
Uruguay

COVID-19

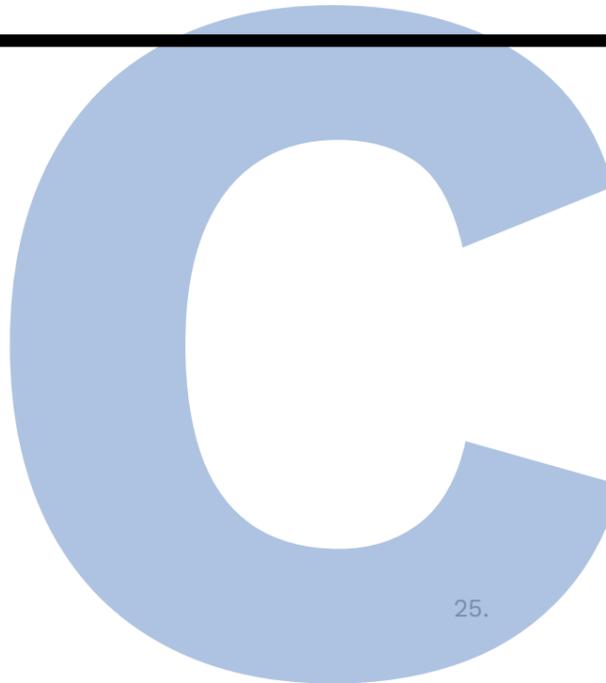


**03.** chapter

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**COVID-19**  
**IMPACT**

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3.1

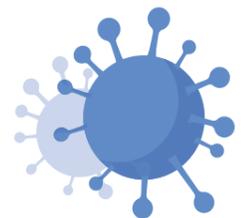
## RESPONDING TO THE COVID-19 PANDEMIC

The Covid-19 health crisis has severely disrupted the global economy and, most particularly, the aviation industry, leading to an unprecedented downturn in which air traffic dropped to record low levels in a matter of weeks.

**A**cross all the countries where we operate, governments and transport authorities laid down a series of travel bans and flight restrictions beginning on March 2020 to reduce the spread of the virus. Our operations were also affected by the introduction of flight restrictions in many other countries worldwide.

Despite this, 2020 brought us the opportunity to adapt, learn and collaborate, and to contribute from our role as airport operators for a safe revival of air transport.

 **Aeroparque Airport,**  
Argentina



# OUR CONTRIBUTION TO A SAFE AIR TRAVEL REACTIVATION

## ADAPTABILITY

We adapted our airports to the new reality, implementing measures to ensure the maximum level of safety and minimize the risk of contagion for our passengers and employees, while guaranteeing uninterrupted operations.

- Sanitization and social distancing measures
- Safety and hygiene protocols.
- Screening and biosecurity control procedures for all passengers entering our airports.
- Implementation of digital solutions to reduce contact and limit crowds.

+ MORE INFORMATION IN CHAPTER 6

## CLOSENESS

Since the beginning of the pandemic, we have stayed closer than ever to our teams. A new way of working was established, virtual training courses were launched, virtual communication spaces were opened and cleaning and hygiene protocols were reinforced at airports and offices. All these activities were carried out in a framework of collaborative work in which employees from all areas contributed with their talents to face this unusual crisis.

- Creation of crisis committees
- Development of country-specific protocols
- Implementation of risk assessments
- Internal prevention campaigns on contagion and biosecurity measures

+ MORE INFORMATION IN CHAPTER 8

## COLLABORATION

Ongoing communication was maintained with passengers, licensees and clients to inform them of all the measures implemented at our airports through different channels. We continued to focus on providing services with the highest quality and safety.

- Social network engagement
- Passenger satisfaction
- Development of protocols in collaboration with members of the airport community
- Continuous dialogue with suppliers to guarantee service

+ MORE INFORMATION IN CHAPTER 5

## LEADERSHIP

Our airports strengthened their ties with government agencies and other members of the airport community, providing strategic resources and actively participating in interdisciplinary working groups. Cargo terminals played a fundamental role in the fight against the coronavirus through their commitment, collaboration and hard work, engaging with local authorities.

- Logistics and handling of COVID-19 vaccines, key to vaccination campaigns across Argentina, Ecuador and Uruguay
- Receipt and delivery of medical supplies, equipment and technology for hospitals
- Temporary subsidy of cargo operations
- Development of tasks for humanitarian and repatriation flights

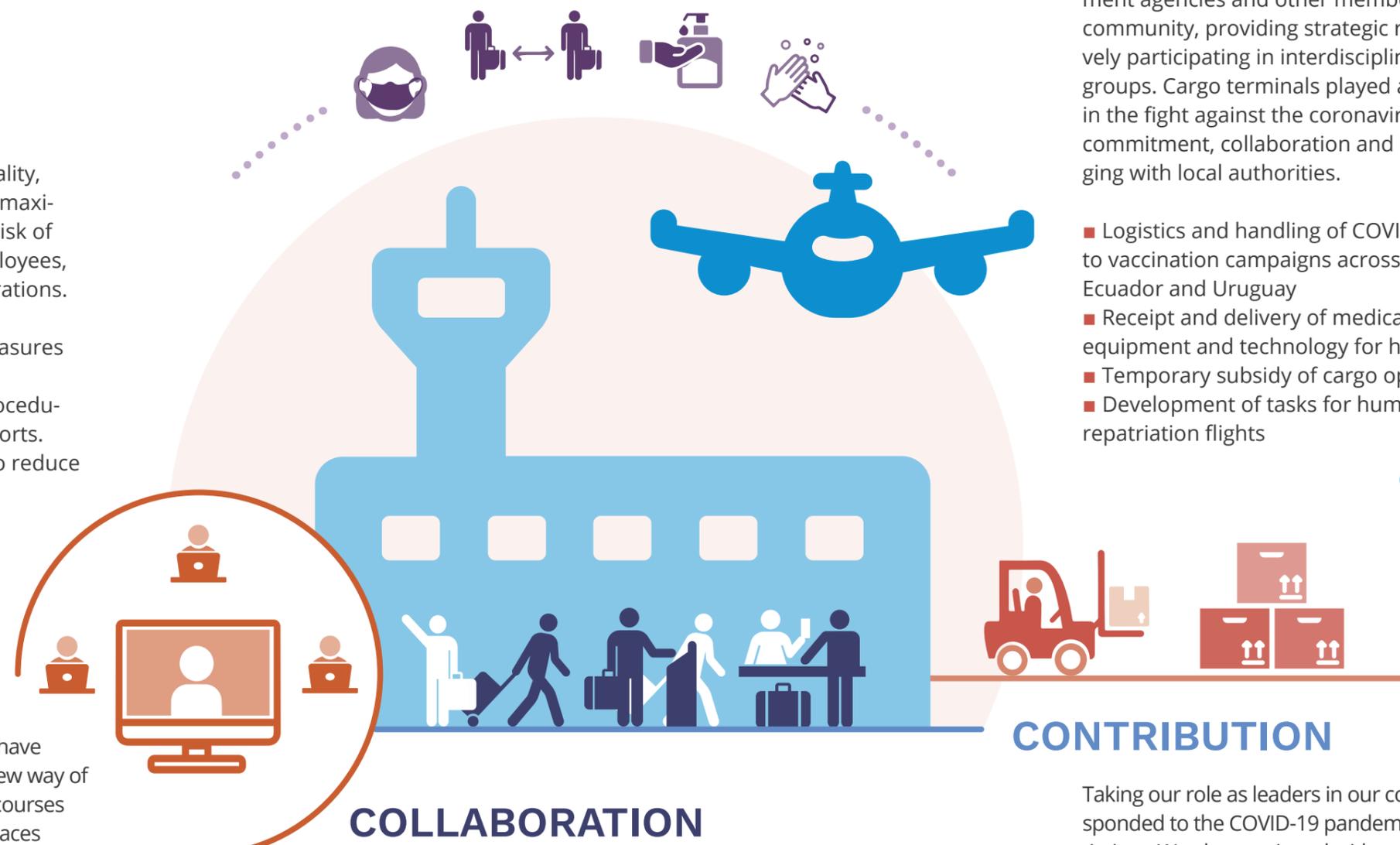
+ MORE INFORMATION IN CHAPTER 12

## CONTRIBUTION

Taking our role as leaders in our communities, we responded to the COVID-19 pandemic with specific initiatives. We also continued with actions to reduce our environmental footprint and contribute to community development.

- Projects with a focus on four main areas: education, culture, empowerment of local destinations, and health.
- Ongoing commitment to respect and promote human rights across all our business activities and stakeholder relations.
- Initiatives for resource efficiency, airport noise management, waste recycling and biodiversity protection.

+ MORE INFORMATION IN CHAPTER 9, 10, 11





Galapagos Airport,  
Ecuador

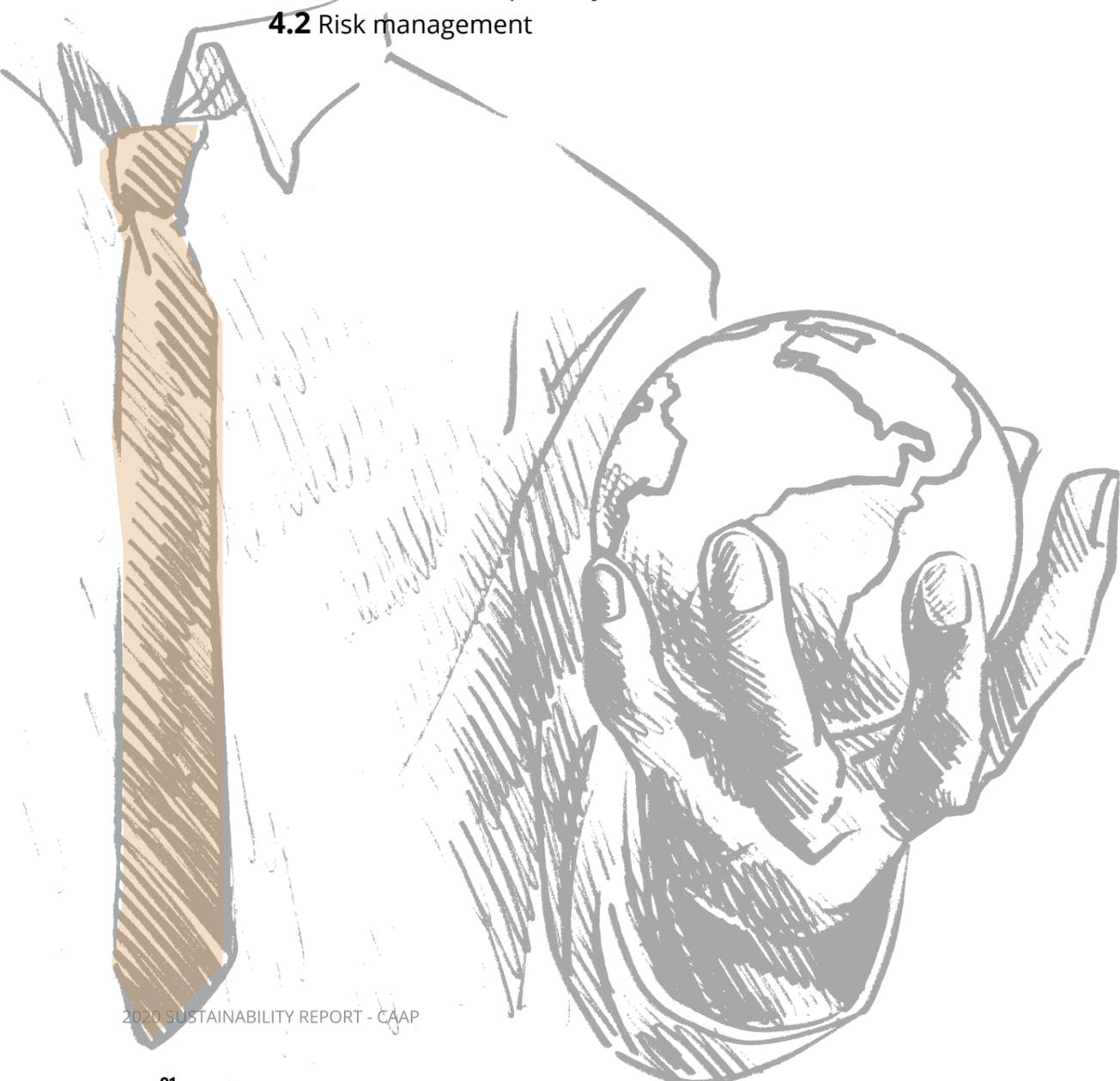
SDGs

## 04. chapter

### TOPICS

4.1 Ethics and transparency

4.2 Risk management



# RISK TRANSPARENCY AND INTEGRITY

4.1

# ETHICS AND TRANSPARENCY

We take great care to ensure the transparency, clarity and reliability of our processes.

As we are committed to transparency and integrity, we have created a Compliance and Internal Control department, in charge of developing, implementing and monitoring the Integrity Program in the countries where we operate. This program consists of the following tools:

## CODE OF CONDUCT

It includes a zero-tolerance policy for corruption and bribery, transparency issues, confidentiality of information, work environment, development, equal opportunities and inclusion. All members of CAAP's and each subsidiaries' boards of directors of each subsidiary, committee members, employees and trainees, as well as suppliers, service providers, business agents, representatives, subcontractors, customers, tenants, and other interested parties, as applicable, must comply with the Code of Conduct.

## WHISTLE-BLOWING CHANNEL

Through this duly implemented and disseminated channel, all interested parties can report on

possible deviations from the principles established in the Code of Conduct. This process guarantees confidentiality, anonymity, non-retaliation, and an established protocol for the investigation of each of the issues brought to its attention.

## ANTI-BRIBERY AND ANTI-CORRUPTION POLICY

In this policy, we set out our zero tolerance for corruption and bribery. This policy extends its scope to all operations and to all members of the Board of Directors, members of oversight and comptroller bodies, as well as committee members, employees and trainees, and all company officials. Moreover, its guidelines are reinforced by the policies on Third Parties (which establish the minimum requirements in the relationship with third parties and due diligence processes) and on Prevention of Conflicts of Interest.

## OTHER INTEGRITY POLICIES

Other policies have been created to regulate the granting and reception of gifts, courtesies and

donations; the prevention of insider trading; and transactions with related parties.

Furthermore, we established a methodology for the assessment of integrity risks and the effectiveness of the controls established to mitigate them. A training program in compliance and integrity is also available to all personnel with on-site and virtual lessons for board members, executive directors, managers, key personnel and management of all subsidiaries. We also implement a communications plan to inform about integrity policies, guidelines and initiatives in a clear, direct and transparent manner.

The Integrity Program was built on a risk basis assessment, and its main performance points are checked annually by an external auditor.

In addition, during 2020 we began to review all the documents that make up the Integrity Program to include, in the policies, the results of our experience and the evaluations carried out.



2,186

employees adhered to the Code during 2020.



271

people, including governance body members and key personnel of Ecuador and Uruguay's operations, were trained in the Integrity Program during 2020.

## COMMUNICATION CHANNELS AVAILABLE FOR ETHICS AND TRANSPARENCY ISSUES



- Company Intranet



- Internet:  
[www.resguarda.com/INTEGRITYLINE](http://www.resguarda.com/INTEGRITYLINE)



- E-mail: [integrityline@resguarda.com](mailto:integrityline@resguarda.com)

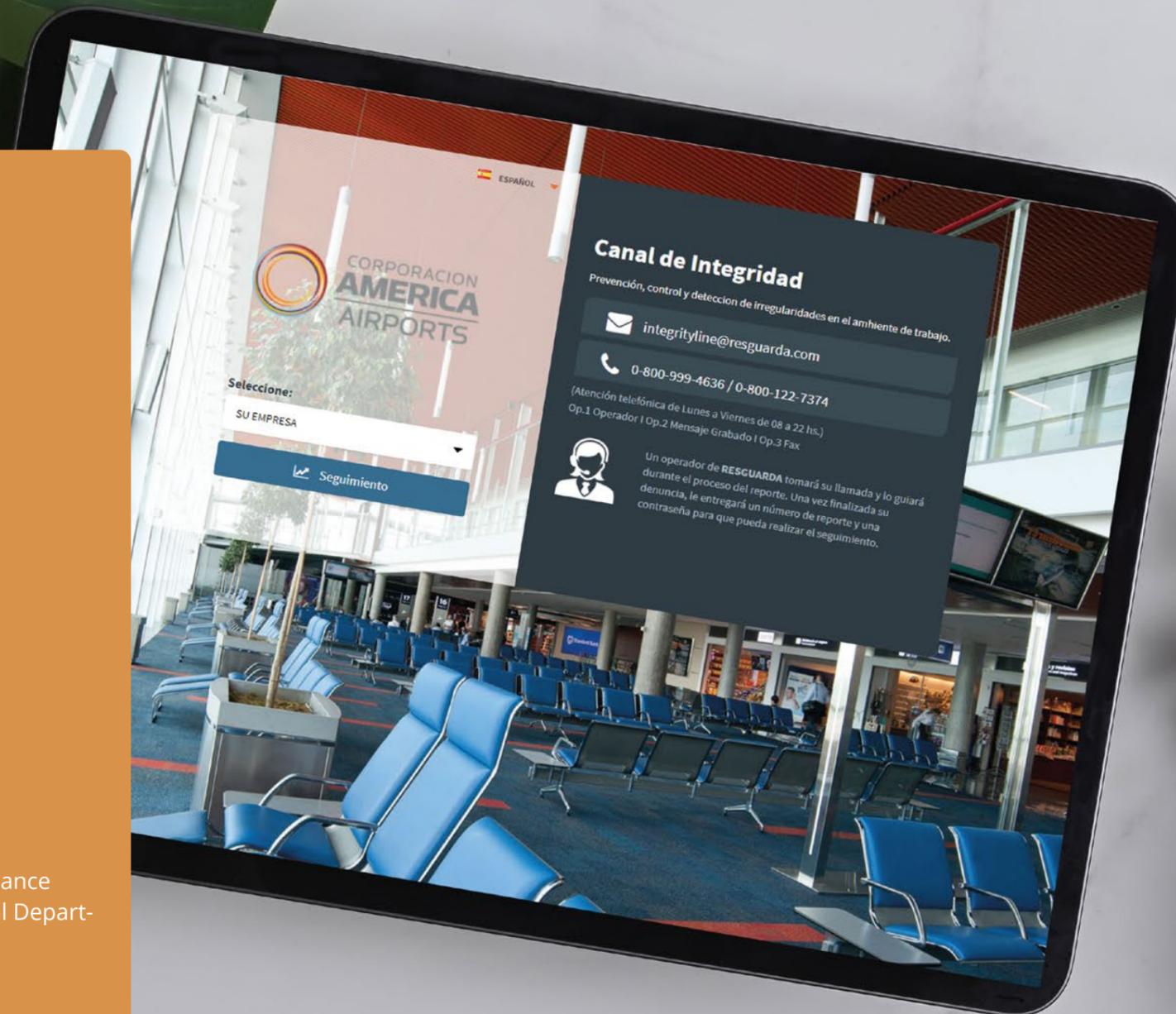


- Telephone number: 0-800-999-4636 / 0-800-122-7374



- Contact of any member of the Compliance Department (or Audit Department, Legal Department, in the order listed).

Any reports, generated by these or any other channels, are sent to an independent and specialized organization entrusted to treat each matter with confidentiality.



# RISK MANAGEMENT

CAAP manages risks through standardized and transparent policies and processes.

CAAP maintains a risk management regulatory system that details:

- The responsibilities of all parties involved.
- The activities required to classify, measure, mitigate and monitor the risks managed.

Depending on the level of risk identified, the necessary mitigating measures are defined and implemented in order to ensure that all company activities are in alignment with the proposed objectives.

In this context, during 2020, risk management activities were extended to all areas and organizational levels of our Company. At the operational level, there were no significant increases in any of the indicators directly linked to the aviation activity over 2020, even in the exceptional conditions resulting from the pandemic.

## RISK MANAGEMENT DURING THE COVID-19 PANDEMIC

During 2020, the COVID-19 pandemic posed an unprecedented demand for priority and urgent work that was added to the tasks that CAAP and its subsidiaries routinely perform regarding corporate control risk management.

Some of the issues that tested our organization's response capacity and gave us a new opportunity to show how committed we are to the society we serve were: the risk of exposure to the virus

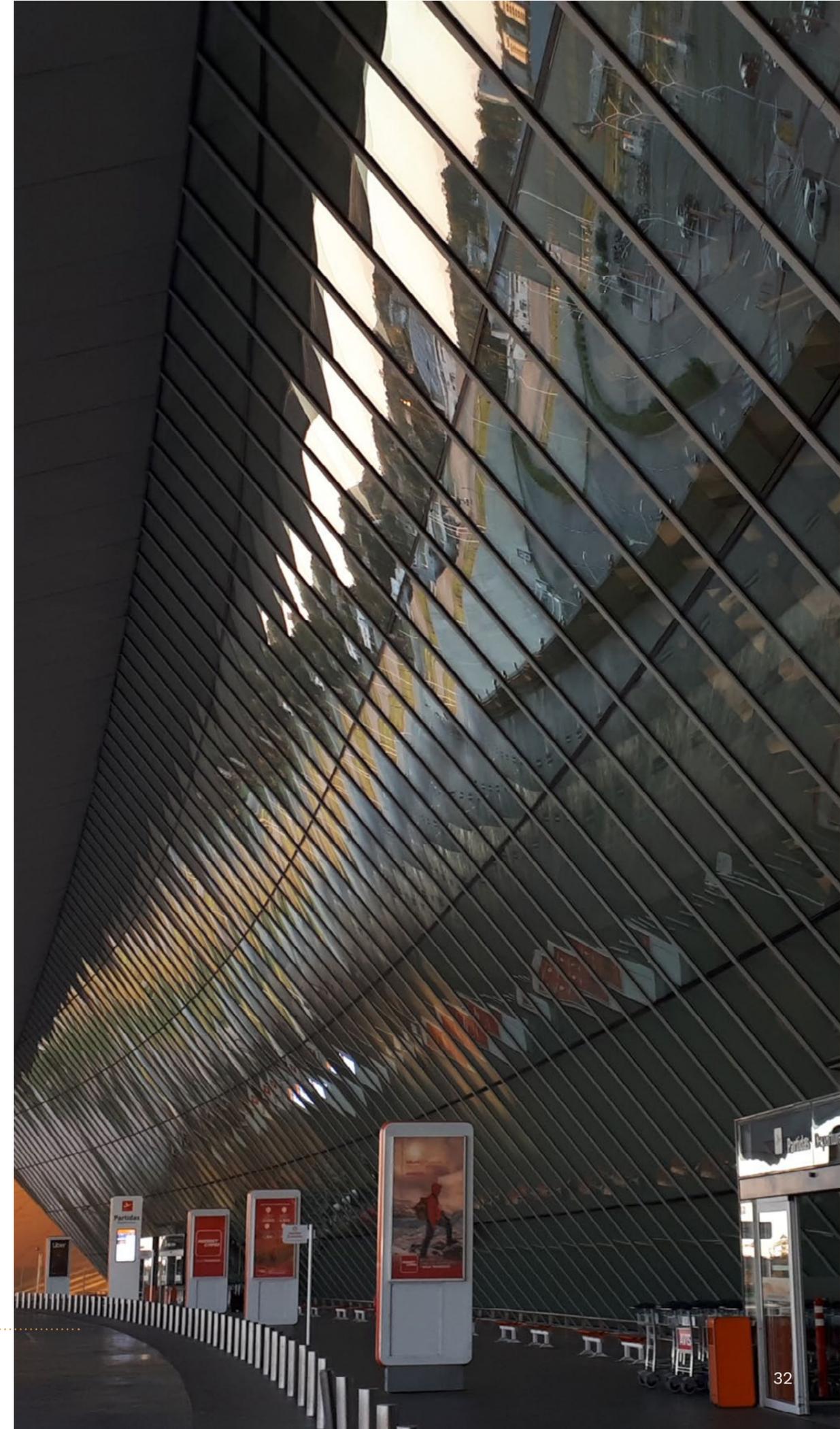
among members of our airport communities; the strict restrictions on air travel; and the specific requirements and protocols for critical air operations that were to provide strategic medical supplies in this context.

The premises of the Corporate Risk Management Policy remained in place even in the exceptional circumstances caused by the COVID-19 pandemic. Its preventive, proactive and systemic approach demonstrated its crucial effectiveness even in the extreme circumstances we experienced. It was enforced throughout the various protocols and transformations implemented for business continuity during the transition period and under New Normal conditions.

It also served as a guiding concept in the analyses and developments carried out to control the transmission of the virus in our facilities, allowing us to lead the air transport ecosystem, together with the government authorities in charge.

The risk matrix did not undergo any changes in its structure, and the managed risk portfolio has been maintained. However, the level of risks in its components changed significantly during 2020, shifting from those that naturally describe our industry (e.g. operational risks) to others related to business continuity. There were no risks with a significant residual level regarding environmental or social concerns.


  
 Carrasco Airport,  
 Uruguay



## MANAGEMENT INVOLVEMENT IN MITIGATION AND MONITORING OF RISKS

The senior governing bodies have the following functions and responsibilities in risk management:

<p><b>BOARD OF DIRECTORS</b></p>	<ul style="list-style-type: none"> <li>■ Characterize risk management in the Organization, including the definition of acceptable risk level.</li> <li>■ Authorize the Corporate Risk Management Policy.</li> <li>■ Review and approve the budget to address critical risk mitigation plans.</li> </ul>
<p><b>AUDIT COMMITTEE OF THE BOARD OF DIRECTORS</b></p>	<ul style="list-style-type: none"> <li>■ Propose the Organization's Risk Management strategy.</li> <li>■ Propose the acceptance criteria for the risk managed by CAAP according to strategic objectives and the established risk appetite.</li> <li>■ Require risk management and monitoring reports generated by the Corporate Risk Management Area on a bimonthly basis.</li> <li>■ Ensure that Corporate Risk Management has the necessary resources for the full development of its activities.</li> </ul>
<p><b>CEO</b></p>	<ul style="list-style-type: none"> <li>■ Knows the exposure levels and the risks assumed based on the established risk appetite.</li> <li>■ Proposes to the Board of Directors the risks to be managed by the company in accordance with the strategic objectives.</li> <li>■ Ensures that the criteria set out in the Corporate Risk Management Policy are considered in all CAAP activities, whether from current processes or for new projects to be addressed.</li> </ul>

Furthermore, as part of its functions, the Audit Committee receives periodic management reports that may give rise to issues requiring special attention. Eventually, it instructs the Corporate Risk Management department on guidelines for addressing the specific procedures to be followed.

### APPLICATION OF THE C.O.S.O<sup>1</sup> FRAMEWORK

The Company continues to use the Internal Control - Integrated Frameworks (COSO Report 2013) and Enterprise Risk Management (2017) issued by the Committee of Sponsoring Organizations of the Treadway Commission for the evaluation of the effectiveness of internal controls and risk management with regard to the reliability of accounting and financial information.

During 2020, the focus was on reviewing the internal control design and updating matrices and efficiencies, particularly at the testing stage, as well as managing the changes imposed by the New Normal conditions.

### RISKS PERSPECTIVE IN INFRASTRUCTURE MANAGEMENT

In spite of the constraints posed by the pandemic, activities related to capex works were carried out in strict compliance with preventive health and safety measures.

Even in these circumstances, CAAP was able to control risks during 2020 to enable the safe connection of people, goods and cultures, contributing from this position to a better world.

## DURING 2020, THE FOCUS WAS ON THE REVIEW OF THE INTERNAL CONTROL DESIGN AND THE UPDATE OF MATRICES AND EFFICIENCIES



<sup>1</sup> Committee of Sponsoring Organizations of the Treadway Commission



Brasilia Airport,  
Brazil

SDGs

## TOPICS

- 5.1** Actions to ensure a safe experience
- 5.2** Passenger communication and satisfaction
- 5.3** Claims management
- 5.4** Accessibility
- 5.5** Services that guarantee comfort and safety for our passengers

# PASSENGER EXPERIENCE

5.1

## ACTIONS TO ENSURE A SAFE EXPERIENCE

Offering the best experience to our passengers is in our DNA

**W**e are constantly innovating and improving our services and communications to develop a close and trusting relationship with our passengers. Faced with the uncertainty that has marked this year, we have dedicated all our efforts to adapting our terminals to offer a safe experience and convey peace of mind to our passengers.

Among the safety and hygiene measures implemented at the airports, we included:

- External queuing lines to maintain social distance at check-in stations.
- Thermographic cameras and temperature checks.
- Protective acrylic barriers at check-in counters and customized service points.
- Increased amount of self check-in kiosks.
- Alcohol gel dispensers and/or hygiene stations placed inside and outside terminals.

- Reinforcement of cleanliness and hygiene chores in terminals following COVID-19 protocols.
- Signaling of social distancing in waiting areas (check-in and control areas).
- Adequacy of ventilation systems.
- Adaptation of VIP lounges.
- Distancing and hygiene protocols in retail and gastronomic premises.
- Graphic signage campaigns in the terminals to draw attention to all health information and recommendations on social distancing measures.

All of our efforts were dedicated to providing a safe and comfortable experience for our passengers.

● **Brasilia Airport,**  
Brazil

1 Find out more in CHAPTER 3 **COVID-19 IMPACT**

## 5.2

# PASSENGER COMMUNICATION AND SATISFACTION

Since the declaration of the pandemic, attention to the public was mainly restricted to telephone or chat assistance. Inquiries received were mostly related to the operations in the pandemic.

Following the pandemic declaration, customer service was mainly restricted to telephone or chat assistance. Inquiries received were mostly related to how we were operating during the pandemic. In the early days, these queries focused on repatriation procedures, useful data from embassies and consulates, quarantine

measures, airport operations and flight rescheduling. Subsequently, further information was asked on the regulations in force concerning the opening of borders and flights in national territories, the possibility of hiring transfer, flight reservations and availability of COVID-19 tests.



### “PARA VOCÊ VOAR TRANQUILO” CAMPAIGN IN BRAZIL

Brazil released the campaign “Para você voar tranquilo” aimed to explain passengers all the measures that were taken by the airport to guarantee a smooth and safe flight through the creation of a hot site. The page also provided information on the functioning of commercial establishments and public agencies, and the status of international flights.

### THE VOICE OF OUR USERS

In Argentina, we called on 16 former participants of our innovation lab “El Hangar” to spend four days listening to 112 passengers. Our aim was to learn what our passengers really thought or felt about the idea of returning to travel, and their attitudes once travelling resumed.

From this survey, we obtained two types of results:

- Different groups of users were categorized according to the attitude they showed towards the idea of resuming travel.
- We obtained a series of “insights” or learnings regarding the behaviors and attitudes that passengers would adopt when returning to these activities.

In July, we contacted this team again, to deepen our understanding on our passengers needs and preferences of travel-related products and services. The results were taken into account in defining new operational processes, as well as in communicating with passengers and the general public.

The results were taken into account in defining new operational processes, as well as in communicating with passengers and the general public.

In October, with the return of commercial flights, we created an initiative called “Customer Insights” with the objective of identifying our clients’ expectations in the new context and detecting opportunities for improvement. The work involved different field techniques, such as observation, interviews, and surveys to understand the feelings, attitudes, and thoughts of passengers traveling in a pandemic context. We also held conversations with our airport licensees to learn if the passengers’ behaviors were changing.



Observations:  
**in 4 different  
point of the  
Ezeiza airport**



Interviews  
with airport li-  
censees: **13  
airport**



Face-to-face  
interviews:  
**155 passengers**



Survey:  
**304 frequent  
flyers**

## PASSENGER SATISFACTION

By getting to know the needs, perceptions and expectations of our passengers, we can design improvement plans and better customer and commercial services. During 2020, we continued to monitor quality indicators. However, the results are not comparable with previous years due to the sharp airport traffic reduction caused by the pandemic.

Our airports in Argentina, Ecuador and Uruguay measure passenger satisfaction through the ASQ Customer Experience survey program

ASQ is a global service survey program that measures passenger satisfaction as they pass through an airport.

Results of the ASQ satisfaction measurement in 1Q  
(Scale from 1 to 5)

Ecuador  
**4.67**

Uruguay  
**4.46**

Argentina  
**4.01**

1 ASQ: Airport Service Quality

  
—  
**Brasilia  
Airport,  
Brazil**



## DIGITAL CHANNELS

We developed efficient and agile communication channels, enabling passengers to easily find all the information about our airports. In the current context, airports reinforced their presence in social networks such as Instagram, Facebook, Twitter and LinkedIn, as the preferred communication vehicles with passengers. These channels allowed us to deliver effective, precise and immediate messages. Communication was also provided through corporate websites, with the development of special landing pages dedicated to all the information regarding COVID-19 and the actions taken at the airports.

In Argentina and Uruguay, we designed an exclusive landing page within our website where passengers can find a FAQ section and a news section with information on the services available, changes in operation, airport readjustments and other relevant information.

In Brazil, we created a hot site with specific information on the sanitary actions deployed to combat COVID-19. There, passengers can find the campaign "For you to fly smoothly", containing full information on the disease, airport actions and details on the availability of services in the terminal.

In Galapagos, Instagram was promoted as a direct communication channel with users to answer questions and inform them, through explanatory posts, about the measures taken at the terminal. Moreover, in May 2020 we launched our Guayaquil Airport account on Instagram, Facebook and Twitter.

In Peru, the website was adapted to include informative content, commercial offers and promote e-commerce through a catalog.

SOCIAL MEDIA  
PRESENCE  
AT CAAP  
(FOLLOWERS)



<sup>1</sup> Includes only Brasilia Airport.

## 5.3

# CLAIMS MANAGEMENT

We believe that effective complaint management is vital to keeping our customers satisfied, which is why we focus on constant improvement by developing strategies to provide satisfactory solutions.

All our airports have various channels available through which customers can make complaints: social networks, telephone lines, WhatsApp, e-mail, books of complaints or other specific tools in each country.

In Argentina, work continues on improvements based on comments, suggestions and complaints received from our passengers, and on the analysis of opportunities and technological tools to optimize responses to users. Likewise, we continue to review frequent queries and update standardized responses to streamline processes and improve quality and response times. Even though we focus on digital channels, the book of complaints and suggestions was made available at the information desks or at the Operations department office. Furthermore, there is a separate book of complaints dedicated to suppliers and parking services.

At our cargo terminal, complaints are received through various channels (e-mail, telephone line, website). In 2020, we registered an improvement in the resolution of claims, making the whole process more agile, starting at the filing of the claim until its final resolution.

In Armenia, we collect claims and inquiries mainly through our social media platforms, e-mail addresses or even in the form of conventional written no-

tes. Many of our providers, including banking services, car rental agencies and various other commercial services, provide feedback and suggestions boxes. In the case of parking services, complaints or suggestions go through the Customer Service area, either in person or by e-mail. Complaints are usually addressed immediately through respective departments, including facilities, security and cleaning.

In Brazil, at Brasilia Airport, the claims management system was modernized in 2020. Claims, suggestions or compliments of passengers were registered through three ways: at the information desks, in the VIP lounges, and on the airport website or app. Due to the reduction in movement due to the pandemic, in 2020 we registered 154 complaints. Claims are also received through the Integrity Channel, coordinated by an independent third-party company, ensuring confidentiality and anonymity. Social networks are also a widely used platforms of interaction between our users. In 2020, Brasilia Airport's account, @airportbsb, received more than 11,625 compliments, complaints, doubts and suggestions.

At Galápagos Airport, customer complaints and suggestions are taken on the website or through Instagram. At Guayaquil Airport, formal claims and suggestions are received via the Complaints Book

and different communication channels.

In Italy, the following contact methods were established: a suggestions and claims form, included in the Service Charter, to be sent by post or by e-mail, or directly on the website under the "Service Charter" section.

In Peru, the channels used to receive claims are the Physical Book of Complaints, the Institutional Website and Telephone Center.

In Uruguay, we collect claims through social networks, telephone, Whatsapp, email and a complaint book.

### NUMBER OF CLAIMS RECEIVED IN 2020

Argentina (1)	961
Armenia	2,656
Brazil (2)	154
Ecuador (3)	4
Italia	95
Peru	38
Uruguay	14

(1) Includes claims from AA2000 (441) and TCA (520).

(2) Includes only Brasilia Airport.

(3) Includes only Guayaquil

**NO INCIDENTS RELATED TO HUMAN RIGHTS OR DISCRIMINATION WERE RECORDED AT OUR AIRPORTS.**



## RECOGNIZED INTERNATIONAL QUALITY STANDARDS IN OUR OPERATIONS

The ISO 9001 certification helps us access more competitive markets, organizes and improves our internal processes, increases customer satisfaction, and helps make our processes more efficient.

### ARGENTINA

We achieved the ISO 9001:2015 certification in 2020 at the Terminal de Cargas Argentina (TCA) facilities in Córdoba, Mar del Plata, Mendoza and Tucumán.

### ITALY

Toscana Aeroporti has an Integrated Management System based on the ISO 9001 certification that also allows us to integrate the ISO 14001, ISO 45001 and SA8000 standards. During 2020, compliance with the SA8000 standard was periodically audited for renewal, whereas the ISO 9001 certification is expected to be renewed in 2021.

### PERU

In 2020 we were able to expand the scope of our quality management system, with the ISO 9001:2015 certification of the Juliaca “Inca Manco Cápac” International Airport and the “Padre Aldamiz International Airport” in Puerto Maldonado.

# ACCESSIBILITY

For us, accessibility is at the heart of our built environment, and we work to make sure that everyone can use our terminals free of any impediment.

Every day, we strive to guarantee accessibility, mobility, and transit for all people, without any impediment. During 2020, our airports have continued to work to meet this goal.

Examples of actions implemented through our airports include the provision of wheelchairs, ramps and elevators for people with reduced mobility, employee training on personal assistance, and facilities equipped with accessibility requirements for people with disabilities.

In Argentina, we are aiming to make our 35 airports accessible by 2025. With this goal in mind, we collaborate with different organizations to implement our Accessibility Program. Among the actions implemented throughout these years, we carried out awareness actions for our employees and members of our airport community, and diagnosis of the accessibility status of our airports. In the course of the mandatory social distancing period, Argentine Sign Language (LSE) interpreters collaborated in the making of a video with educational activities intended to provide Aeropuertos Argentina 2000 employees and their families with a basic knowledge of this language. Furthermore, the airports reached by our accessibility-training program (which was carried out during 2019 with the civil society organization

ALPI) began to implement the suggestions identified to improve the infrastructure of our terminals in pursuit of accessibility. An example of these measures is the placement of tactile paving on all flights of stairs in Aeroparque.

In Armenia, phases II and III of the terminal have recently been completed, also in compliance with the regulations on accessibility for people with disabilities. The cargo building also observes these regulations.

In Brazil, the customer service teams started taking training on assisting people with hearing or speech impairments, with the goal of guaranteeing at least one employee per shift with these skills.

In Ecuador, Guayaquil Airport emphasize services adapted for passengers with reduced mobility through social media, including: Free Assistance Service, wheelchair provision, ramps at the Terminal, contactless elevators and accessible parking.

In Italy, the National Civil Aviation Authority (ENAC) is reviewing a project for the new Loges (tactile paving to assist pedestrians with vision disabilities) and PRM (Passengers with Reduced Mobility) call-points for the airport in Florence. If approved, this project will start its implementation in 2021.

In Uruguay, an accessibility plan is underway. We are advancing with the first stage of study and diagnosis of the current accessibility status of the airport.

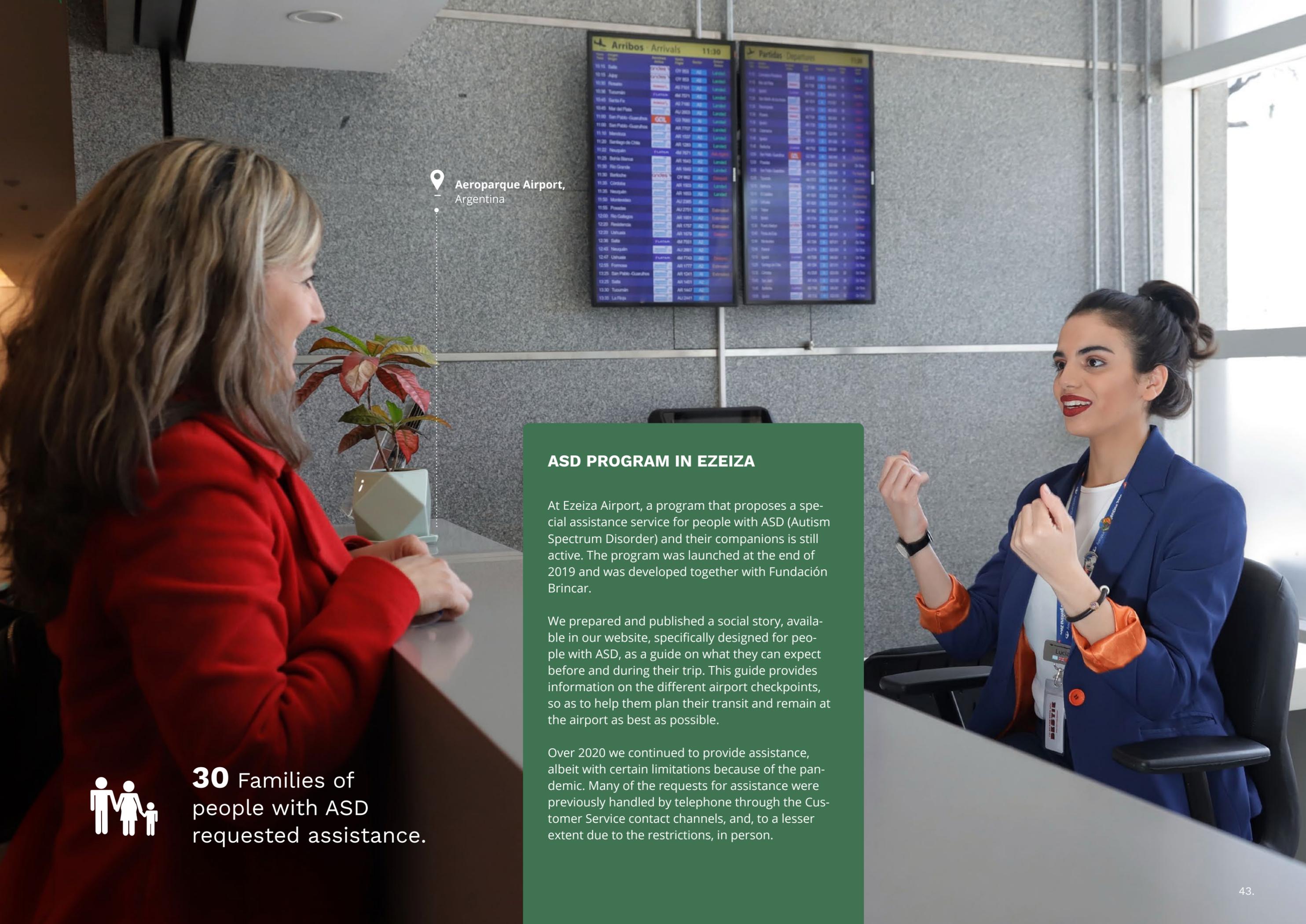


## ACCESSIBILITY ALLIES

- ALPI – Argentina
- Fundación CEVE – Ecuador
- SAI (Social Accountability International), Associazione Paraplegici and Sport Insieme Livorno – Italy

## NUMBER BATHROOMS FOR PEOPLE WITH DISABILITIES INSIDE THE BUILDINGS

- |                  |               |
|------------------|---------------|
| ■ Argentina: 218 | ■ Ecuador: 8  |
| ■ Armenia: 16    | ■ Uruguay: 53 |
| ■ Brazil: 18     | ■ Peru: 23    |



 Aeroparque Airport,  
Argentina

### ASD PROGRAM IN EZEIZA

At Ezeiza Airport, a program that proposes a special assistance service for people with ASD (Autism Spectrum Disorder) and their companions is still active. The program was launched at the end of 2019 and was developed together with Fundación Brincar.

We prepared and published a social story, available in our website, specifically designed for people with ASD, as a guide on what they can expect before and during their trip. This guide provides information on the different airport checkpoints, so as to help them plan their transit and remain at the airport as best as possible.

Over 2020 we continued to provide assistance, albeit with certain limitations because of the pandemic. Many of the requests for assistance were previously handled by telephone through the Customer Service contact channels, and, to a lesser extent due to the restrictions, in person.



**30** Families of people with ASD requested assistance.

## SERVICES THAT GUARANTEE COMFORT AND SAFETY FOR OUR PASSENGERS

In 2020, our employees' and passengers' safety and our business sustainability were the top priorities and guiding principles for all the decisions and actions we took to address this crisis.

**T**he services we offer at our airports cover the aeronautical, commercial and cargo areas, and we have a wide variety of retail outlets, food and beverage stores, pharmacies, among other venues.

In Argentina, with the COVID-19 outbreak, we held meetings with the bromatological inspection authorities to request advice on the health and safety procedures to be followed. We worked with the licensees to help them develop protocols based on the measures recommended by experts to minimize the risk of infection. Prior to reopening each airport, we verified compliance with these protocols to make sure that all health and safety measures were correctly implemented.

In Brazil, services provided to passengers at airports were adapted in alliance with Anvisa (Brazilian Health Surveillance Agency), including the reorganization of layouts of tables and chairs in all gastronomic points of the terminals, the readjustment of services offered by restaurants and the creation of exclusive teams to disinfect the buses on each trip.

Our commitment in Peru to retail and food beverage licensees serves as an exhibition platform for regional entrepreneurs. By offering their products at our web page, we can contribute to the economic growth of the populations we serve and value their identity. 64% of these licensees are micro and small business.

The Smart Health Travel project<sup>1</sup> developed in Uruguay included the advice of an infectologist and the monitoring of national and international regulations, to ensure the safety in all services provided to passengers.

### WE ADAPTED OUR SERVICES TO PROVIDE A SAFE EXPERIENCE.

<sup>1</sup> Find out more about this project in Section **6.2. Technology and innovation**





Guayaquil Airport,  
Ecuador



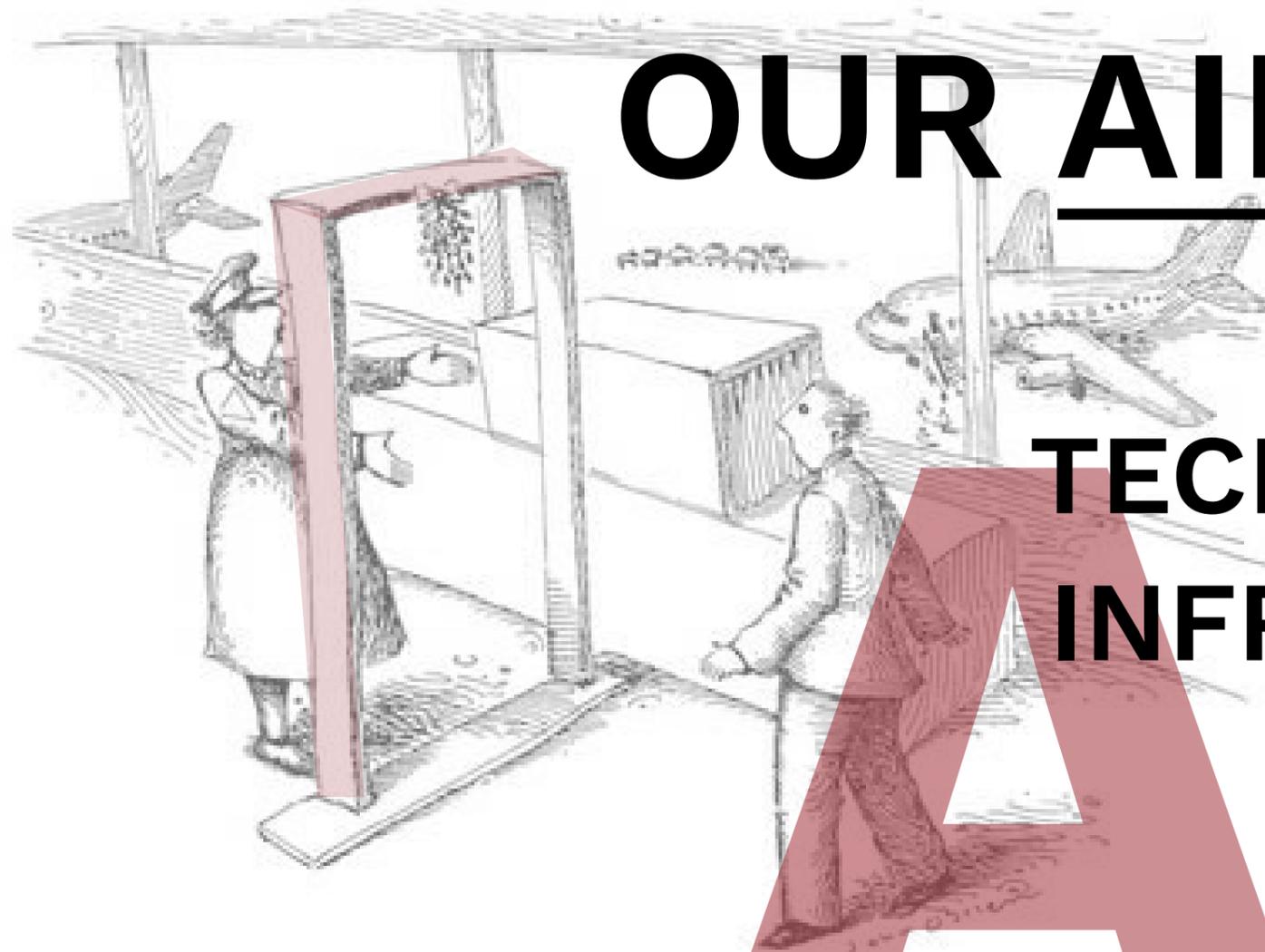
## 06. chapter

### TOPICS

- 6.1 Operational security and safety
- 6.2 Technology and innovation
- 6.3 Infrastructure

# OUR AIRPORTS

## SECURITY, TECHNOLOGY AND INFRASTRUCTURE



6.1

# OPERATIONAL SECURITY AND SAFETY

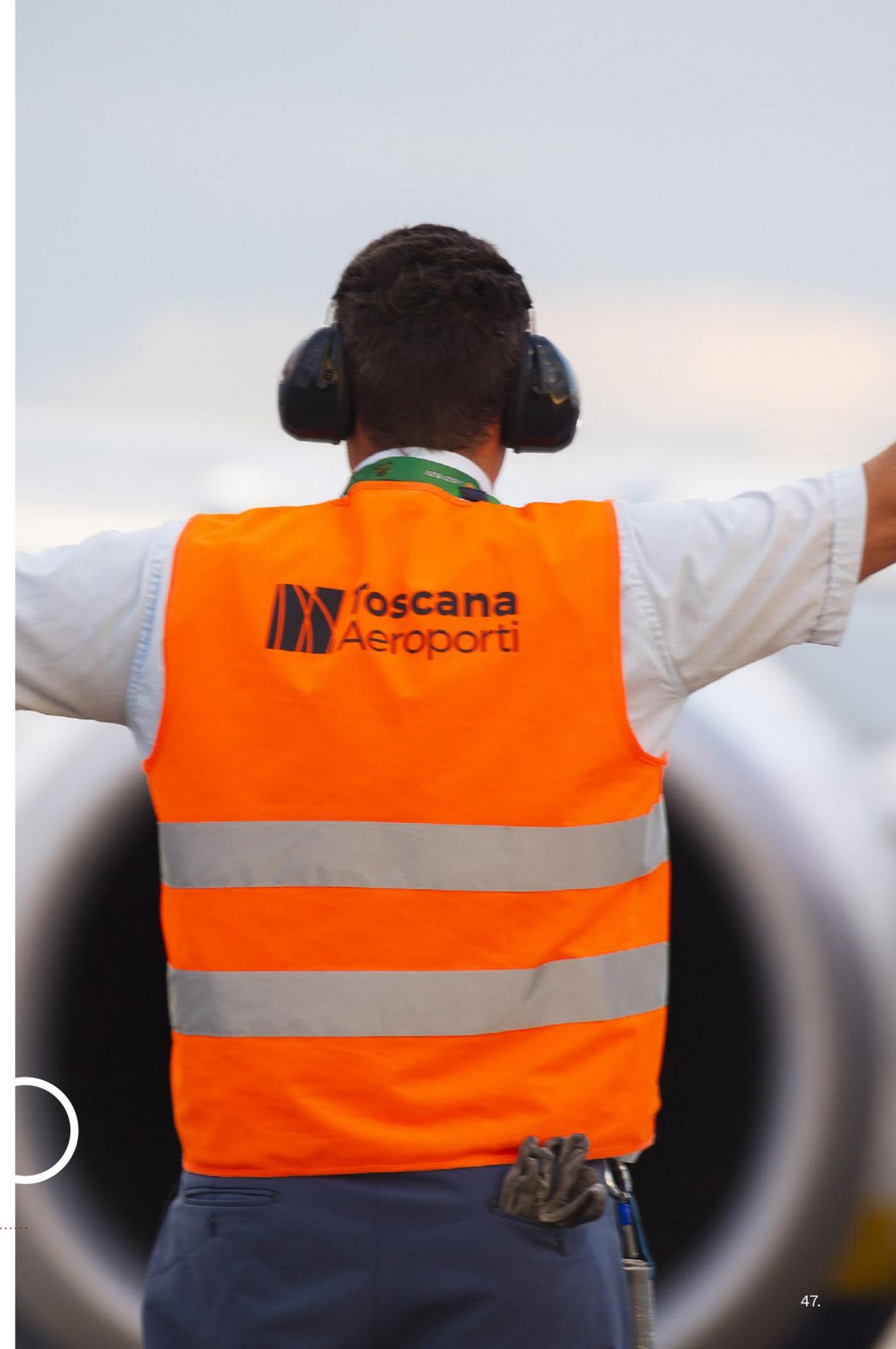
Operational security is one of CAAP's strategic pillars.

**W**e work in constant coordination with public and control bodies to guarantee the health and safety of our employees, passengers and all the people who transit through our airports.

Our risk prevention culture meets the applicable legal and regulatory standards. We permanently review, update, document, and improve all our processes and activities. Furthermore, we provide training, communication and engagement to maintain a safe and healthy environment, and the personnel assigned to security checks are trained in accordance with the national and regional legislation of each country.

In 2020, during the COVID-19 pandemic, our commitment to operational security and safety became a key concern for us. We continued to strictly comply with the guidelines we set out in each airport's safety and security policies. Ongoing review of security measures at each airport enables us to assess in advance the safety levels of operational, organizational and infrastructure changes and to ensure compliance with safety standards and best practices.

  
Pisa  
Airport,  
Italy



## PREPARING TO RESUME OPERATIONS

As soon as the pandemic was declared, we set to work to adapt our airports, implementing protocols to offer maximum sanitary guarantees to our passengers and employees while ensuring uninterrupted operations.

These include sanitization and social distance measures, screening and biosecurity control procedures for all passengers going through our airports, and the implementation of digital solutions to reduce contact with airport equipment while limiting the crowds.

Many protocols are applied across our airport network. Other, however, are unique to specific terminals, and are examples of the levels of creativity and innovation that each team brought to the table to ensure the safety of passengers and staff in their operations.

### ARGENTINA

- 11 health and safety protocols implemented to keep our passengers safe.
- Operational Resilience Plan prepared with measures to minimize risks and guarantee the continuity of operations and the operational safety in all our airports.
- COVID-19 Health and Safety Protocol implemented at TCA.
- Joint Health Working Group organized at TCA with biweekly virtual meetings. Integrated by representatives of control agencies and other organizations operating at TCA, the objective of this working group is to exchange experiences and ideas in the context of the pandemic.

### ARMENIA

- Government regulations implemented: body temperature monitoring, social distancing, signage, sterilization of handbags and luggage

with UY lights, use of metal detectors instead of manual body searches, isolation of personnel in case of possible contagion, restrictions on personnel assemblies, etc.

### BRAZIL

- COVID-19 Health and Safety Protocol implemented in partnership with public agencies and local government.
- Thermal screening system implemented, prior to the domestic security control, to detect passengers and employees with fever or other signs of illness.
- Reorganization of the entire layout of the two airports to maintain social distance between people. Implementation of new signage and gel alcohol stations throughout the air terminal.
- Development of a contingency plan together with the local health agencies and the National Sanitary Surveillance Agency to care for passengers with COVID-19 symptoms.
- Participation in the national crisis committees proposed by ANAC and SAC.
- Creation of an operational study group for new COVID-19 waves and post-vaccination return.

### ECUADOR

- Specific protocols implemented at each airport to establish a progressive return to work plan: COVID-19 prevention procedures and Airport Protocols to reactivate commercial air operations at Guayaquil Airport, and Plan for the Progressive Return to Work at both airports.

### ITALY

- COVID-19 Anti-contagion Protocol, which formalized procedures and practices.

- Implementation of revised security requirements established by the national authority (ENAC) and the EU.
- Installation of data protection software and local disk encryption.
- Set up and operation of NewTriage arches, thermoscanners for arriving passengers, and specific and isolated areas.

### PERU

- Implementation of Health protection protocols: Restart of Operations Protocol, Medical Surveillance Plan and a new protocol for passenger service and preventive rules for passengers.

### URUGUAY

- Implementation of the Smart Health Travel (SHT) project, putting technology at the service of health emergencies.
- Creation of the Contingency Committee, a public-private committee made up of all areas of the company and the airport community.



**100% OF OUR AIRPORTS HAVE SAFETY MEASURES IN PLACE**

## EMERGENCY NEUTRALIZATION AND EVACUATION PLAN

Each airport follows a Contingency Plan, designed to respond in a timely manner to the occurrence of an event, natural disaster, accident or emergency that may endanger the health or life of workers, passengers and users, as well as the airfield facilities. The Internal Emergency Plans describes the actions and actors involved in the rescue and evacuation activities in the event of an accident.

## OPERATIONAL CONTROL CENTERS

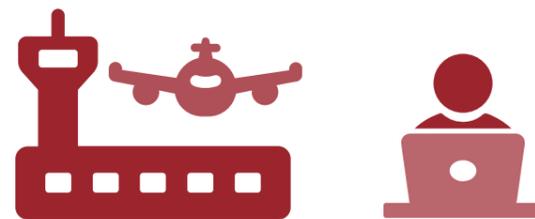
Our Operational Control Centers allow us to work continuously on the development of objectives, indicators and tools that secure efficient management and perfect decision-making.

In Argentina, the Ezeiza Airport became the only airport from which international flights could arrive and depart during the national lockdown. The Operational Control Center (OCC) was involved in the development, in record time, of new protocols together with organizations and other airport stakeholders, to guarantee the safety of operations, passengers, and personnel while repatriation tasks were underway. In addition, the OCC monitored and controlled protocols as the special operations continued, as well as the required coordination inherent in times of uncertainty. A proprietary procedure was developed that allowed an orderly flow of passengers on international arrivals under the newly established operating restrictions and the capacity of the different subsystems. The Aeroparque OCC remained operational although operations were suspended, playing a key role in the implementation of protocols at the airport.

In Brazil, a review of operational procedures related to air traffic control was also conducted. The pre-definition of remote positions for the use of cargo flights and unscheduled aircrafts allowed a better use of the ramp space for the type of equipment required by these special flights.

In Guayaquil, there is an OCC with an airport-wide surveillance monitoring system that works 24/7 with 3 rotating shifts. In Galapagos, the main advances related to operational improvements in the OCC included the control and management of spill cleanup, and the updating of apron management procedures, operational vehicle credentials and driving licenses in aeronautical areas.

Ezeiza airport, along with the airports of Montevideo, Brasília, Guayaquil, Carrasco, Arequipa and Galápagos obtained the ACI's "Airport Health Accreditation". This recognizes the commitment to prioritize health and safety measures in accordance with the following recommendations: ICAO Aviation Council Restart Working Group, ACI's aviation business restart and recovery guidelines, and industry best practices. In addition, the Pisa and Florence airports were the first in Italy to receive independent certification of health protocols in July 2020.



  
Carrasco  
Airport,  
Uruguay



**7 AIRPORTS GOT THE  
ACI AIRPORT HEALTH  
ACCREDITATION IN  
2020**

## 6.2

# TECHNOLOGY AND INNOVATION

Technology is at the core of the new reality, and thus many technological innovations are undergoing accelerated development and improvement, which is one of CAAP's strategic pillars.

Undoubtedly, 2020 will be remembered as the year when e-commerce, telemedicine, education and office work changed forever. The current situation has revealed the need for new working models for organizations to function in a highly distributed and digitized world. The physical distance between companies and their employees requires the adoption of new technologies to maintain business continuity and offer better experiences for all.

From remote work and virtual events to the use of big data to monitor and control the spread of the virus, technologies that were perhaps only known to a secretive tech community are now used and sought after by all. Some examples include mobile patrol robots that help the police control the use of masks and body temperature in public places; and new technologies that easily and autonomously sterilize public transportation and hospital spaces, and can perform rapid treatments and effective disinfection.



### HUMAN TALENT AND TECHNOLOGY ARE THE KEY TO OVERCOME THIS CRISIS

In this context, all of Corporación América Airports' subsidiaries have adapted or renewed their IT services and equipment. This has made it possible to respond to the increased demand for technological solutions to successfully implement home office and keep the terminals permanently equipped to continue operating in the safest way. Some of the projects and the main IT solutions applied include:

- Enabling bulk VPN (remote server access) connections.
- Enabling remote management tools (SAP).
- Virtual meeting rooms and videoconferencing.
- Remote IT support teams for employees.
- Adapted infrastructure, expansion of bandwidth to meet the needs of remote work.
- Implementation of collaborative tools.
- Reinforcement of cybersecurity measures.
- Digital document signature.
- Mobile Internet.
- New mobile telephone lines.

### TECHNOLOGY AND INNOVATION APPLIED TO AIRPORT SECURITY AND OPERATIONS

Technology was not only implemented in as many tasks as possible to assist employees, but was also used for activities related to safety, hygiene and operations.

#### ARGENTINA

Aeropuertos Argentina 2000, as a responsible participant in the aviation industry and committed to air safety, built an uninterrupted professional relationship since 1999 with the laboratories of The MITRE Corporation in the United States- specifically with the "Center for the Development of Advanced Aviation Systems" (CAASD). This is the world's leading laboratory and research center for airport systems and air traffic control engineering. Its work includes systems engineering for the private sector and the development of software solutions for efficient airspace and air traffic operations, airport and network engineering and systems integration, airport capacity planning, design, and analysis. Within the framework of this partnership, in April 2020 a preliminary study was completed: "A long-term strategy for the future development of the Buenos Aires airport" and an in-depth study of "Rationalization of airport and air traffic infrastructure in Greater Buenos Aires".

Moreover, work continued on the modernization of the Intelligent Simulator for Air Traffic Controllers software, installed since 2014 at the Ezeiza Air Control Center.

### BRAZIL

During 2020, together with the company ENGIE, a pilot program was launched to eliminate the need of other sources of electrical power. Aircraft on ground are able to turn off their kerosene-powered generators and receive clean energy to keep internal systems and air conditioning running. This project uses energy generated by the airport, reducing noise and CO2 emissions and making more efficient use of jet fuel.

Thermographic cameras installed in the departure and arrival sectors at Brasília Airport were directly connected to the terminal's operational control room. Monitoring is thus carried out accurately and efficiently to trigger the correct activations in case a passenger with a fever enters the boarding hall or arrives in Brasilia with fever. In collaboration with the Brasília Traffic Department, surveillance cameras were installed on the access roads to the Brasília terminal, enabling the remote traffic inspection by the agency's agents.

### ECUADOR

In Ecuador, due to technological improvement and renovation of obsolete equipment, 66 higher quality, sharper and higher resolution closed-circuit television (CCTV) cameras were installed, which help to improve the identification of people and increase airport security. Moreover, more modern X-ray equipment was acquired for the passenger inspection area of the Galapagos airport, which is available to the authorities, and supports our active work to control wildlife trafficking, as we are signatories of the Buckingham Palace Declaration. At Guayaquil Airport, the TAMS system platform was replaced.

### ITALY

Toscana Aeroporti has implemented BRS (Baggage Reconciliation System) solutions for the tracking of outbound baggage, which enable automated management of the baggage reconciliation procedure. This system allows the airport authority and the handlers to track and reconcile baggage of departing flights with airline data. Once the baggage has been reconciled, the system is capable of generating and sending messages to the airlines, displaying the progressive number of reconciled baggage out of the total baggage allowed on the flight, and managing printouts and summary reports. In addition, sanitization robots were introduced which release a disinfectant liquid into the air and, during airport closing hours, disinfect specific areas of the terminal that are more critical, thanks to special UV lights.

### URUGUAY

In Uruguay, existing security-focused software was adapted to program an automated crowd prevention and detection system. Carrasco Airport continued with its innovative Easy Airport program: a 100% digital passenger flow implemented since 2016. Through its biometric Automated Border Control Gates at the different control points, the airport was already prepared to offer an almost completely contact-less passenger flow when the pandemic began.



Armenia  
Airport,  
Armenia



## SMART HEALTH TRAVEL (SHT) PROJECT IN URUGUAY

Putting technology at the service of health emergencies, we implemented this innovative project to reinforce protocols and mitigate risks for passengers, employees and visitors.

- Modern thermographic cameras were installed to measure the body temperature of all passengers, both at arrivals and departures. The cameras measure the temperature of multiple passengers in real time and a medical team that monitors the results is prepared to activate the protocols if the a passenger shows fever.
- Smart helmets with cutting-edge technology were added to measure body temperature of people in all public areas of the terminal in real time.
- Existing security-focused software was adapted to program an automated crowd prevention and detection system, which allows 24-hour monitoring of different points in the terminal to prevent crowding. This gives the security team the ability to trigger protocols to intervene in real time in the event that social distancing measures are breached.

- A technological solution was developed that automatically controls capacity in confined spaces, such as restrooms, to manage the inflow. Lights were placed on the outside of the restrooms that turn red if the interior capacity is at maximum, and green if entry is allowed.
- A security system was installed at access doors to control compliance with security measures by employees and the airport community. The system measures body temperature and automatically detects the use of masks to control access in compliance with the measures.
- The interfaces of the Migration System were integrated with the Risk Analysis System (API-PNR), allowing migration authorities to obtain the health risk profiles of passengers based on the countries of origin or transit of their flights.
- Easy Airport technology for contact-less airport processes: through the biometric gateways at the different checkpoints, the airport was already prepared to offer a migratory flow with as little contact as possible, a feature that proved advantageous in dealing with the pandemic.



# INFRASTRUCTURE

We seek to be industry leaders with modern and accessible airport infrastructure to facilitate the connection of people, goods and cultures through an efficient and safe network.

Our clear, transparent and effective accountability for compliance with current regulations demonstrates our respect for people and the environment, and our commitment to sustainable development and social wellbeing.

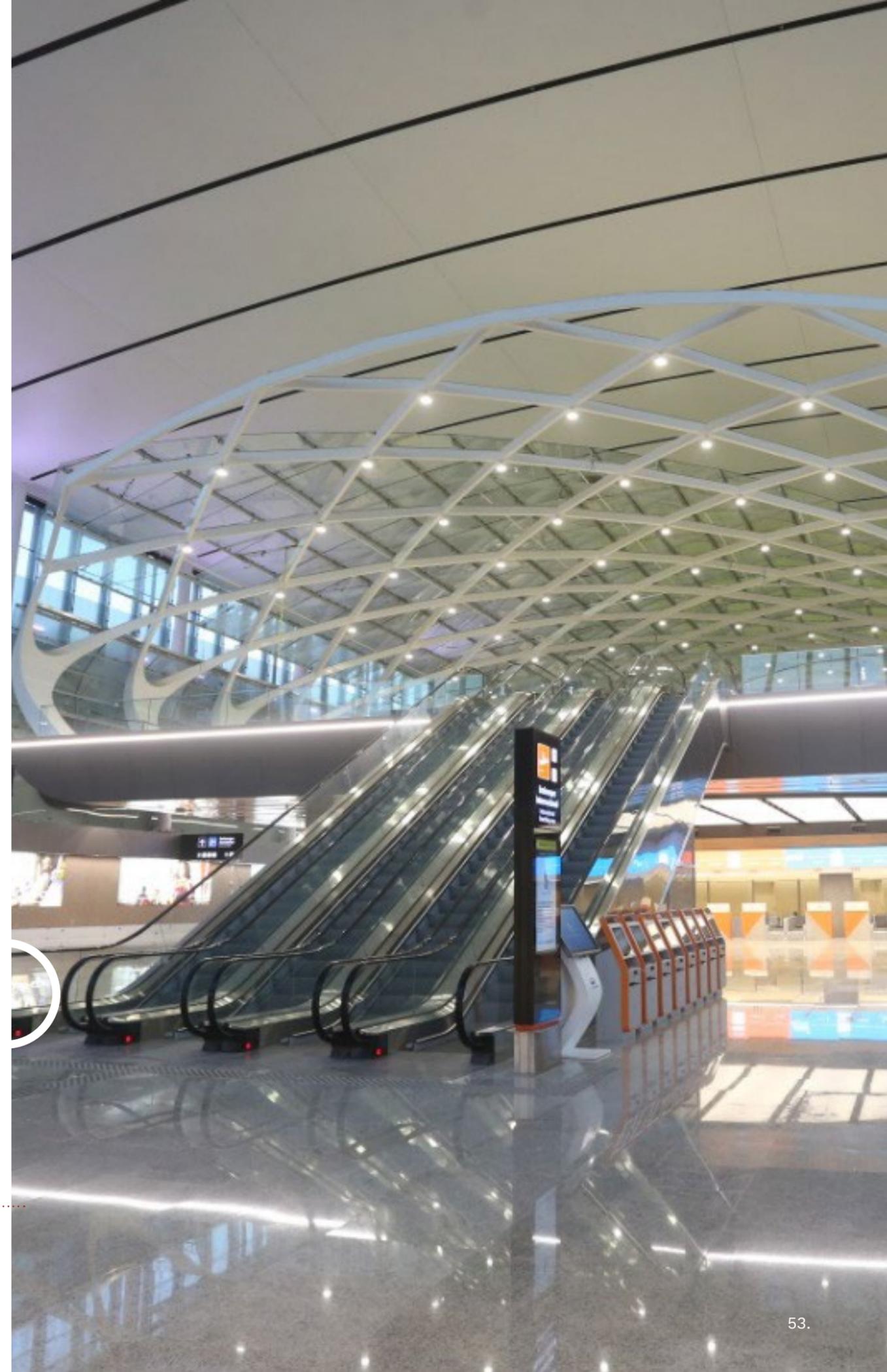
## DESIGNING AIRPORTS WITH RESPONSIBILITY

Although infrastructure plans for 2020 were significantly affected by the pandemic restrictions, the following is a description of the projects carried out.

## INVESTMENT IN INFRASTRUCTURE: \$152,056 THOUSANDS



  
 Ezeiza  
 Airport,  
 Argentina



## SUSTAINABLE BUILDINGS AND OPERATIONS

We continue to work towards green buildings and resource-efficient operations at our airports from a life-cycle perspective. When possible, these aspects are included in the planning, design, construction, operation, maintenance, and demolition processes.

In this way, we design our airports with the environment and the surrounding landscape in mind, and prioritize the reuse of materials as much as possible. Moreover, priority is given to working with locally manufactured materials to generate an impact on local economies and minimize CO2 emissions associated with transportation.

### INITIATIVES CARRIED OUT FOR ENVIRONMENTALLY FRIENDLY CONSTRUCTION AND OPERATION OF OUR AIRPORTS<sup>1</sup>

- Conservation of trees.
- Reuse of material from runway demolitions.
- Use of renewable energy and installation of solar panels.
- Use of solid waste as landfill material in eroded areas.
- Replacement of fluorescent lamps with LED lamps.
- Installation of photovoltaic plants at airports.
- Water recycling.
- Ongoing waste management and control.

<sup>1</sup> Find out more about these initiatives in **Chapter 9 ENVIRONMENT**

## THE WORLD'S FIRST ECOLOGICAL AIRPORT

Seven years ago we achieved a dream: to build the world's first ecological airport in the Galapagos Islands. The environmental strategies applied in the project sought to respect and take maximum advantage of natural resources from the design stage, considering the impact on the soil, wind orientation, use of light and the relationship with climatic conditions.

The construction of the Galapagos Airport represented an environmental challenge. Part of our commitment was to inflict the least possible impact on the local ecosystem. 80% of material from the old airport was recycled. We also managed to restore 80% of the direct impact generated and reforested with native species such as: palo santo, acacias, prosopis, myrtle, alternantera, cacti, castela, grasses and parkinsonia. We joined the Charles Darwin Foundation's Galapagos 2050 project, which contributed to the conservation of the archipelago's natural capital.

Furthermore, the airport functions 100% with renewable energy; has its own desalination plant and water treatment plant which allows it to recollect ocean water, treat it and recycle it once used; and has special waste treatment.

- First Ecological Airport in the World to achieve gold level LEED certification by the U.S. Green Building Council in 2014.
- Certified as the first airport in Latin America and the Caribbean to be carbon neutral by the ACI in 2017.

## GREEN BUILDINGS

### ARGENTINA

The Comodoro Rivadavia passenger terminal received the LEED GOLD certificate granted by the U.S. Green Building Council in 2020.

### ECUADOR

Galapagos' airport was the first in the world to obtain the LEED GOLD certification in 2014.



Galapagos  
Airport,  
Ecuador

# **GALAPAGOS AIRPORT: 100% ECOLOGY**



## 07. chapter

### TOPICS

- 7.1 Our supply chain
- 7.2 Commitment to local and sustainable development
- 7.3 Selection processes
- 7.4 Supply chain management
- 7.5 Supply chain integrity

# SUPPLY CHAIN INTEGRITY



7.1

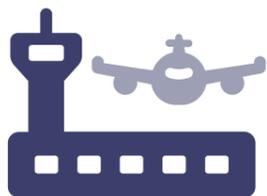
# OUR SUPPLY CHAIN

We work together with our suppliers to develop a collaborative and virtuous airport ecosystem.

Our efforts are aimed at establishing strategic alliances, promoting best practices, innovation, transparency, respect for decent working conditions and the environment, and the development of the cities where our airports are located.

Our main suppliers may be classified into seven large groups, based on the products and/or services provided:

- Architecture, engineering and civil construction for airport terminals.
- Engineering and construction for runways, taxiways, apron and access roads.
- Specific airport equipment.
- Security, maintenance and cleaning services.
- Materials and supplies in general.
- Electricity, gas and drinking water services.
- Other suppliers.



**10,686**  
suppliers

Guayaquil Airport  
Ecuador



# COMMITMENT TO LOCAL AND SUSTAINABLE DEVELOPMENT

We are committed to the local and sustainable development of the destinations where our airports are located.

**P**riority is placed on the purchase of domestic products and services, and we work with small suppliers to promote local economic development. The only exception is for products and services that must comply with international quality standards related to the activity.

In Italy, tender procedures are divided into lots in order to increase the participation of micro and small enterprises. At Galápagos Airport, two additional points are awarded in the supplier qualification process to local companies.

Additionally, we are working on the inclusion of social and environmental aspects in our procurement processes. The following section contains examples of the progress made at our various airports.


  
 —
   
**Pisa**
  
**Airport,**
  
 Italy



## SPENDING ON LOCAL SUPPLIERS:

**ARGENTINA:** 88%

**ARMENIA:** 76.5%

**BRAZIL:** 91%

**ECUADOR:**

GUAYAQUIL 94.94%

GALAPAGOS 20% (\*)

**ITALY:** 54.20%

**URUGUAY:** 93%

(\*) \* The % of local suppliers refers to the province of Galapagos only

# SELECTION PROCESSES

By means of transparent selection processes and policies, we strive to develop a trustworthy and sustainable supply chain.

Our selection processes around the world:

## ARGENTINA

In Argentina, the Supplier Portal brings transparency to the selection process by allowing different areas of the company to verify the information provided by each supplier. To ensure confidentiality and privacy, a Confidentiality Agreement must be signed before being registered as a supplier.

## ARMENIA

In Armenia, a sustainable purchasing policy was introduced and implemented, through which managers and requestors must consider sustainability criteria in their decision making.

## BRAZIL

In Brazil, supplier selection process complies with company policies including risk analysis and due diligence process according to environment, safety, quality and labour criteria.

## ECUADOR

In Ecuador, supplier qualification at Galápagos Airport takes into account social, environmental and corporate transparency criteria. Sourcing suppliers from vulnerable populations is also encouraged. At Guayaquil Airport, aside from information on product or service quality, contractors are required to comply with health and safety, environmental and labour requirements for certain assignments.

## ITALY

In Italy, Toscana Airport has set up a supplier portal that can be accessed from the company's website. Suppliers can score higher in the selection process if they meet environmental, ethical and occupational safety criteria. Furthermore, contracts include specific clauses on ethics, social responsibility and compliance with environmental criteria, as well as periodic audits. All suppliers must declare compliance with the SA8000 Standard on social responsibility principles and the Code of Ethics.

## PERU

In Peru, potential suppliers are put through an approval process to be considered eligible. All information obtained is audited with a visit to the supplier's facilities, as part of an annual accreditation process

## URUGUAY

In Uruguay, selection of suppliers must comply with company policies. In respect of major contracts, a due diligence process is conducted.

**FORMAL DECLARATIONS  
OF CONDUCT HAVE BEEN  
ESTABLISHED FOR  
SUPPLIERS TO COMPLY  
WITH IN OUR OPERATIONS  
AROUND THE WORLD**

# SUPPLY CHAIN MANAGEMENT

Every day, we work to build close and efficient relationships with our suppliers.

A variety of communication channels are available, including specific website portals for suppliers, e-mail, phone line, videoconferencing and visits.

Supplier performance evaluations are conducted on a regular basis to ensure the quality of products and services and to identify opportunities for improvement.

In Argentina, evaluations are implemented through the Comprehensive Supplier and Contractor Control System (SICOP), which monitors performance and compliance with the company's requirements. In addition, specific quality and environmental requirements must be observed for the procurement of critical supplies. In Armenia, Ecuador, Italy, and Uruguay suppliers are also evaluated annually, and improvement plans are generated when necessary.

In Peru, suppliers are evaluated biannually in the following aspects: customer service, quality, response time, among others. Meetings with suppliers and improvement plans are held based on the results obtained.

Over 2020, in Italy, a total of 44 (5.89%) suppliers were evaluated based on social criteria and 197 (26.37%) based on environmental criteria. There was also a significant increase in compliance with ISO 14001 (+ 31.3% vs. 2019) and OHSAS 18001 and ISO 45001 (+ 33.6% vs. 2019) certifications, evidencing greater attention to environmental and safety issues.

Likewise, training and development have become key elements for supply chain sustainability. We provide specific training on environmental and occupational safety issues. In other cases, suppliers must provide information to certify training on specific topics relevant to the activities to be implemented.



TCA Terminal,  
Argentina

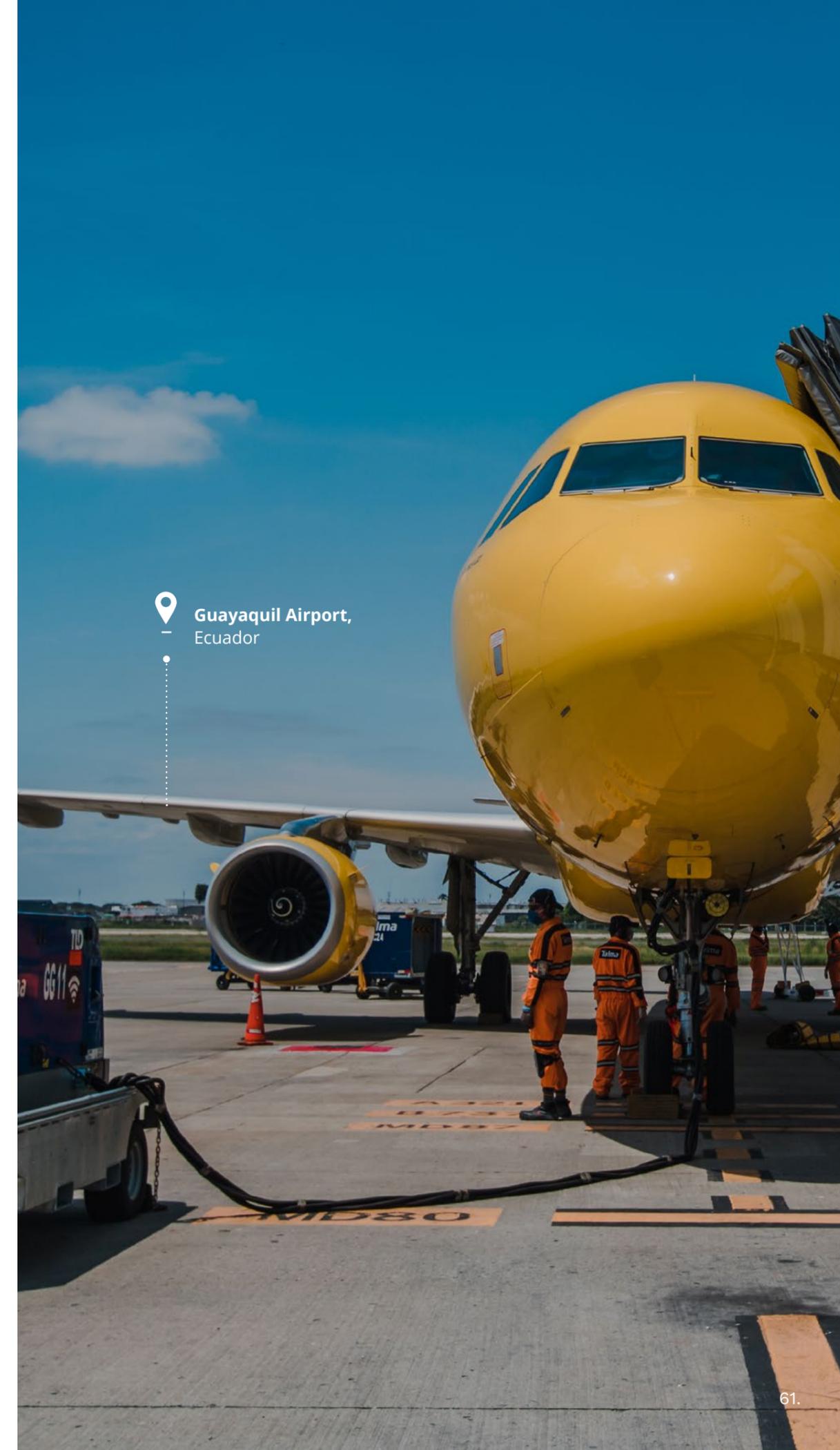
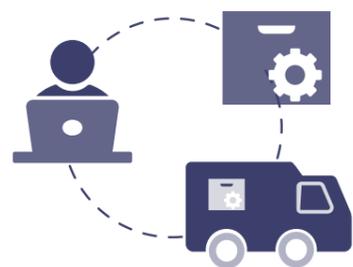


# SUPPLY CHAIN INTEGRITY

Across our supply chain, we seek to guarantee transparency and compliance with our principles and values.

**D**eclarations of conduct have been established for suppliers to comply with in our operations around the world:

- In Argentina, we follow a Code of Ethics and Conduct based on international regulations and sustainability standards to promote compliance with high ethical standards, decent labour conditions, occupational safety, and respect for human rights and the environment. Since 2014, new suppliers must accept and comply with the Code of Conduct.
- In Armenia, suppliers can report concerns or submit recommendations by contacting the company's procurement department or through the airport's social media platforms.
- In Brazil, suppliers comply with both Code of Ethics/Conduct and Brazilian Anticorruption Law under the service agreement. Since 2020 a due diligence process has been applied by following compliance criteria.
- In Ecuador, suppliers must comply with general integrity guidelines, which include anti-corruption, human and labour rights. Through the airport's websites, all suppliers can access whistleblowing channels to report any non-compliance.
- In Italy, suppliers must sign a declaration expressing their commitment to comply with the Code of Ethics, and the company reserves the right to terminate any contract following acts of non-compliance. There is also a specific e-mail address available to suppliers for consultation on ethical standards.
- In Uruguay, suppliers agree to comply with the Code of Conduct under the service agreement. Likewise, there is an ongoing evaluation of suppliers based on their compliance with anticorruption policies, and a specific channel to receive comments or complaints. During 2020, a due diligence process was implemented, and internal training was provided.



# Galilei International Airport



Pisa Airport,  
Italy



## TOPICS

- 8.1 Employment creation
- 8.2 Diversity and equal opportunities
- 8.3 Occupational health and safety
- 8.4 Training and professional development
- 8.5 Performance management
- 8.6 Workplace climate management
- 8.7 Communication
- 8.8 Relations with trade unions



**OUR  
PEOPLE**

We promote employee development and build teams that are responsive to business needs. In doing so, creating a safe and healthy workplace, respectful of each individual is of paramount importance for our company. **From the very beginning of the pandemic, we supported our teams as never before, so that everyone could stay safe, remain connected, and adapt to the new working conditions**



1. The total number of employees differs from that reported in the Form 20-F filed with the U. S. Securities and Exchange Commission (SEC) due to variances in the methodology for systematizing indicators in different countries at the time this report was published.

8.1

## EMPLOYMENT CREATION

We create employment opportunities across the different countries where we operate.

**O**ur selection process ensures compliance with the principles of transparency and respect.

In some countries, we have professional apprenticeship programs, and our employees can nominate people to participate in external selection processes. In 2019, we launched for the first time the “International Trainee Program” to attract, retain and develop high-potential young people with a passion for the airport industry.

During 2020, our Trainee Program participants had the chance to rotate through different areas and participate in interdisciplinary projects with agile methodologies.

In addition, we focused on creating new opportunities for internal talent and transforming our processes to online formats in response to the COVID-19 pandemic.

 Ezeiza Airport,  
— Argentina



## 8.2

# DIVERSITY AND EQUAL OPPORTUNITIES

We promote inclusion inside and outside our company

In our selection processes, we disregard any traits other than the individual's professional skills for the position. In some countries, we work in close collaboration with civil society organizations for workplace inclusion of people coming from disadvantaged groups. We also follow policies and procedures that promote the professional development of employees based exclusively on merit.

As established in our Code of Conduct, any act aimed at discriminating or violating human rights is explicitly prohibited and subject to disciplinary sanctions.

Our Brazilian airports work with a Talent Acquisition and Retention Policy, with a chapter that provides guidance on unconscious biases

and on how to recognize and avoid them in the selection process. During 2020 we began analyzing the sociodemographic characteristics of company employees to identify opportunities for improvement from a diversity standpoint. Employees interested in and committed to social causes were invited to set up a "Diversity Commission". Moreover, we organized two meetings with our employees with disabilities in order to monitor working conditions, listen to suggestions for improvement and pinpoint any situations that do not comply with our standards and policies.

Furthermore, in Italy we carried out a training course on equality and prevention of gender-based violence in 2020.

### EMPLOYEES BY AGE/ BY GENDER



### PROGRAM "EMPLEO CON APOYO" WITH DISCAR FOUNDATION IN ARGENTINA

This program has been implemented since 2013, together with DISCAR Foundation, to promote the labor inclusion of people with intellectual disabilities. The program includes monitoring and supporting employees and their families. The methodology seeks to create the possibility for disadvantaged groups to access paid employment and remain in the labor market.

### SUPPORTING WOMEN AGAINST VIOLENCE IN ITALY

Starting in 2017, we have been implementing a project to support women against gender-based violence, in collaboration with the Artemisia association (which is currently working across the country). The project's aim is to create awareness about the problem and its consequences, and includes four-hour training sessions delivered by psychologists, with information on statistical data, stereotypes and effects of gender-based violence. Thirty-two employees received training from January to March 2020, after which training was suspended due to the pandemic.

### GALÁPAGOS COMMITMENT TO WOMEN'S EMPOWERMENT

At Galápagos Airport, since 2018 we have been assessing our strategic approach to gender equality through the Inter-American Development Bank's WEP Gender Enterprise Tool, and we were recognized as "Employer of Preference". Additionally, we adhered to the United Nations Women's Empowerment Principles, showing our commitment to uphold its 7 principles. Moreover, in 2019 the Airport Gender Committee was created to formalize a space for dialogue, training and support on personal and professional issues. By 2020, our airport, with the advice of Plan International, gave the Santa Cruz community a help route that allows victims of gender violence to know their rights and how to put them into practice.

8.3

## OCCUPATIONAL HEALTH AND SAFETY

We strive to ensure a safe and healthy environment for our employees, contractors, visitors and all people who carry out activities within our facilities.

To this end, there are specific policies and initiatives for safety and health protection, prevention of occupational accidents, monitoring of occupational diseases, promotion of a safety culture, and engagement with all our collaborators on these issues

Toscana Aeroporti has an Integrated Management System based on ISO 9001, ISO 45001 and SA8000.

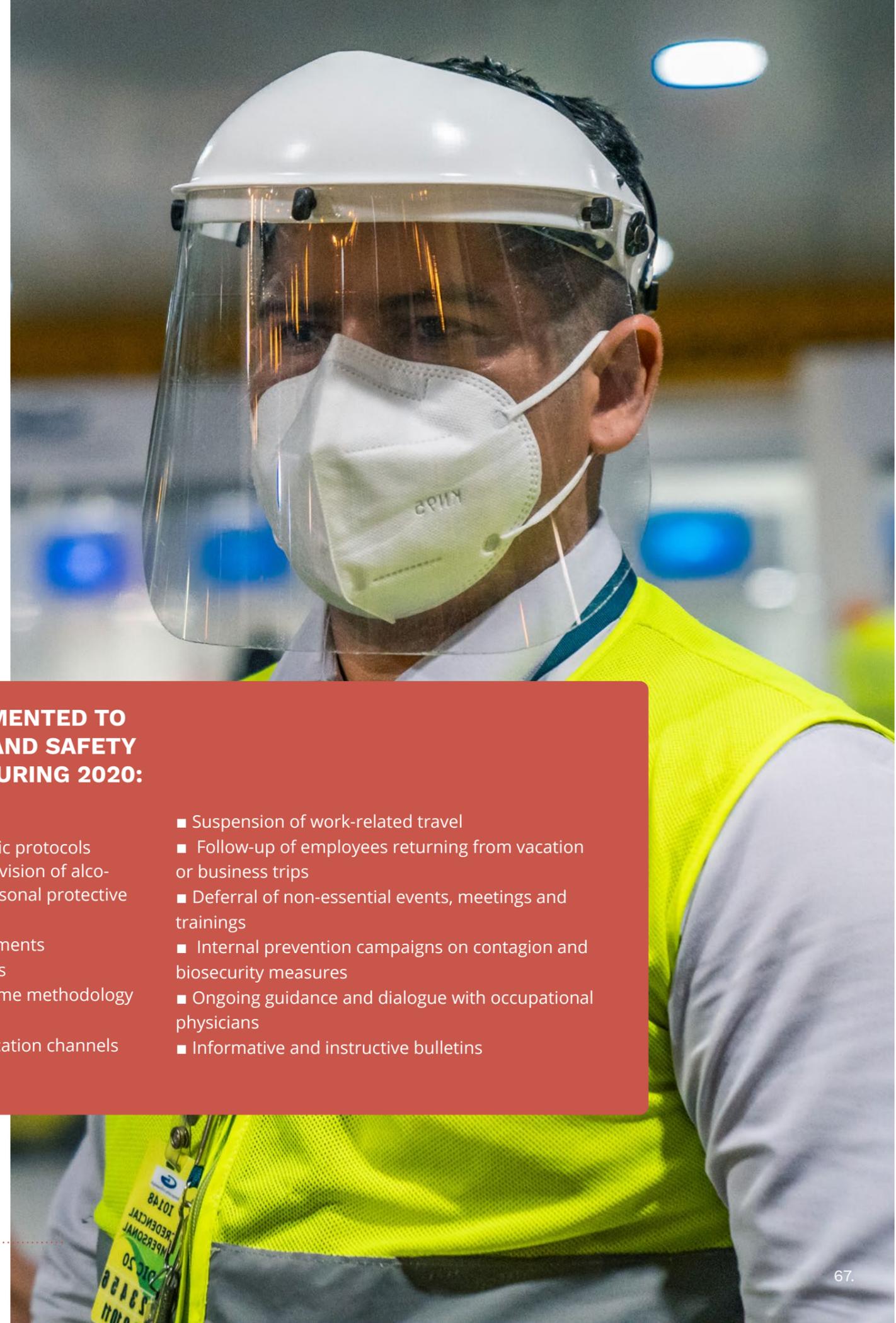
Additionally, we conduct health and safety risk assessments and develop risk matrices. Risk reduction actions include audiometry tests, noise measurement studies, use of noise-canceling headphones and ergonomic equipment to prevent bad working postures. Specific measures are also implemented to enhance safety by preventing falls, accidents with vehicles and fires.

Further, our employees received health and safety training courses on risk prevention, requirements for personnel working in hazardous environments, violence and sexual harassment at work, prevention of stress, safety measures, and behavior in restricted areas. Over 2020, virtual trainings were implemented on the correct use of personal protective equipment.

### MAIN ACTIONS IMPLEMENTED TO ENSURE THE HEALTH AND SAFETY OF OUR EMPLOYEES DURING 2020:

- Creation of crisis committees
- Development of country-specific protocols (increased cleaning activities, provision of alcohol-based hand sanitizer and personal protective equipment)
- Implementation of risk assessments
- COVID-19 testing for employees
- Adoption of the work-from-home methodology
- Delivery of virtual trainings
- Availability of virtual communication channels for employees
- Suspension of work-related travel
- Follow-up of employees returning from vacation or business trips
- Deferral of non-essential events, meetings and trainings
- Internal prevention campaigns on contagion and biosecurity measures
- Ongoing guidance and dialogue with occupational physicians
- Informative and instructive bulletins

  
Guayaquil  
Airport,  
Ecuador



8.4

## TRAINING AND PROFESSIONAL DEVELOPMENT

Our corporate education programs are in line with the strategic needs of the company

Faced with new challenges in 2020, we worked on the design of novel learning programs using virtual methodologies. In the few on-site trainings, all COVID-19 restrictions and prevention measures were adopted, such as the mandatory use of masks, use of individual materials, distancing between participants, open and ventilated venues, and temperature checks before entering the training rooms.

### LEADERSHIP TRAINING PROGRAMS

We continue to train our leaders to transform our culture and achieve the best business results.

### ARGENTINA

Throughout 2020, we placed focus on communication. At TCA, 6 training modules on remote leadership were conducted. Work also began on agile methodologies, which will be further developed in 2021.

### URUGUAY

The Leadership Development programs enable us to strengthen the skills of our leaders. They include the creation of communication and relationship guidelines, manuals for times of crisis, remote team management, collaborative work tools, and online conversation where leaders share their experiences



Brasilia  
Airport,  
Brazil



# PERFORMANCE MANAGEMENT

Our performance management process focuses on evaluating employees based on their specific job competencies, behavior and the company's strategic objectives.

**W**e encourage managers to provide ongoing feedback to reinforce valued behaviors as well as to identify opportunities for growth and improvement. Some of the tools and processes used include:

- In Argentina, employees are evaluated based on specific objectives, corporate values and competencies. These aspects have a direct impact on variable pay.
- In Brazil, CRESCER is an annual performance evaluation based in individual and organizational competences.
- In Ecuador, there is also an annual performance evaluation program in place; and Guayaquil Airport runs a special performance evaluation for employees with disabilities.
- In Italy, there is an annual evaluation program.
- In Uruguay, all personnel are evaluated against five cross-cutting competences aligned with

company's values: dedication to service, teamwork, communication, excellence and passion. Leadership skills are also evaluated. This year, feedback from internal clients and self-assessment of 100% of collaborators were included in the process, which was implemented through a digital talent platform.

Although many of our evaluation cycles were temporarily suspended during 2020 due to the pandemic, we continued to focus on the importance of ongoing feedback and dialogue between leaders and their teams.



Employees  
evaluated  
in **Ecuador**:  
**84%** Galápagos  
**83%** Guayaquil

Guayaquil Airport  
Ecuador



8.6

# WORKPLACE CLIMATE MANAGEMENT

We have different initiatives that seek to enhance our employees' quality of life.

In Argentina and Brazil, the Great Place to Work Survey is conducted annually to help us identify opportunities for improvement. Although these surveys were temporarily suspended in 2020, the employee satisfaction and work climate survey was applied in Brazil, and we were certified for the fourth time as a great place to work (GPTW); in Italy, we rolled out specific occupational stress assessments; and, in Uruguay, we carried out a workplace climate survey.

In a context where most of our teams turned to home office, leaders focused on promoting family and work-life balance. We also continued to offer flexible benefits to ensure our employee's well-being.

## EMPLOYEE BENEFITS

- Health insurance coverage program
- Financial assistance in difficult situations, such as the death of a family member
- Guidance for employees who seek psychological or health support
- Retirement support

- Health and dental plan
- Day care or babysitting assistance
- Assistance with school supplies
- Meal vouchers
- Gymnasium
- Gifts on special events
- Special discounts in Duty Free, Shop Gallery, telephone plans, dining venues and transport services.

## RECOGNIZING OUR EMPLOYEES FOR THEIR PARTICIPATION IN THE WAR IN ARMENIA

Employees who served in the Artsakh war were awarded medals and offered financial aid. They were invited to a company event at which the management staff expressed their gratitude.

## Nº1 IN THE RANDSTAD EMPLOYER BRAND RESEARCH RANKING IN ARGENTINA

Aeropuertos Argentina 2000 was rated as the most desirable company to work for in 2020, according to a ranking prepared by Randstad Argentina. The use of technology and the interest in our industry are outstanding among the most relevant factors mentioned by those surveyed, which placed our company at the top of the ranking.

### Maternity leave



- Number of employees who made effective use of the parental leave in 2020: **60**
- Return-to-work rate: **68.33%**
- Retention rate: **66.67%**

### Paternity leave



- Number of employees entitled to take parental leave in 2020: **64**
- Return-to-work rate: **100%**
- Retention rate: **46.67%**

# COMMUNICATION

During 2020 our internal communication strategies in each country centered on providing teams with valuable content against the context of the pandemic

This year, primary focus was placed on health, and the communication channels used included e-mail, Intranet, WhatsApp, newsletters and digital billboards.

Employees and leaders in many countries engaged in virtual meetings to explain clearly the situation at the airports and the company's response to the crisis. We also implemented mass virtual meetings with employees to ensure a smooth communication.

Additionally, in Brazil and Peru, we created special groups on social networks to provide guidance, institutional videos on various topics, information, and news about the airports and the crisis.

- The On-board daily WhatsApp initiative in Brazil reached a 85% subscription
- The private Facebook group in Peru had a 100% employee membership




  
 Carrasco
   
 Airport,
   
 Uruguay



## “CLOSE DESPITE THE DISTANCE” IN URUGUAY

This program was launched as soon as staff started working remotely and/or were put under a leave scheme. The purpose was to keep our teams connected and motivated. The plan was instrumented through Vaiven, our internal social network, used by 75% of staff, as well as through e-mails, WhatsApp chats and electronic boards. It included entertainment plans, remote working tips, an emotional support phone number, corporate volunteering ideas and channels for communicating with leaders.

## LEADER’S SUMMIT IN ARGENTINA

Over 2020, we went on with this communication space to keep our employees informed about business priorities. This was transformed into digital

format, connecting all the leaders in the country through Cisco. Moderated by the Management Team and with the participation of different managers on particular topics, we shared a total of 3 virtual meetings with our leaders.

## DIALOGUE WITH THE PRESIDENT IN BRAZIL

This program afforded employees the opportunity to speak virtually with the company's president. In a relaxed chat, employees were able to learn more about the actions being carried out at the airport, the expectations and new projects.

8.8

# RELATIONS WITH TRADE UNIONS

We take special care to respect and conduct our trade union relations to guarantee freedom of association and comply with national and international regulations.

In Argentina, our Collective Bargaining Agreement signed in 2015 with the Aeronautical Employees Association (APA) and the National Union of Government Employees (UPCN) continued to be in force over 2020. Since March 2020, we held ongoing negotiations in order to jointly assess and manage the impact of the pandemic on our industry. Within a framework of reciprocal collaboration, we were able to solve the various problems that arose in this exceptional scenario, ensuring the continuity of our operations.

In Brazil, due to the decrease in operational activities at Brasília Airport, we signed in September 2020 a new Collective Bargaining Agreement with the National Union of Airports (SINA), to adhere to the Emergency Program for the Preservation of Employment and Income (Provisional Measure 'MP' No. 936/2020, now made into Act 14,020). Said Act allowed companies to temporarily suspend employment

agreements and/or reduce working hours and wages during the state of public calamity to safeguard jobs and income. The Federal Government compensated part of the worker's financial loss through the Emergency Employment and Income Preservation Benefit (BEm), and we maintained 100% of all benefits to our employees, such as food and meal vouchers and health coverage.

In Italy, either once a year or upon special projects, a meeting takes place between the top management and the following trade unions: Confederazione Generale Italiana del Lavoro (CGIL), Confederazione Italiana Sindacati Lavoratori (CISL), Unione Italiana del Lavoro (UIL), Unione Generale Del Lavoro (UGL) and Unione Sindacale di Base (USB). The Human Resources department keeps ongoing relations with trade union representatives, at all levels, and there are regular and specific meetings for particular organizational and management issues.

In Uruguay, the company develops its relationship with the trade union based on mutual respect, continuous dialogue, trust and shared work. The provisions defined at the collective bargaining level applies to 100% of our workers, regardless of their relation to the union. During 2020 we continued our collective bargaining with the Puerta del Sur Workers and Employees Union (SUTEPS), Laguna del Sauce Workers Union (SALS) and Terminal de Cargas Uruguay Workers Union (SUTTECU).

In Ecuador and Peru, none of our employees is represented by collective bargaining agreements. In Armenia, the AIA Trade Union represents and protects the employee's interests of its members. Trade Union membership, and withdrawal from it, is voluntary for employees. However, the AIA Trade Union is not a member of trade association, therefore no employees are represented by collective bargaining agreements.

**EMPLOYEES REPRESENTED BY COLLECTIVE BARGAINING AGREEMENTS - 2020**

<b>Argentina</b>	Total: 1,705 66%
<b>Armenia</b>	Total: 0 0%
<b>Brazil</b>	Total: 897 100%
<b>Ecuador</b>	Total: 0 0%
<b>Italy</b>	Total: 427 51%
<b>Peru</b>	Total: 0 0%
<b>Uruguay</b>	Total: 92 31%





Natal Airport,  
Brazil



## **09.** chapter

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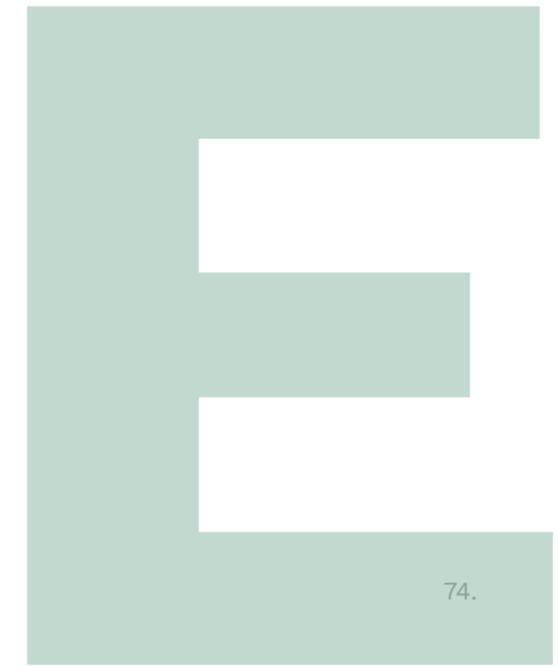
### TOPICS

- 9.1** Environmental management
- 9.2** The carbon challenge in our industry
- 9.3** Efficient use of energy
- 9.4** Waste management
- 9.5** Water and effluent management
- 9.6** Biodiversity
- 9.7** Noise management



# ENVIRONMENT

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# ENVIRONMENTAL MANAGEMENT

Our priority is to prevent, minimize and offset the environmental impact of our airport operations. We have policies, procedures and programs in place that guide us in the development of actions to achieve efficiency in the use of resources and responsible waste management.

## OUR ENVIRONMENTAL COMMITMENTS

We maintain environmental policies in all the countries where we operate, and these guide the environmental management of our operations in order to reduce our footprint.

Galapagos, Pisa and Florence airports completed the ISO 14001:2015 certification, which establishes the most complete Environmental Management System existing to date.

### ARGENTINA

- Environmental Policy and Management System.
- Monitoring of environmental regulations.
- Strategic indicators to supervise performance at all airports.

### ARMENIA

- Environmental Policy and Environmental Management Program to minimize airport's adverse impact on environment.

### BRAZIL

- Environmental Policy and Management System.
- Environmental Management Program audited by the environmental licensing agency

### ECUADOR

- Environmental Policy and Management Plan audited by the local authorities of each airport.

### ITALY

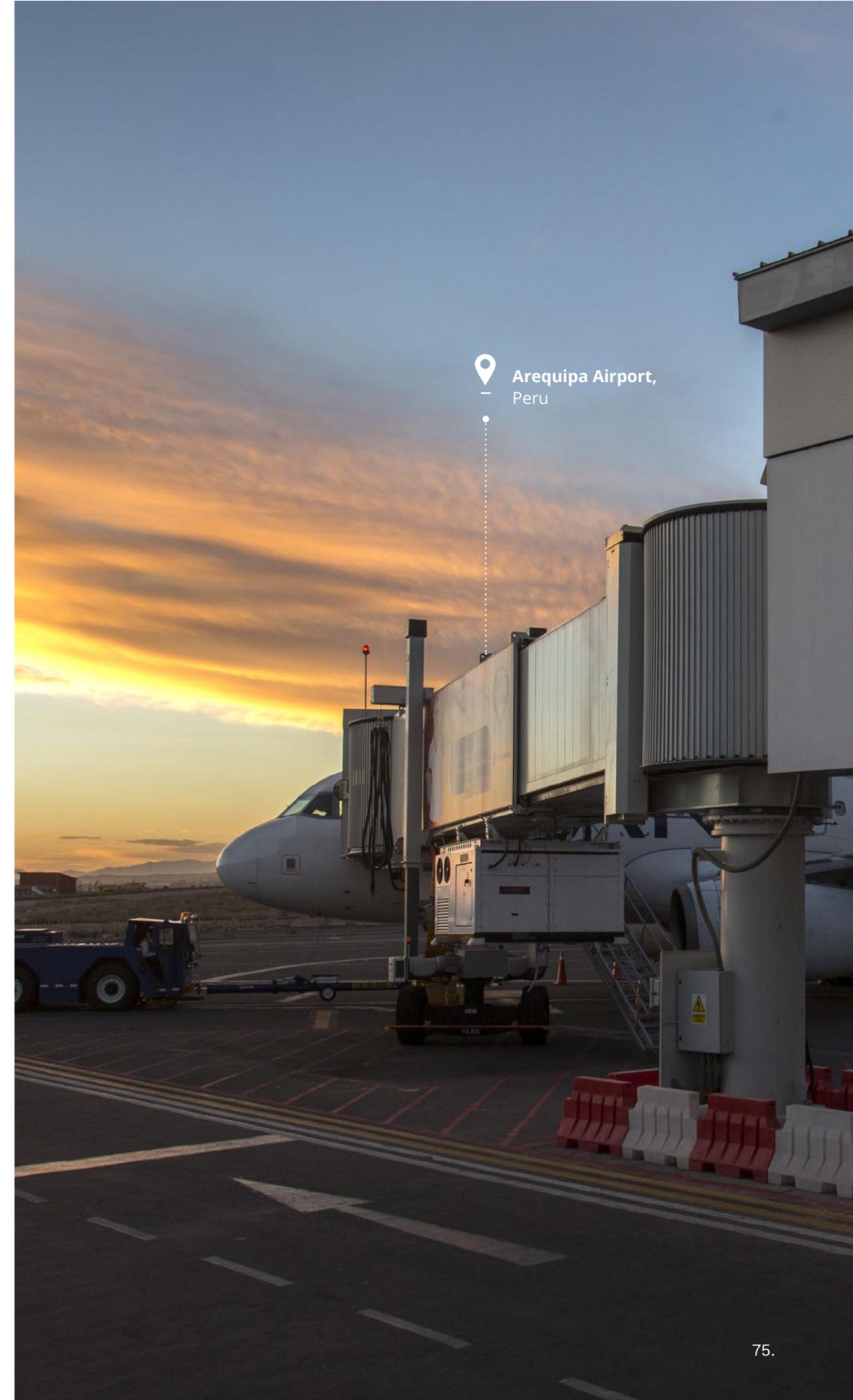
- Environmental Policy and Management System.

### PERU

- Integrated policy on quality, operational safety, environment and occupational safety.
- Environmental monitoring program.
- Socio-environmental responsibility program.

### URUGUAY

- Environmental Policy Declaration and specific declaration on Carbon Footprint and Energy for Carrasco airport.



—  
Arequipa Airport,  
Peru

## TRAINING AND AWARENESS CAMPAIGNS AT AIRPORTS

We have the opportunity to reach millions of people who work and transit through our airports and make them aware of the importance of caring for the environment and fighting against climate change. Some of the most significant initiatives that have been carried out include the following:

- Responsible use campaign in Argentina: through our social networks and closed-circuit television (CCTV) cameras at our airports we promote the rational use of resources (paper, water, energy and plastic), and provide information on carbon footprint and responsible waste management.
- Environmental awareness campaigns in Peru: these campaigns are carried out in schools near our airports in Peru to promote waste minimization and recycling.
- Environmental Education Program in Brazil: this program addresses our employees and external stakeholders, and includes partnerships with schools and universities where students take environmental education courses.
- Partnership with the airport community in Brazil: awareness campaigns on packaging and proper disposal of solid waste, recycling, waste reduction and biodiversity conservation.



### BRAZILIAN AIRPORT RECOGNIZED IN SUSTAINABLE AERODROMES PROJECT OF THE NATIONAL CIVIL AVIATION AGENCY (ANAC)

The sustainability practices adopted by the Brasília Airport were recognized in the 1st edition of the Sustainable Aerodromes Project of the National Civil Aviation Agency (ANAC). Out of the 23 aerodromes evaluated in the survey, the Brazilian terminal was among the only four to receive the Advanced Sustainable Aerodrome level seal. The Brasília Airport reached an advanced level in 28 of the 36 initiatives evaluated. The initiatives included criteria related to environmental education, fauna and flora, and the management of electrical energy, waste, aeronautical noise, soil and water.

### CLIMATE CHANGE LEADERSHIP IN ECUADOR

The Galapagos Airport led the Sustainable Development Goal (SDG) 13 "Climate Action" working group for a period of 2 years. Together with private companies, NGOs, the government and other stakeholders, we worked to create guidelines for entrepreneurs who want to implement actions that help reduce climate change.

Following this commitment, the airport's general manager came to occupy the Global Compact's vice-presidency in Ecuador.



9. 2

# THE CARBON CHALLENGE IN OUR INDUSTRY

Our industry faces major challenges ahead in transitioning to a low-carbon economy, and we must work alongside public and private actors to achieve change.

**T**hrough our environmental monitoring programs and policies, we seek to reduce carbon emissions in our operations; and by implementing campaigns and trainings, we strive to increase environmental awareness and responsibility among our employees.

## ARGENTINA

In 2018 we began to develop an Environmental Monitoring Program. Its aim is to measure and analyze Greenhouse Gase (GHG) emissions derived from the company's energy consumption, and thus implement actions to help us minimize our carbon footprint. This year, the team of collaborators responsible for managing the carbon footprint received training on the methodology applied, and continued to collect the required information for future measurements.

## ARMENIA

Our Carbon Reduction Policy aims to reduce GHG emissions, especially from burning fossil fuels for transport vehicles, which is our main source of emission. The energy management system that we have in place, based on the ISO 50001 standard, helps us reduce GHG emissions by increasing efficiency and reducing the use of

fossil fuels. Zvartnots Airport achieved the Airport Carbon Accreditation certification in 2020, issued by ACI EUROPE.

## BRAZIL

Brasilia Airport was recognized for the first time in 2019 with the gold seal in the Brazilian GHG Protocol Program, which publishes greenhouse gas inventories. In order to obtain the certificate, we prepared an inventory to quantify emissions at the terminal and evaluated the actual impact of the company's activities on the environment. The document was prepared using the methodology of the Greenhouse Gas Protocol Initiative and was audited by two external entities.

## ECUADOR

At Guayaquil Airport, our Environmental Management Plan includes the measurement of GHG emissions from stationary and mobile sources. Since 2018, this airport has the Airport Carbon Accreditation Certification Level 2 Reduction. In 2020, we continued to control the use of lighting and to regulate the temperature settings for the air conditioning in the Airport Terminal. At Galapagos Airport, there is a Management Plan for the reduction of CO2 emissions. Carbon emissions indicators are audited annually by an independent

auditor, in accordance with the GHG Protocol followed by ACI.

## ITALY

Toscana Aeroporti has divided the analysis of its emissions into: conveyed, diffuse and combustion emissions for transport. The emissions conveyed come from the Thermal Power Plants used to heat premises and the produce hot water for sanitary use. The heat generators are periodically subject to maintenance and combustion efficiency monitoring, as required by current energy saving regulations. Both Pisa and Florence airports started their path towards the Airport Carbon Accreditation Program, aiming to achieve Level 1 Certification by 2022. In the meantime, we started implementing important actions to reduce our carbon footprint: in 2020-2021 at Pisa we equipped eight stands on the airport apron with fixed electric Ground Power Units (GPU), instead of diesel GPUs, and in 2021 we will replace AVL lights with new LED lights at Florence.

### CO2 reductions achieved in the 2019-2020 period

#### Galápagos Airport

- Scope 1: 64%
- Scope 2: 34.5%
- Scope 3: 37%

#### Italian airports

- Scope 1: 25.10%
- Scope 2: 33.35%



## PERU

In Peru we measure CO2 emissions as part of our Environmental Monitoring Program. The carbon footprint is determined by identifying and measuring our sources of CO2 emissions, such as fuel and electricity consumption.

## URUGUAY

In 2020 Carrasco Airport received the ACI Level 2 Reduction Carbon Footprint Accreditation, showing its commitment to reducing its carbon footprint. Our ultimate goal is to become Carbon Neutral at this airport. We have an Energy Management Plan that was recognized with the Energy Efficiency National Award received by the Ministry of Industry, Energy and Mining (MIEM) in 2016.

Galapagos Airport,  
Ecuador

### **GALAPAGOS AIRPORT: FIRST CARBON NEUTRAL CERTIFIED AIRPORT IN LATIN AMERICA AND THE CARIBBEAN**

On December 18, 2017, Galapagos Airport was accredited as Carbon Neutral by the Airports Council International (ACI) through the Airport Carbon Accreditation program. The Airport Carbon Accreditation program is the only institutionally endorsed program that evaluates and recognizes the efforts made by participating airports to manage and reduce their carbon emissions. We achieved Level 3+ "Neutrality", which implies that the airport has all its emissions completely neutralized and seeks to optimize its emissions reduction model by involving most of the companies that operate at the airport, such as

airlines. To achieve neutrality the airport also compensates its emissions through a Wind Farm project in San Antonio El Sitio, Guatemala. The certification process began in 2014 and, despite an increase in the number of passengers, it has been possible to reduce greenhouse gas emissions thanks to compliance with the CO2 Reduction Management Plan. This plan includes control of fuel consumption from stationary and mobile sources, consumption of electrical energy from the public grid and production of renewable energy.



**We operate 100% with renewable energy: 35% comes from photovoltaic panels and the remaining 65% from three wind towers strategically located on Baltra Island.**



# EFFICIENT USE OF ENERGY

We work to minimize energy use and increase efficiency.

Some of the measures adopted in recent years include:

- Efficient lighting fixtures and equipment.
- Consumption monitoring systems.
- Replacement of fluorescent and incandescent lighting with energy-saving LED lamps.
- Control of air temperature in each occupied space.
- Design of terminals that prioritize natural light and outdoor views.

## ISO 50001 IN ARMENIA

Armenia's Zvartnots Airport is certified to the ISO 50001 energy management standard, which helps organization reduce energy consumption and improve efficiency.



Carrasco Airport, Uruguay



## RENEWABLE ENERGY AT AIRPORTS

- Comodoro Rivadavia Airport in Argentina is equipped with solar thermal panels to generate hot water, which reduced the consumption of grid energy and increased the level of generation of renewable energy.
- Galapagos Airport in Ecuador runs with a high percentage of renewable energy from the 346 photovoltaic panels located on the terminal access road and from the wind farm on Baltra Island. Solar collectors have been installed on the terminal roof to heat water with solar energy, saving on fossil energy consumption (electricity and gas) as well as avoiding the generation of polluting gases, such as carbon monoxide.
- Carrasco airport in Uruguay was the first in Latin America to have a photovoltaic solar plant, inaugurated in 2018. The plant is made up of 1,540 photovoltaic panels, has state-of-the-art technology with solar monitoring, which allows the movement of the panels improving by 30% the capture of the sun's energy to traditional fixed panels.
- At Armenia's Zvartnots Airport, renewable energies are used for domestic hot water heating systems. These systems reduce electricity or natural gas consumption by 80%.
- Brasília Airport inaugurated in 2020 a photovoltaic plant for the production of clean energy through solar panels installed on the airport grounds. The 3,360 photovoltaic modules are expected to produce 2 million kWp of energy per year, which will supply 7% of the airport's energy demand.
- Both airports in Italy use thermal energy for domestic hot water production.



## RENEWABLE ENERGY FOR AIRCRAFTS IN BRAZIL

In Brazil, we signed an unprecedented alliance with ENGIE, a world leader in energy solutions, to supply energy from renewable sources to aircrafts parked at the Brasília terminal. Equipment was installed on 22 airport boarding and deplaning bridges to keep the electrical and air-conditioning parts of the aircraft operating on the ground. The new solution reduces the carbon footprint, eliminates the use of this equipment in the apron area, making it safer, and reduces the noise level of operations. A reduction of around 20,000 tons of CO2 per year is expected at the terminal.



Carrasco Airport, Uruguay

## ENERGY CONSUMPTION AND REDUCTIONS ACHIEVED VS 2019

### Argentina

Electricity<sup>1</sup>: 80,569.70 MWh  
Natural gas<sup>2</sup>: 1,321,230 m<sup>3</sup>

### Armenia

Electricity: 10,615 MWh  
Natural gas: 974,422 m<sup>3</sup>

- - 61% gasoline consumption
- - 75% diesel consumption
- - 69% electricity consumption

### Brazil

Electricity: 22,037 MWh

- 26.88% electricity consumption

### Ecuador<sup>4</sup>

Electricity: 463.40 MWh  
Renewable energy: 51.65 MWh

- - 92% diesel consumption
- - 35% electricity consumption

### Italy

Electricity: 15,376.42 MWh  
Fuel: 234,476.57 liters  
Natural gas: 2,372,124.12 m<sup>3</sup>

- - 20% natural gas consumption.
- - 85% gasoline consumption
- - 54% diesel consumption
- - 22% electricity consumption

### Peru

Electricity: 1,388.17 MWh  
Fuel: 373.05 Gal

### Uruguay

Electricity: 14,184.2 MWh  
Renewable energy: 805.7 MWh  
Natural gas: 3,266 m<sup>3</sup>

- - 84% natural gas consumption
- - 30.16% electricity consumption

1 The indicator includes information from 34 airports.

2 The indicator includes information from 16 airports.

3 The indicator refers to Brasília airport.

4 The indicator refers to Galápagos Airport.

9. 4

# WASTE MANAGEMENT

As part of our commitment to creating a healthy environment for our communities, we work to minimize waste, reuse it, recycle it and guarantee its proper disposal.

**W**e comply with government regulations on waste management in all the countries where we operate.

In Argentina, our waste management plan in 2020 addressed all the additional waste generated by the personal protective equipment used by the flight crew, passengers and airport personnel. Moreover, we continued our alliances with civil society organizations, donating the following recyclable waste to contribute to community initiatives:

- Formosa Airport: Plastic 10kg, Cardboard and newsprint: 150 kg.
- Paraná Airport: Cardboard 156 kg, paper 109 kg and plastic 49 kg.
- Other airports in Argentina: paper 6,348 kg, plastic 19 kg.

We also continued to sponsor Cooperativa El Correcaminos in Argentina, which aims to transform garbage by creating new recycled products.

Furthermore, during 2020 the Argentine Ministry of Environment and Sustainable Development authorized Aeropuertos Argentina 2000 to export

38.5 tons of PCB-contaminated equipment (polychlorinated biphenyls, an environmentally hazardous waste) to France for final disposal. These PCB-contaminated elements were treated and disposed of in Saint Vulbas (Lyon, France) as per Act no. 23,922, which ratifies the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal.

In Armenia, we also launched in 2020 a campaign to recycle paper and plastic, and managed to recycle 182 kg of paper and 207 kg of plastics.

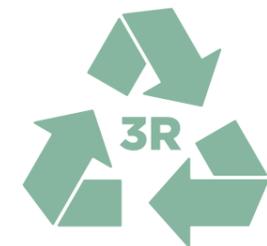
Since 2017, Brasília Airport has had a selective collection program for waste produced at the air terminal. Passengers are invited to collaborate by sorting waste into distinct waste bins for organic, glass and recyclable materials. Recyclable waste is forwarded to a company that carries out a second sorting by type of reusable material and sells it to recycling companies.

Ecuadorian airports develop waste sorting actions as well, implementing internal waste recycling procedures that are shared with the

actors operating in our airports.

Plastic Free is an ambitious initiative to reduce the use of plastic bottles in the airports of Florence and Pisa through different steps: analysis and monitoring of drinking water at airports, waste sorting to separate plastic from water nearby the security checkpoints, and delivery of aluminum bottles as gifts for passengers. In addition, part of the material seized at the security checkpoints from departing passengers (lotions, shampoos, perfumes, clothes) is donated to charities through specific agreements.

In Peru, a waste management program is underway, and our hazardous waste is being disposed in authorized landfills. Three times a year, the environmental team carries out campaigns to promote responsible solid waste management and waste sorting. In 2020, at Ayacucho Airport, we reused 26,000 m3 of milled material from asphalt pavement to create safety strips and a perimeter road.





## NEW RUNWAY BUILT WITH REUSED MATERIALS AT JORGE NEWBERY AIRFIELD (AEROPARQUE) IN ARGENTINA

Material from the demolition of the Aeroparque runway was sent for recycling, which resulted in clean and homogeneous stone aggregates. The concrete was crushed and used for the granular sub-bases under the new concrete poured in the resurfacing. Another part of the demolished concrete, in the form of blocks, was incorporated to improve the quality of the soil, which contained roots and residues of various types that affected the stability of the ground. The asphalt beneath the concrete, obtained from the remains of previous runways, was crushed and reused for granular bases on paved margins. In total, an estimated 93% of the materials and debris to be discarded will be recycled



WASTE MANAGEMENT (TN) IN 2020	ARGENTINA	ARMENIA	BRAZIL	ECUADOR	ITALY	PERU	URUGUAY
Solid Urban Waste (MSW)	2,515	651	1,441	287.18	344.99 <sup>1</sup>	31.15	223.9
Hazardous waste	3	11.5	56	12.1	51.35	4.60	50.5

<sup>1</sup> Data estimated for Florence Airport.

WASTE MANAGEMENT (TN) IN 2020	ARGENTINA	ARMENIA	BRAZIL	ECUADOR	ITALY	PERU	URUGUAY
<b>Waste not directed to disposal</b>							
Hazardous waste	5.4	0	2	5.9	50.01	0	12.5
Non-hazardous waste	2.5	0	94	22.05	165.04	6.40	53.4
<b>Waste directed to disposal</b>							
Hazardous waste	1.5	11.5	56	63.74	1.34	4.60	38.11
Non-hazardous waste	293.59	651	1,347	76.84	652.25	31.15	0

9. 5

# WATER AND EFFLUENT MANAGEMENT

Our priority is to prevent, minimize and offset the environmental impact of our airport operations.

**M**ost of our water consumption is registered as water use by our employees, passengers and the community at large.

In new terminal constructions or refurbishment projects, we seek to reduce water withdrawals by using efficient sanitary facilities and implementing water reuse initiatives. Some operations also have sewage treatment plants, and we comply with wastewater management regulations in every country.

Baltra Island in Galapagos had no potable water available. In response, we built our own desalination plant which captures seawater, treats it and transports it to the terminal for consumption. Said plant is also equipped with a reserve to overcome contingencies. Once used, it is recollected, treated and recycled. Wastewater is processed for reuse in garden irrigation. This allows us produce and consume water in a sustainable manner and supply the daily needs of our stakeholders.

At Florence Airport, due to the hydrogeological condition of the basin, the company shared with the local authorities a program to build new rainwater storage (a total of about 19,000 m3) and treatment systems.

The program is designed in phases. During 2020, the company performed the works related to Phase 1, concerning the rainwater storage systems (about 4,500 m3) and oil separation.

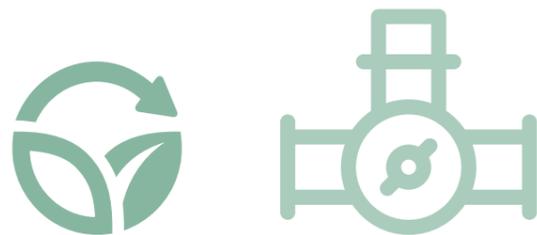
WATER WITHDRAWAL (M <sup>3</sup> )	ARGENTINA	ARMENIA	BRAZIL	ECUADOR	ITALY	URUGUAY
Total water withdrawal	946,247	129,174	123,793	31,364	92,823	41,501
<b>Water withdrawal by source</b>						
Surface water	0	113,000	96,218	0	0	0
Ground water	327,572	16,174	27,575	0	38,788	4,335
Seawater	0	0	0	0	0	0
Produced water	0	0	0	8,268	0	0
Third-party water	618,675	0	0	23,096	54,035	37,166



In Argentina, wastewater treatment plants are located at the following airports: Ezeiza, Bariloche, Córdoba, Mar del Plata, Puerto Madryn, Neuquén, Santiago del Estero, Resistencia, Formosa, Catamarca, Viedma, La Rioja, Tucumán and Río Gallegos. In TCA, 56 minor spills of decreasing magnitude were recorded and neutralized in 2020.

At Guayaquil Airport, spill containment kits are available with encapsulation material, degreaser, absorbent cloths and absorbent containment barriers. Fuel transportation vehicles are requested and verified to have a spill containment kit for rapid intervention. In 2020, 12 spills were recorded and contained at this airport: 5 were classified as minor; 4 as medium, and 3 as major.

In Italy, the ISO-certified Environmental Management System establishes the monitoring of water consumption and the reporting of any oil or fuel spills in the maneuvering areas. In Peru, we conduct two anti-spill training sessions per year. Each area with mobile equipment has an anti-spill kit and containment trays.



<b>EFFLUENT GENERATION (M<sup>3</sup>) IN 2020</b>	<b>ARGENTINA</b>	<b>ARMENIA</b>	<b>BRAZIL</b>	<b>ECUADOR</b>	<b>ITALY</b>	<b>PERU</b>
Total effluent generation	33	113,000	76,974	16,184	44,395	613
<b>Effluent generation per destination</b>						
Sewage network	9	113,000	76,974	16,128	44,395	160
Cesspool	6	0	0	30	0	0
Processing facilities	14	0	0	0	0	0
Nitrifying bed	4	0	0	25,776	0	0
Other	0	0	0	0	0	453

9. 6

# BIODIVERSITY

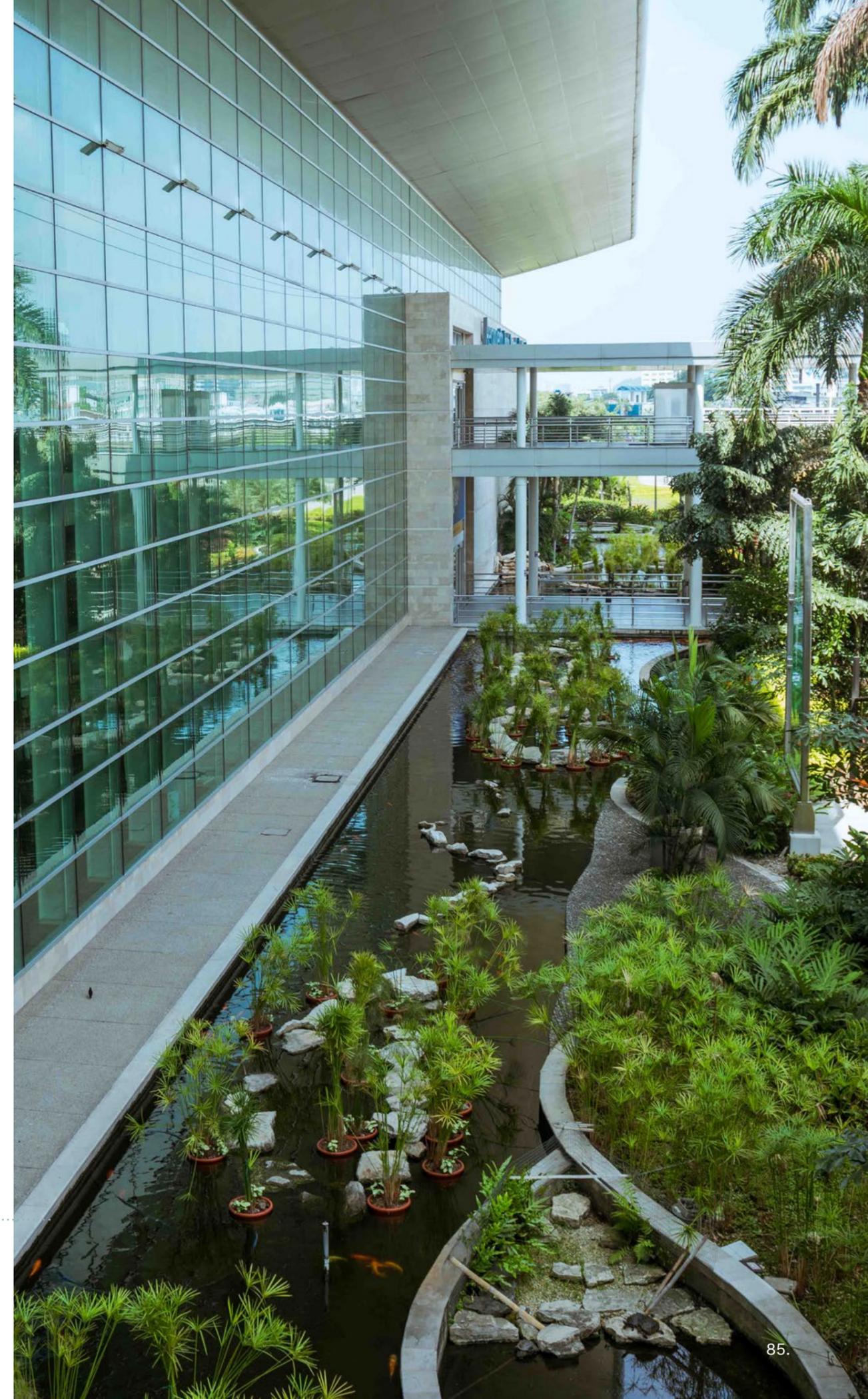
We take actions to preserve the biodiversity around our airports, identifying best practices, working together with local organizations and promoting natural resource management.

## PRESENCE OF ENDANGERED SPECIES IN ARGENTINA

In 2020, we registered the presence of a Yagareté (*Panthera onca*) at the Iguazú airport, which is in danger of extinction. We worked together with the National Parks Administration and installed camera traps to record the activity and collaborate with the monitoring of the specimens in the vicinity of our air terminal. The cameras also captured other species characteristic of the area, such as the gray brocket (*Mazama gouazoubira*), the white-lipped peccary (*Tayassu pecari*), the yacupoí (*Penelope superciliaris*), the ocelot (*Leopardus pardalis*), the puma (*Puma concolor*), among others. At San Fernando airport, five sparrow hawks (*Falco sparverius*) chicks were rescued and delivered for breeding and subsequent release.

## BIODIVERSITY PRESERVATION ACTIONS

— Guayaquil Airport, Ecuador



## NOISE MANAGEMENT

We have policies, procedures and programs that guide us to minimize noise impact as much as possible.

**W**e are committed to managing airport noise to reduce its impact on community life and our environment. We seek to achieve this by working together with airlines, air traffic control teams, enforcement agencies and government bodies.

In Brazil, the Brasília airport conducted a study of the population exposed to aeronautical noise. Based on this research, measures were taken to mitigate noise in the adjacent airport community. Studies are also being carried out in partnership with airspace control agencies on modifying takeoff procedures, mapping studies and aeronautical routes to try to minimize the noise impact as much as possible. The airport also monitors aeronautical noise in the vicinity of the airport site, through four control stations at strategic points. This indicator is used to monitor the evolution of the area affected by aeronautical noise. The operational characteristics of the airport are periodically evaluated, such as new routes, new operations, new equipment, number of movements, percentage of use of headways and noise impacts that may arise. The impacts are discussed with stakeholders, in meetings with CINDACTA (Integrated Air Traffic Control and Air Defense Center) and airlines, among others. In addition, complaints from the community are followed up.

At Galapagos Airport, an annual monitoring measures the environmental noise in and around the airports, while in Peru this measurement is done every six months. Guayaquil Airport also measures the impact of aircraft noise on the community, and a noise contour map is elaborated every two years.

Toscana Aeroporti has continuous noise monitoring networks at the two airports in Pisa -with 5 fixed stations- and Florence - with 4 fixed stations and 2 mobile stations-. The Regional Agency for Environmental Protection of the Tuscany Region periodically verifies the proper functioning of the networks and shares the results with the Ministry of Ecological Transition. Pursuant to current national legislation on airport noise, airport commissions have been created and are in operation at the two airports to control and manage noise emissions produced by aeronautical activities and operations. Each Commission is chaired by the Regional Directorate of the National Civil Aviation Authority and is made up of all stakeholders interested in the topic (Ministry of Ecological Transition, National Environmental Protection System, Regional Agency for Environmental Protection of the Tuscany region, Municipalities concerned, National Agency for Flight Assistance, airlines).

—  
Galapagos  
Airport,  
Ecuador





Comodoro Rivadavia  
Airport,  
Argentina



SDGs

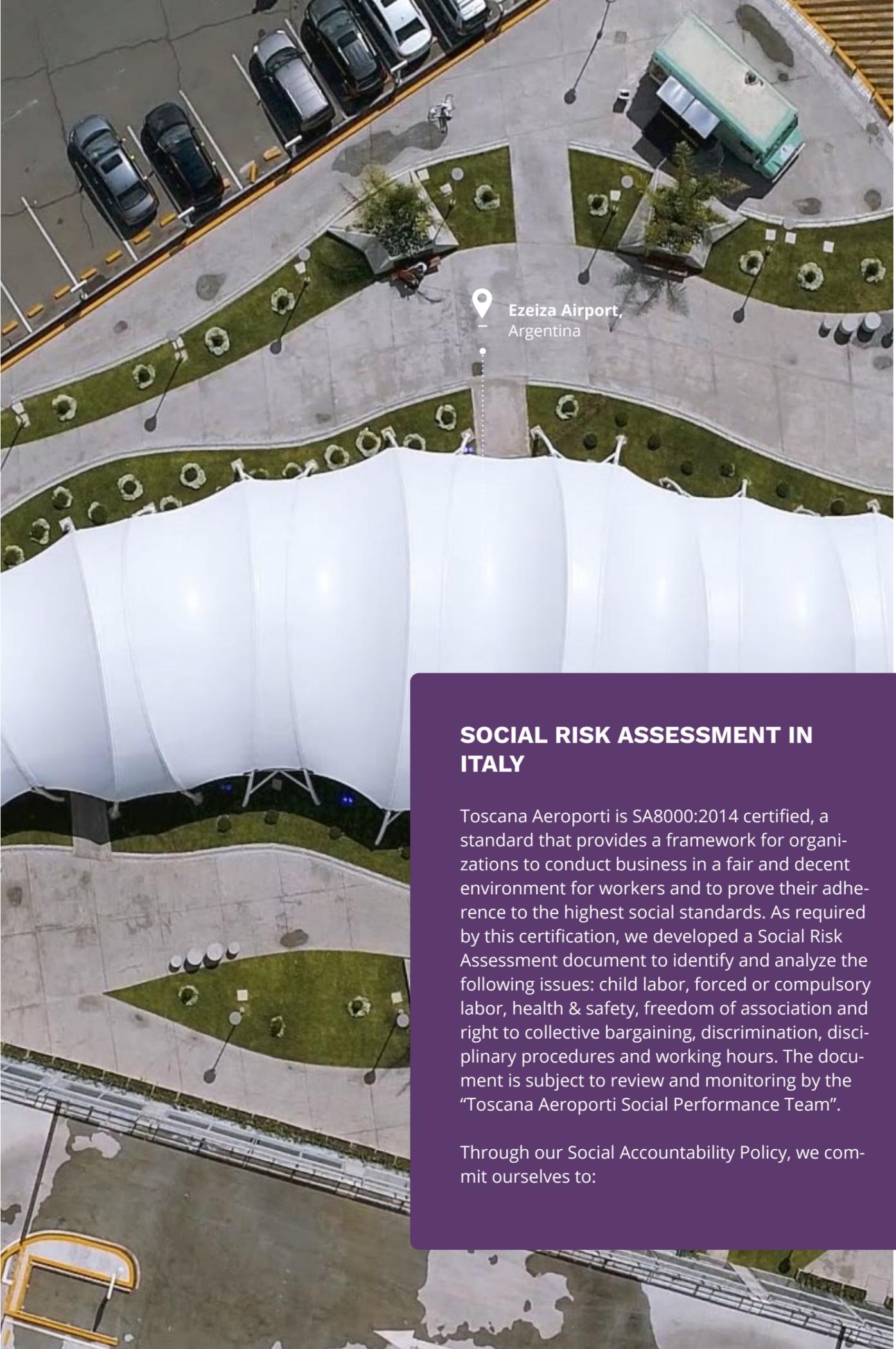
Rights

TOPICS

- 10.1** Commitment to respect human rights
- 10.2** Promoting inclusion and non-discrimination
- 10.3** Fighting against human

**10.** chapter

**HUMAN RIGHTS**



## 10.1

# COMMITMENT TO RESPECT HUMAN RIGHTS

As an airport group, we are in contact with millions of people who pass through, work at and live near our airports. It is our responsibility to respect human rights across all our business activities and stakeholder relations, considering the different country and local contexts in which we operate. We promote human rights and work in alliance with public entities and civil society organizations to raise awareness throughout the airport ecosystem.

### SOCIAL RISK ASSESSMENT IN ITALY

Toscana Aeroporti is SA8000:2014 certified, a standard that provides a framework for organizations to conduct business in a fair and decent environment for workers and to prove their adherence to the highest social standards. As required by this certification, we developed a Social Risk Assessment document to identify and analyze the following issues: child labor, forced or compulsory labor, health & safety, freedom of association and right to collective bargaining, discrimination, disciplinary procedures and working hours. The document is subject to review and monitoring by the "Toscana Aeroporti Social Performance Team".

Through our Social Accountability Policy, we commit ourselves to:

- Avoid resorting to or supporting child labor or slavery.
- Select, employ, train, pay & manage employees without discrimination of any kind.
- Always ensure a safe and healthy working environment.
- Provide a system of working hours, disciplinary procedures and compensation that is consistent with applicable laws, employment agreements, trade union agreements and industry standards.
- Protect the freedom of association and the right to collective bargaining.
- When needed, evaluate these commitments and, should any non-compliance be identified, analyze the causes and implement corrective actions.

### DUE DILIGENCE PROCESS FOR THIRD PARTIES IN BRAZIL

Our Due Diligence process for airport operators and suppliers, which began in 2020, helps us avoid risks that may be related to human rights. Through this process, we analyze whether the third party appears in the Slave Labor List of the Ministry of Labor and Employment and whether it has a written policy or code that addresses issues related to ethics at the company.

10. 2

# PROMOTING OF INCLUSION AND NON-DISCRIMINATION

As set forth in our Code of Conduct, no discrimination, intimidation, offense, marginalization, defamation or any other improper behavior is tolerated in the workplace or within our sphere of influence.

**O**ur commitment not to discriminate based on gender, color, religion or on any other grounds guides all human resources processes, from recruitment to career development<sup>1</sup>.

### AGREEMENT WITH INADI IN ARGENTINA

In 2018, Aeropuertos Argentina 2000 entered into a Framework Institutional Collaboration Agreement with INADI (Argentine National Institute against Discrimination, Xenophobia and Racism) in order to work on training and awareness initiatives to strengthen and support the fight for equality, non-discrimination and the advancement of human rights.

### BLACK AWARENESS DAY IN BRAZIL

As part of the commemoration of the Black Awareness Day, the 36 boarding gates of Brasília Airport have been named after important black personalities in Brazilian and world history. Some of the well-known individuals featured include Martin Luther King, Elizabeth Eckford, Carolina

Maria de Jesus—the first black Brazilian writer—and contemporary celebrities, such as Taís Araújo and her husband Lázaro Ramos, who were recognized as great black personalities by the United Nations. The advertising screens in the departure lounge briefly tell the story of each of these individuals.

### INTERNATIONAL WOMAN DAY IN BRAZIL

To commemorate the month of women, Brasília Airport displayed motivational phrases at the entrance of the boarding gates for domestic flights with the aim of inspiring professionals in the aviation sector and all girls and women, with the support of the United Nations Population Fund (UNFPA). Some of the exposed phrases were: “Aviation is also a thing for women”, “Be a woman who takes off other women”, “The world is small for them”, among many others.

**IN 2020, THERE WERE NO INCIDENTS, CLAIMS, FINES AND/OR PENALTIES RELATED TO DISCRIMINATION, FREEDOM OF ASSOCIATION OR THE RIGHT TO BENEFIT FROM COLLECTIVE AGREEMENTS, CHILD EXPLOITATION OR FORCED LABOR.**



<sup>1</sup> For more information about internal diversity and inclusion initiatives, see section 8.2 Diversity and equal opportunities.

# FIGHT AGAINST HUMAN TRAFFICKING

We work to raise awareness on human trafficking and help people learn to identify possible cases in order to contribute to the early detection of this crime.

In Argentina, a framework agreement for Cooperation and Technical Assistance in the Prevention and Investigation of the Crime of Human Trafficking was signed in 2016 with the Argentine Ministry of Security, the Argentine Ministry of Transport, the ORSNA (Argentine National Airport System Regulating Agency), the Argentine Border Control Bureau, Aerolíneas Argentinas and the Airport Security Police. By means of this agreement, we seek to train employees and people working at our airports. In addition, we have more than 40 monitors in the 35 airports in Argentina that display information and images of fugitives wanted for related crimes, and we have developed a platform to centralize data managed by the Airport Security Police.

In Armenia, human trafficking law was endorsed, and a special unit was assigned for its implementation.

In Peru, training for security personnel includes identification of red flags or suspicious signals to detect human trafficking. In case of a possible suspicion, actions are coordinated with the Peruvian National Police. Additionally, in Uruguay, three employees participated in an ACI Global Training on Combatting Human Trafficking.



—  
Brasilia  
Airport,  
Brazil



📍 Córdoba Airport,  
Argentina

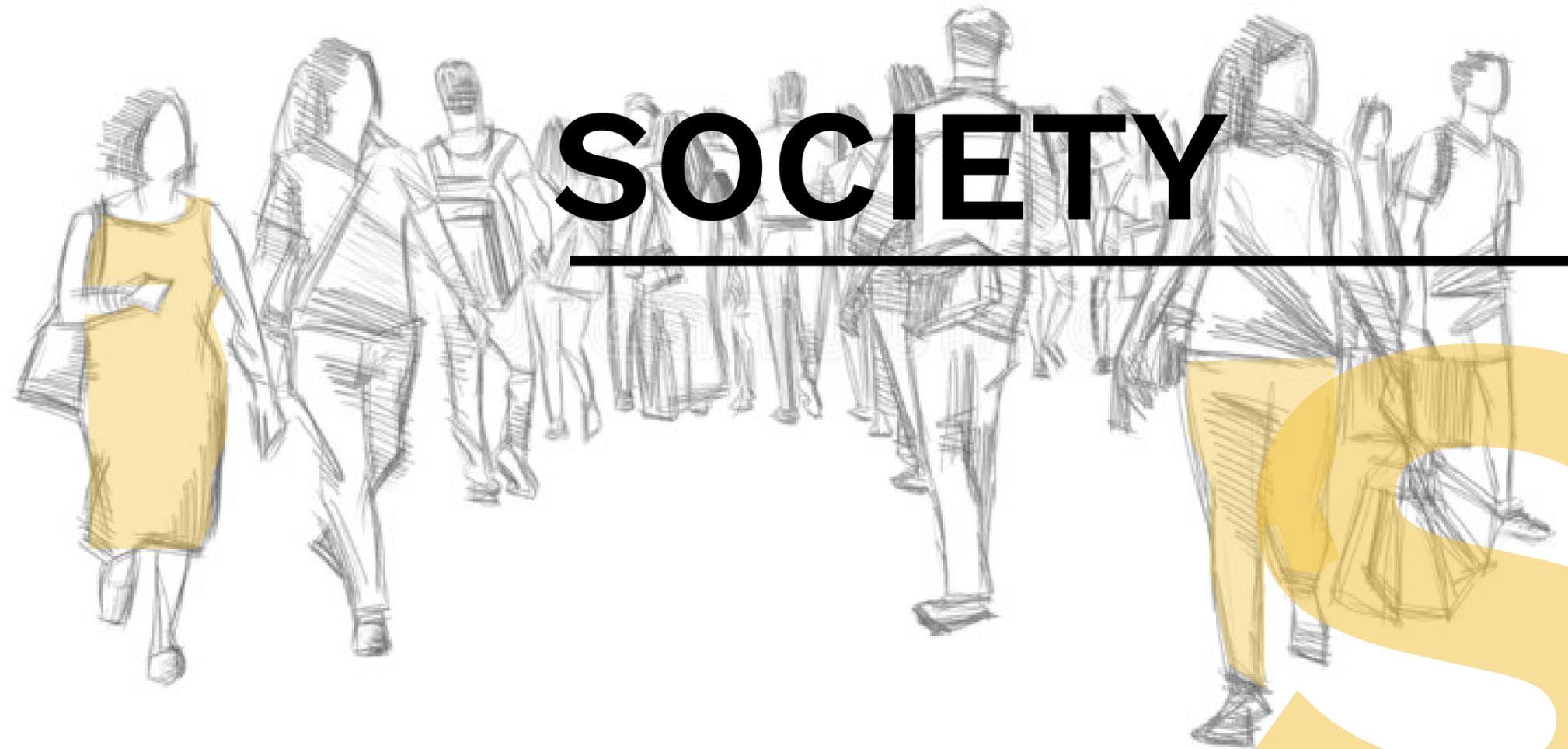


## 11. chapter

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### TOPICS

- 11.1** Local community engagement
- 11.2** Dialogue and communication
- 11.3** Education and culture
- 11.4** Health
- 11.5** Empowerment of local destinations and sustainable cities
- 11.6** Other social impact projects
- 11.7** The Nagorno-Karabakh war



11. 1

# LOCAL COMMUNITY ENGAGEMENT

We support and promote the development of local communities across all our markets by executing programs and initiatives focusing on four main areas: education, culture, empowerment of local destinations, and health.

The latter became our overriding concern in 2020 during the COVID-19 pandemic.

Some of our initiatives are developed independently, while others are developed in partnership with civil society organizations, academic institutions, the public sector, and the airport community. Thus, we seek to multiply positive social impacts in support of local communities and contribute to the United Nations Sustainable Development Goals.

2020 PRIVATE SOCIAL INVESTMENT: **\$1,583,275.-**

Argentina: \$ 409,230; Armenia: \$1,030,250; Brazil: \$ 43,250; Ecuador (1): \$20,000; Italy \$ 50,000; Uruguay: \$ 30,545

<sup>1</sup> The indicator refers to Galapagos Airport.

 Pisa Airport, Italy



# DIALOGUE AND COMMUNICATION

We maintain close communication with local community members, allowing us to understand their needs and expectations, and design initiatives with genuine and sustainable impact.

**M**aintaining an open and fluid dialogue with partner organizations is key to generate positive results for community development in each country. In addition,

Over 2020, we worked to provide updates on the evolution of our community projects against the backdrop of the pandemic. As an example, a new passenger information stand was set up at Florence Airport to present our social and environmental initiatives, and a press conference was held at Pisa Airport to explain ongoing initiatives to the public. Furthermore, in Argentina we have surveyed the beneficiaries of our community programs over the last few years to measure their satisfaction with the training activities implemented, currently on stand-by due to COVID-19.

We also work with our communities to reduce airport noise impact on community life and our environment, together with airlines, air traffic control teams, enforcement agencies and government bodies.<sup>1</sup>

<sup>1</sup> For more information about these actions, please refer to the **chapter on Environment**.



**New passenger information stand at Florence airport.**



**Press Conferences at Pisa airport.**



**Surveyed the beneficiaries of our community in Argentina.**

 **Pisa Airport,**  
Italy



## EDUCATION AND CULTURE

We promote education and culture, since we are convinced it is a key instrument for the development of society.

**W**ith specialized organizations and institutions, we work to implement programs that contribute to inclusive, equitable and quality education, particularly for young people in vulnerable conditions.

### AEROPUERTOS ARGENTINA 2000 ORCHESTRA IN ARGENTINA

The Aeropuertos Argentina 2000 Orchestra is part of the company's private social investment initiatives and aims to promote the intellectual and artistic development of young people, most of whom come from vulnerable backgrounds, through scholarships to study and improve their musical skills.

The Orchestra includes string, woodwind, brass and percussion instruments. All 41 members of the orchestra, aged between 15 and 23, were selected by its director based on their artistic excellence and commitment. The scholarships are deposited monthly in a savings account created for each beneficiary. In addition, we give a special scholarship for an assistant is responsible for general coordination and scheduling of rehearsals. In 2020, a total of \$42,300 was invested in scholarships, including logistics and event expenses.

During the pandemic, the scholarship program continued with virtual rehearsals. The music conductor organized auditions and a video was made in a professional recording studio. Throughout the year, the Orchestra performed three on-site concerts at the Larreta Museum, the Sívori Museum and the Garrahan Hospital, and created five music videos of individual production and multiscreen editing. In addition, the Orchestra was invited to be part of the opera "Carmen" at the Buenos Aires Opera Festival, in itinerant exhibitions to be held in the main auditoriums of the city of Buenos Aires.



**\$42,300  
INVESTED  
IN AEROPUERTOS  
ARGENTINA 2000  
ORCHESTRA**



## LABOR INCLUSION PROGRAM FOR PEOPLE WITH DISABILITIES IN ECUADOR

At Guayaquil Airport in Ecuador, we are working on a labor inclusion program with the FASINARM foundation, which provides psychological and pedagogical assistance to children, youth and adults with intellectual disabilities, particularly through education and training.

In 2020 we hired 10 people with intellectual disabilities and hearing loss, as well as 5 supervisors (psychologists and occupational therapists) to provide support for the young people employed. The General Services Department led such employment initiative, as it is in charge of collecting, redistributing, and locating the luggage cars throughout the entire airport. The area supervisor is familiar with sign language, and all employees of the Department took a basic course to get started.

Over the course of the year, we worked together with the people hired, their parents, and the team of supervisors to improve their performance, their labor and social inclusion within the company, and empower their life project. During the pandemic, the workshops were adapted to a virtual format, and the topics covered included: Company rules and regulations, efficient ways to distribute money, safety and risk prevention, work habits, personal and social development, and physical education and health. In addition, we worked on an individual support plan for 5 employees to boost their work performance.

## PROMOTION OF CULTURAL EVENTS

Argentine airports promote culture and art through different actions. During 2020 we granted a scholarship to Ana Itelman, a young talented dancer, to attend the Dance Workshop of the San Martín Theater. We also supported the Annual Gala "Fiesta de la Luz" of the National Museum of Fine Arts Association, and the Annual Gala of the "Amigos del Teatro San Martín" Foundation.

## "TALENTO ALL'OPERA" FOUNDATION

In 2020 Toscana Aeroporti became one of the founding members of the Sant'Anna School of Advanced Studies in Pisa, partner of the "Talento all'Opera" Foundation, which seeks to support talented young people, offering study grants and other opportunities for gifted students who otherwise would not have had the chance to apply.

## BOOK DONATIONS FOR STUDENTS OF SUBURBAN SCHOOLS IN FLORENCE AND PISA

Since the closure of museums, theaters and exhibition spaces, the agreements with our partners were temporarily suspended. As a provisional replacement for our activities to support culture, during 2020 we donated books to students from suburban schools in Florence and Pisa, provided by our supplier Giunti al Punto.

## INVESTMENT IN ARMENIAN YOUTH

In Armenia, we invested heavily in youth as a priority. Zvartnots Airport contributed to the construction of a school in Ejmiyadzin with a capacity of 600 students. The school houses a sports hall, library, 32 classrooms, 8 laboratories, an assembly hall and health clinic. The airport has contributed in operational costs in the past.

## ENVIRONMENTAL AWARENESS CAMPAIGNS

Since 2019, Peruvian airports have been developing awareness campaigns aimed at students from educational institutions near the airports of Arequipa, Juliaca and Tacna. These workshops promote environmental protection and provide information on waste segregation and recycling. In 2020 they were continued in a virtual format due to the pandemic.

## CAMPAIGNS TO SUPPORTING FOR LOCAL PROJECTS IN URUGUAY

Uruguayan airports support small projects with a direct impact on the local community and focused on education. Projects are selected through an impact assessment, and once implemented, company volunteers participate in the activities. In 2020, partnerships with Fundación Cimientos, the University of Montevideo and Fundación Nuestro Camino were implemented.

## LEARNING EXPERIENCE PROGRAM WITH APAE IN BRAZIL

Brasília Airport, in partnership with APAE, carried out a training program for people with Down Syndrome, who could receive training and practice in the service area at Brasília airport.

## EDUCATIONAL ACTIVITIES IN SÃO GONÇALO DO AMARANTE

The environment team of Brasília Airport runs various educational activities in public schools in the city of São Gonçalo do Amarante. The region is very poor, and the airport team teaches the basics of hygiene, proper garbage disposal, correct use of soil and water.



## 11. 4

# HEALTH

Health has positioned itself as one of the cornerstones of our social impact strategy to guarantee people's well-being and social development. In a year scarred by the pandemic context, health became the planet's priority. We at Corporación América Aeropuertos also made it a priority to work on various projects to protect and care for our local communities.

### 11.4.1

## INITIATIVES TO CONTRIBUTE TO COVID-19 HUMANITARIAN EFFORTS

### SANITARY SUPPLIES

As part of an unprecedented and complex operation, Aeropuertos Argentina 2000, through its cargo terminal, Terminal de Cargas Argentina (TCA), received and delivered more than 12,000 kilos of medical supplies in the first humanitarian flight of Aerolíneas Argentinas from China. The cargo, which arrived on a special flight by the flag carrier, made it way to the Argentine Ministry of Health and the Province of Buenos Aires Ministry of Health. TCA received the medical products (diagnostic supplies, masks, among other equipment), processed their entry to the country, assigned a specific space in TCA for their proper storage and, after authorization from the customs agency, made the sanitary cargo available to both Ministries. These health supplies reached their destination through special trucks designed for that purpose.

The company waived all costs associated with this operation, as well as those related to other flights with a similar purpose, and the operations were carried out free of charge. Some of the cost-exempt operations involved critical supplies related to COVID-19 research, which were used by scientists from Fundación Instituto Leloir (FIL), Universidad de Quilmes, CONICET, Universidad de San Martín, Fundación Hospital Garrahan, Fundación ArgeNTA, among other institutions and Health Ministries. Said discounts amounted to \$ 5,200 and the cost of the humanitarian flights totaled approximately \$4,000.

Furthermore, under a collaboration agreement entered into with the Ministry of Science, Technology and Innovation, Aeropuertos Argentina 2000 reduced by

Ezeiza Airport,  
Argentina

HEALTH BECAME  
THE PLANET'S  
PRIORITY

100% the charges arising from air cargo handling and storage services for supplies directly or indirectly related to COVID-19 research. We also coordinated the arrival in Argentina of 70 portable ultrasound equipment, together with the Ministry of Health and other local and U.S. companies. Such ultrasound scanners are used to diagnose and treat patients with COVID-19.

Moreover, Galapagos Airport helped with the delivery of 1,000 surgical gowns, 6,000 caps, 6,000 shoe covers and 200 googles for medical personnel on the islands. The cargo service was provided free of charge and delivered biosecurity tools and food.

In Uruguay, the terminal centralized the reception of health supplies in the country and became a hub to send sanitary and health products to other countries. This included sending more than 300,000 facemasks to seven countries in the region. Also, orders requested by clients were prepared in Uruguay after arriving from Asia, and sent to Argentina, Brazil, Colombia, Chile, Peru, among other countries. Moreover, together with customs officers and other logistics agents, the Uruguayan air cargo terminal was part of an initiative through which all supplies and products destined to fight the pandemic received special import tax exemptions and discounts. Discounts on variable cost per kilo and differential one-time customs duties were applied to products such as diagnostics tests, ventilators, facemasks, hand sanitizer, among others.

#### AGREEMENT WITH THE ARGENTINE RED CROSS AND THE MINISTRY OF TRANSPORT

Under a collaboration agreement with the Argentine Ministry of Transport and the Argentine Red Cross, Aeropuertos Argentina 2000 made available an 860 m<sup>2</sup> space in the cargo terminal at Ezeiza Airport, specially adapted to store all imported cargo in support of the sanitary crisis. To smooth running of operations in the space assigned to the Red Cross, Aeropuertos Argentina 2000 also collaborated with:

- Technical support for the WIFI connection and the provision of a wireless network.
- Personnel and specific tools (electric forklifts and pallets) for the operation (sorting, re-stowing, unloading, and loading of goods).
- The design of a 24/7 surveillance security system, which included private security and electronic surveillance to monitor the entry and exit of cargo for humanitarian aid.

We provided permanent support during procedures on the apron, ensuring operational safety, managing all the necessary authorizations and guaranteeing the efficiency of operations in compliance with all regulations. The Argentine Red Cross has set up this space as its logistics hub in the country.

#### HUMANITARIAN CORRIDORS AND REPATRIATION WORKS

Uruguay was recognized worldwide for its work on the repatriation efforts for national citizens and humanitarian corridors to help thousands of foreigners to return to their homes. Carrasco Airport was key in the process, linking the National Government and the airlines to make the operations happen. It also provided the staff and organized the necessary logistics at the airport to enable the humanitarian operations to take place safely and professionally. The airport had an important role in noted cases, such as the one concerning the Greg Mortimer cruise ship.

The Australian vessel, with foreigner tourists traveling the Southern Cone of the continent, was stranded with coronavirus cases on board. Uruguay was the only country in the region that accepted its docking and organized a humanitarian corridor to help the passengers receive medical attention and return to their homes after weeks isolated at sea.

#### MASKS WITH SOCIAL IMPACT IN BRAZIL

As its use became mandatory, Brasilia Airport began selling masks. They were personalized with airplane designs, and 50% of the revenue was donated to different institutions and civil society organizations.

#### FREE COVID-19 TESTS FOR THE GALAPAGOS COMMUNITY

Galapagos Airport, in alliance with recognized laboratories, launched the initiative "CUIDÉMONOS GALÁPAGOS" (Let's take care, Galapagos), with the objective of implementing 10,000 free PCR tests and 10,000 antigen tests for the Galapagos population. The project received the support of the three mayors of the province. Together with several institutions from the public and private sector, we contributed to the logistics to apply the tests in Santa Cruz, San Cristóbal and Isabella.

#### NOS CUIDAMOS ENTRE TODOS (WE TAKE CARE OF EACH OTHER)

Carrasco Airport and the Cargo Terminal joined a solidarity initiative organized by a group of companies and executives for a massive collection of public funds to support the country's national health system. For each individual donation, the participating companies doubled the contribution raising funds to buy necessities to fight the pandemic. In only two months, it became the largest solidarity campaign in the history of Uruguay, raising more than 6 million dollars, which were used to purchase and deliver equipment for the health system such as diagnostics tests, ventilators, personal equipment material, and ambulances, among others.

"Nos cuidamos entre todos" became the largest solidarity campaign in the history of Uruguay, collecting more than 6 million dollars in two months.

## 11.4. 2

### SUPPORTING HEALTH

#### EZEIZA INTERNATIONAL HOSPITAL “DR. ALBERTO ANTRANIK EURNEKIAN”

In Argentina, we collaborate with the Ezeiza International Hospital “Dr. Alberto Antranik Eurnekian” since it was established in 2006. Through public-private coordination with the province of Buenos Aires Government and the Municipality of Ezeiza, we provide financing to maintain the facilities and our own human resources to manage different tasks within the Hospital.

During the pandemic, the Hospital became one of the main assistance centers and was designated as a referral center for suspected and confirmed COVID-19 cases detected at Ezeiza Airport. To face the health crisis, building remodeling works were carried out to improve patient care, adapting spaces that had other uses (like the amphitheater) to add inpatient beds. During 2020, the Hospital registered a total of 6,330 admissions.

In addition to healthcare services, the hospital organizes educational activities, staff training, and research activities. It has entered into agreements with 7 universities: Universidad de Morón, Universidad de Lanús, Arturo Jauretche, UCES, UAI, UBA and Universidad Nacional de La Plata. In 2020 new postgraduate careers were approved in eight specialties: Traumatology, Surgery, Medical Clinic, Urology, Neurosurgery, Legal Medicine, Gynecology and Pediatrics. This year classes were delivered virtually.

Aeropuertos Argentina 2000’s contribution during 2020 to the Ezeiza International Hospital: \$324,660.-

#### AMALTEA PROJECT

“Otra Historia” [Another Story] is a project carried out by Aeropuertos Argentina 2000 together with the civil association Amaltea. It seeks to contribute to the social insertion of people in extreme poverty in the City of Buenos Aires and its suburbs, most of them involved in drug abuse, especially “paco” (cocaine base paste). The therapeutic approach, coordinated by a team of professionals, includes participation in productive micro-enterprises, educational activities, sports, artistic, and recreational workshops. During 2020, Aeropuertos Argentina 2000 invested \$32,440 for the maintenance of the assistance center.

#### AWARENESS CAMPAIGNS ON EPIDEMIC OUTBREAKS

We organize awareness campaigns on epidemic outbreaks at Argentine airports. Since 2019, we have supported Fundación Mundo Sano in the presentation of the exhibition “Outbreak: Epidemics in a connected world”. This traveling exhibition commemorates the centennial of the 1918 flu epidemic. It is part of the Pandemic Project of the Smithsonian National Museum of Natural History in partnership with the Global Health Institute of Harvard University. This project aims to inform about the human, animal and environmental factors that contribute to epidemic outbreaks, where infectious agents move freely between borders and continents, with a potential impact on human and animal health, as well as on the economy. At the beginning of 2020, the exhibition moved to the Puerto Iguazú International Airport, province of Misiones.

#### SUPPORTING CANCER PATIENTS

Since 2013, Guayaquil Airport has supported the Dr. Antonio López Bermejo Shelter, which helps children with cancer and provides room and board for parents and their children during chemotherapy treatments. Support is provided through financial donations for improvements in the structure of the facilities, and purchases of beds, appliances, furniture, and food. Also, every year we carry out activities with children and their parents on Children's Day and Christmas, taking them to different recreational places or celebrating these holidays in the shelter.



Ezeiza International Hospital 6330 admissions \$ 324,660. invested



Amaltea Project Argentina \$ 32,440. invested

Brasilia Airport,  
Brazil



11. 5

# EMPOWERMENT OF LOCAL DESTINATIONS AND SUSTAINABLE CITIES

We work to empower the destinations chosen by our passengers by promoting employment, development opportunities and improvement in health and education.

## OFFICIAL WORKING GROUP TO REACTIVATE TOURISM

In an effort to reactivate the country's tourism industry, Uruguayan airports are part of an official working group formed by the Ministry of Tourism, the Uruguayan Tourism Chamber, and other tour operators. The group met on several occasions to discuss the protocols, incentives, needs and challenges that facing the industry, and has been key in reviving the sector with maximum safety guarantees.

## BUSINESS IMPACT ON SURROUNDING COMMUNITIES

During 2020 Toscana Aeroporti empowered the local community by working with two agencies: we donated 10,000 euro to the Fondazione Sistema Toscana, which promotes the regional territory and its identity with integrated digital communication tools; and 10,000 euro to Destination Florence Convention & Visitors Bureau, to promote the local tourism sector. In addition, we supported local associations, such as Botteghe del Borgo in Florence and Magistratura San Marco in Pisa.

## DEVELOPING THE LOCAL ECONOMY

At the Peruvian airports we have been supporting for the past 8 years the communication of the UNKO Fair, where local artisans sell their products. This fair takes place in the city of Ayacucho and aims to contribute to the local economy by providing business opportunities. In addition, at the Juliaca airport, we offer a space in the main hall for a group of craftswomen, who were initially located on the outskirts of the airport, to sell their products. This project was carried out in partnership with a client who bought the furniture to set up the stands.

## VENEZUELAN REFUGEES

Brasília Airport signed a Cooperation Protocol that exempts Venezuelan refugees passing through the Brazilian Terminal from paying boarding fees. This is part of an initiative that seeks to contribute with an emergency measure to transport Venezuelans who migrated to the country looking for help and are currently in a situation of social vulnerability within the national territory.

## UNIDOS PARA AYUDAR (UNITED TO HELP)

Carrasco Airport contributed with the creation and development of a solidarity initiative with the objective of providing 'Solidarity baskets' containing food, hygiene supplies and children's items to help vulnerable communities during the pandemic. Together with the country's First Lady, they brought the goodwill of more than 30 companies, producers and institutions, as well as volunteers who worked for several months. Through the donations, volunteer work and corporate collaboration, the initiative garnered more than 200,000 baskets, which were distributed through the National Emergency System to families all over the country. Carrasco Airport and Terminal de Cargas Uruguay coordinated the logistics for the preparation of the baskets and made a hangar located at the airport available as a base of operations for the initiative.

11. 6

# OTHER SOCIAL IMPACT PROJECTS

## FALKLAND ISLANDS (MALVINAS) HUMANITARIAN PROJECT

In Argentina, we are involved in a project to support the families of the soldiers fallen in the Falklands war. Due to the restrictions imposed by the pandemic, the activities that normally took place in person were temporarily suspended. The Island authorities restricted the entry of non-residents, which prevented humanitarian flights with family members. Nevertheless, Aeropuertos Argentina 2000 sustained its commitment to maintain the Argentine Military Cemetery in Darwin and support to the "Comisión de Familiares de Caídos en Malvinas e Islas del Atlántico Sur" (Commission of Relatives of the Fallen in the Malvinas and South Atlantic Islands). We organized a meeting at the United Kingdom Embassy in Argentina and videoconferences with the Islands, to continue our constructive relationship.

## DISTRIBUTION OF UNUSED ASSETS TO THE COMMUNITY

Córdoba airport in Argentina donated five 4-seater tandems to the Aeroclub in that city. Also, the Formosa airport donated ten 3-seater tandems to the local Cathedral, which was in charge of distributing them among the neediest churches.

## SOLIDARITY INFRAMERICA

Employees at the Brasília and Natal airports are invited to submit institutions that may be benefited

by donations, and they later participate in the planning of collections and deliveries to the beneficiary institutions.

## "REFORMA DESAFIO JOVEM" PROJECT

Our volunteers participated in electrical maintenance service actions with materials donated by Brasilia Airport in favor of an institution specializing in the rehabilitation of substance dependents.

## ARTEMISIA ANTI-VIOLENCE ASSOCIATION

Since 2016 Toscana Aeroporti has been supporting the Artemisia Anti-Violence Association to accompany women and children who are victims of violence. It has also organized awareness-raising workshops on violence against women and children, involving all airport staff. During 2020, this project met the increased demand for psychological assistance requested by teenagers during the pandemic.

## CONTRIBUTION TO THE MAGISTRATURA SAN MARCO

Toscana Aeroporti provides financial support to the Magistratura San Marco, a military and civil institution located in Pisa that seeks to raise awareness of the "Gioco del Ponte", a historical reenactment taking place every year in June in Pisa. During 2020 we sponsored different events

and activities organized by the Magistratura, including donations to Pisa hospitals.

## SOLIDARITY SPOTTER IN BRAZIL

The Spotter Day event, which has established itself as one of the most traditional at Brasília Airport, raises non-perishable food for donation to charities.

## CURRICULUM AID IN BRAZIL

Brasília Airport offered assistance in building a curriculum vitae and teaches unemployed people how to use job search platforms. The airport's auditorium has computers connected to the internet that can be used by workers who do not have access to the equipment at home to seek a replacement in the job market.

## OUR ROLE IN THE ARMENIAN WAR

In 2020, Armenia was engulfed in a war that left lasting effects on the population. The Zvartnots Airport contributed \$1.2 million dollars to war relief funds, and \$45.000 dollars to employees who were conscripted.



11. 7

## NAGORNO-KARABAKH WAR

The armed confrontation between Armenia and Azerbaijan over the sovereignty of Nagorno-Karabakh resumed on September 27, 2020 with the Azerbaijani attack and stopped on November 10, 2020. This was a devastating war this region has not experienced the such before.

The conflict, which has historical roots dating back to the years preceding the dissolution of the former Soviet Union, drew to a close after a ceasefire was reached and commitment was made to peacefully resolve the conflict.

The 2020 war, which lasted 44 days, resulted in thousands of civilian and military casualties, the occupation of lands and the destruction of several cities and villages, leaving tens of thousands of internally displaced refugees.

In Armenia, our airports in Yerevan (Zvartnots) and Gyumri (Shirak) [Is there a name of this airport] played a key role in providing logistical assistance to the authorities, as well as support in humanitarian efforts.

Many employees and their families were called to serve at the front. Several employee relatives were injured or lost their lives. A volunteer effort was organized to send medical supplies to the front line and help internally displaced persons in a number of towns and villages in Armenia and Nagorno-Karabakh. Airport employees and management staff contributed to the "All-Armenian Fund," an international fund whose primary purpose was to assist relief efforts. Employees who fought on the front lines received recognition and a symbolic bonus.



Armenia Airport,  
Armenia



SDGs

alliances

**12.** chapter

TOPICS

**12.1** Commitment to articulated work

**STRATEGIC ALLIANCES**



## 12.1

# COMMITMENT TO ARTICULATED WORK

As we seek to strengthen alliances and anticipate future collaborations, we promote an open and close dialogue with government agencies, regulatory bodies, business chambers, international organizations and the airport community at large. These we consider to be solid foundations for cooperation and sustainable development.

### COVID-19 PANDEMIC

In times of crisis, our airports cement their ties with government agencies and other members of the airport community, providing strategic resources and actively participating in interdisciplinary working groups.

Right from the start of the pandemic, we leagued with the governments in each country where we operate to play a role in aiding and supporting virus containment, developing health and safety protocols, and ensuring that repatriation flights operate smoothly.

### OUR CARGO TERMINALS PLAYED A KEY ROLE

In most countries, our engagement through cargo terminal operations was instrumental in facilitating a seamless handling of medical supplies and protective equipment used to ensure the safety of people on the front line.

- In Argentina, we joined forces with the authorities in the following projects:
- Roundtable on Sanitary Work: Terminal de

Cargas Argentina (TCA) [Argentina Cargo Terminal] organized the biweekly, virtual meeting with representatives from control agencies and other entities operating in its premises (Customs Agency at Ezeiza, Argentine National Airport System Regulating Agency –ORSNA–, Airport Security Police, Argentine Food Safety and Quality Inspection Service –SENASA–, among others).

- Argentine Red Cross: In order to accommodate the storage of imported goods to face the sanitary crisis, an area of 860 square meters was set up in the TCA premises at Ezeiza Airport.
- Delivery of supplies from China: TCA received and delivered health supplies from China on special flights operated by Aerolíneas Argentinas, bound for the Argentine Ministry of Health and the Buenos Aires Province Ministry of Health.
- Top priority: since January 2020, all cargoes of the Argentine Ministry of Health (vaccines and medicines) have been treated with the highest speed and top priority at TCA, in addition to a 100% discount on all associated costs. The same special treatment has been applied since April to the incoming air cargo of supplies for the Argentine Ministry of Science, Technology and

Productive Innovation that were, directly or indirectly, related to COVID-19 research.

- Terminal de Cargas Uruguay (TCU) [Uruguay Cargo Terminal] collaborated by playing a key role in the logistics chain to manage the pandemic and connect Uruguay to the world. The terminal centralized the reception of health supplies in the country and became a hub for shipping sanitary and health products to other countries.
- Teamed with customs officials and other logistics agents, TCU was part of an initiative whereby all supplies and products required to fight the pandemic received special import duty exemptions and discounts, including diagnostic tests, ventilators, facemasks, hand sanitizers, among others.
- TCU, through its business unit MVD Free Airport, was selected by national health authorities as Uruguay's nationwide distribution center for the Pfizer-BioNTech COVID-19 vaccine. This meant that every vaccination center received the vaccines directly from MVD Free Airport's regional distribution center, eliminating unnecessary steps, risks and actors intermediaries in the distribution process.



Our Cargo Terminals collaborated by playing a key role in the logistics chain to manage the pandemic and maintain connection in the world.

■ Terminal de Cargas del Ecuador (TCE) [Ecuador Cargo Terminal] offered its services and storage of all humanitarian cargo entering Guayaquil and Baltra free of charge. In collaboration with the control authorities, all necessary services were made available for a quick and efficient customs clearance, with priority treatment.

### REPATRIATION FLIGHTS FOR NATIONALS STRANDED ABROAD

#### ARGENTINA

We were at the forefront of the meetings for the reactivation of flights: in order to assess the current situation of the airline industry and generate protocols for a safe return to activity, we organized several meetings with the Argentine Ministry of Transport, airlines representatives, industry organizations and ambassadors and representatives of the European Union.

#### ECUADOR

We liaised with the Ministry of Tourism to coordinate humanitarian flight tasks that helped passengers exit the Galápagos Island.

#### ITALY

We collaborated with ENAC –the National Supervisory Authority– to carry out all activities required to ensure the highest level of health and safety for all stakeholders.

#### PERU

We guaranteed the continuity of the supply chain at operational airports, ensuring the transport of passengers by humanitarian flights.

#### URUGUAY

We developed humanitarian corridors and also worked to facilitate repatriation flights. The country received international recognition for its efforts in the repatriation of nationals and in humanitarian corridors that helped thousands of foreigners return home. Carrasco Airport was key

in the process of liaison between the Uruguayan Government and the airlines to secure operations. It also provided manpower and organized the necessary logistics at the airport, so that the humanitarian operations could be carried out safely and professionally.

### COORDINATION FOR MINIMUM CONNECTIVITY THROUGHOUT THE COUNTRY

When flights were halted following air travel bans and country-wide lockdowns ordered by the governments to contain the spread of the virus, we worked together with government officials, regulatory bodies and airlines to ensure a minimum connection for medical and emergency flights, as well as the travel for sanitary workers and medical supplies.

In late March, a group of 121 doctors returned to Argentina from Zurich on a charter flight arranged by Aeropuertos Argentina 2000.

— Carrasco Airport, Uruguay



## DEVELOPMENT OF HEALTH AND SAFETY PROTOCOLS

CAAP developed and established customized protocols to ensure the highest sanitary standards across the Company's airport network. These protocols were approved by the respective regulatory agencies and health authorities and include sanitization and social distance measures, screening and biocontrol procedures for all passengers travelling through our airports.

- Since January 2020, we have been operating in Argentina under sanitary protocols established by the Argentine Ministry of Health, along with different organizations, such as the Argentine Ministry of Transport, the Border Control Authority, the Airport Security Police (PSA), and the Customs Agency. All protocols and measures follow the recommendations issued by the World Health Organization. We have developed an Airport Adaptation Manual, which contains 7 technical documents and 11 operating protocols that reflect the measures and procedures undertaken to adapt the airports towards the restart of commercial operations.

- In Armenia, the government assigned a dedicated task force to help the airport address the COVID-19 challenge. Health officials and members of emergency services developed a roadmap to deal with the situation.

- In Brazil, joint working groups were created with public and government agencies to face the pandemic. Such workgroups included the Aviation Agency (ANAC); the Health Agency (ANVISA); the Health Department (GDF); the Federal, Civil and Military Police; the Federal District Government; the Fire Department; and the Brazilian Armed Forces (Army, Navy, and Air Force).

- Brazilian ANAC Communication Committee: our communication staff in Brazil attended weekly online meetings with a committee led by ANAC and made up of industry communication managers (airports, airlines, public entities, aircraft manufacturers and associations). It was

aimed at discussing joint press actions to keep an open and consistent dialogue among stakeholders.

- In Ecuador, protocols were developed with the Ministry of Public Health and the Directorate General of Civil Aviation to set up cooperative operation strategies, in accordance with the limitations of the pandemic.

- In Italy, the "Airport Triage (Pre-Screening) Project" was promoted to resume operations at Florence Airport after the lockdown period. Likewise, in a joint effort with Assoaeroporti (Italian Airport Association), an international and national statement was presented on the risk and impact of the COVID-19 crisis on our industry in Italy.

- In Peru, coordinated efforts and joint works were carried out with government entities (Health Ministry, Directorate of Civil Aeronautics, National Police, Armed Forces, medical corps, among others).

- The Smart Health Travel Project developed in Uruguay aims to establish new security measures and health protocols due to the pandemic, while laying the foundations for the restoration of connectivity and operations, and the recovery of passenger confidence. The project was developed together with a multidisciplinary team of experts including a renowned infectious disease specialist, following the guidelines of national authorities, as well as of international organizations such as IATA, ICAO and WHO.

## REACTIVATING TOURISM IN OUR MARKETS

We continue to make progress towards reactivating aviation in each of our markets, working together with authorities.

- In order to work on the necessary protocols to resume activities and reactivate tourism, we held two important meetings at Ezeiza Airport with top representatives of Argentina's aviation sector, including the Minister of Transport, ambassadors

and representatives of airlines and industry organizations.

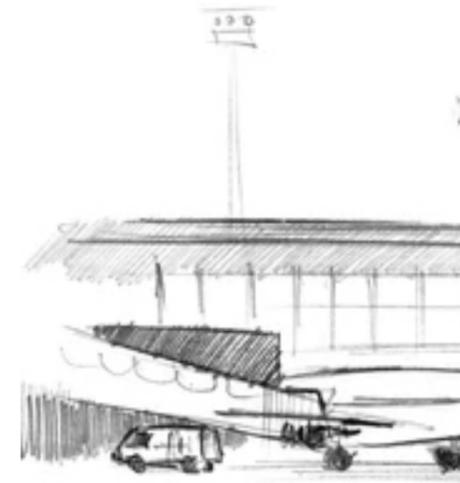
- Official Working Group for the Reactivation of Tourism in Uruguay: in order to reactivate the tourism industry in the country, we are part of an official working group that includes the Ministry of Tourism, the Uruguayan Chamber of Tourism, and other tour operators. The group met on several occasions to discuss the protocols, incentives, needs and challenges affecting the industry, and has been instrumental in the efforts to reactivate the sector with the utmost safety guarantees. Furthermore, Carrasco Airport developed the PARC (Program for the Acceleration and Recovery of Air Connectivity) project, aimed at launching different initiatives, benefits and conversations to help airlines resume operations.

- Joint strategy with Chambers of Tourism in Ecuador: together with the airlines and the authorities, we developed biosafety protocols for the tourism supply chain.

- Working in alliance with Promperú to reactivate tourism in Perú: partnered with Promperú, we shared webinars and digital content on protocols and measures taken at airports to restore traveler confidence.



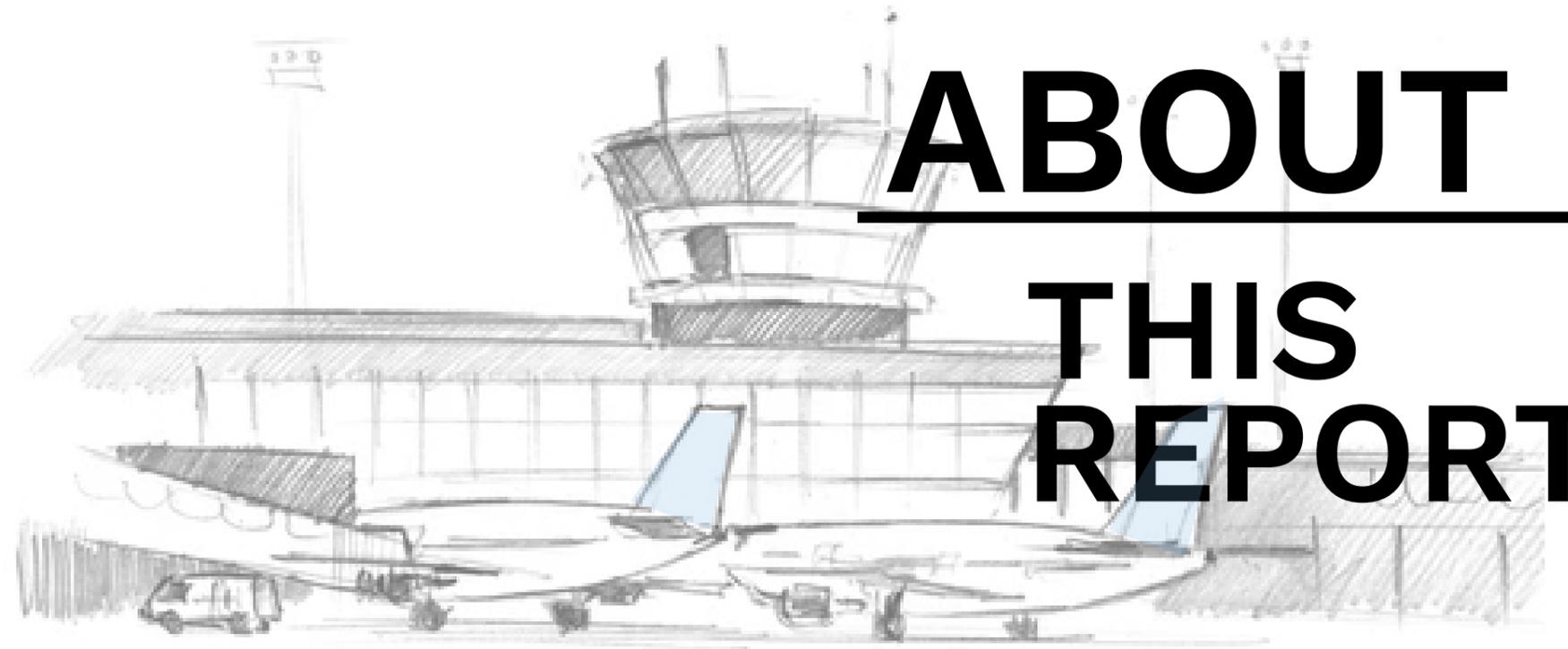
Punta del Este  
Airport,  
Uruguay



## 13. chapter

### TOPICS

- 13.1** Reporting parameters and scope.
- 13.2** Standards for sustainability reporting
- 13.3** Gri content index
- 13.4** Notes



# ABOUT THIS REPORT

ncessions.

o operate 33 airports in Argentina, we have expanded geographically  
t, as well as in Europe and Eurasia.

orld based on the number of airports under management. We are also  
ger traffic. 2020 SUSTAINABILITY REPORT - CAAP

o support our organic growth plan and our global expansion strategy.



13.1

## REPORTING PARAMETERS AND SCOPE

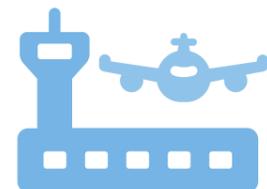
This first Sustainability Report of Corporación América Airports covers our operations in the seven countries we serve.

The information presented here is for the period from January 1 to December 31, 2020, and includes financial and non-financial indicators on our economic and socio-environmental performance. All financial information is expressed in U.S. dollars.

The report constitutes the first consolidated exercise of standardized social and environmental reporting for CAAP. Certain indicators present scope limitations, which have been clarified in this document, where applicable. Only the indicators presented as consolidated include 100% of CAAP's operations.

A dedicated team of committed employees from all our headquarters was created to compile and consolidate information on policies, procedures, programs and performance indicators. In addition to being an accountability tool, this exercise helps us identify opportunities for improvement in each operation and analyze strengths and challenges to continue contributing to sustainable development.

Additional sustainability reports and performance updates from our airports are available on their respective websites.



 **Mendoza Airport,**  
Argentina

13. 2

# STANDARDS FOR SUSTAINABILITY REPORTING

CAAP has prepared this report using GRI Standards, a global set of standards of sustainability reporting standards that define a common language for organizations to report on their sustainability impacts in a consistent and reliable manner. This report has been prepared in accordance with the GRI Standards: Core option.

In addition, we introduce the relationship between the GRI Standards and the Sustainable Development Goals (SDGs), based on the document entitled “Linking the SDGs and the GRI Standards”, published in September 2020.

CAAP'S KEY TOPICS	RELATED GRI STANDARDS	IMPACT
Emergency preparedness & risk management	CAAP's own topic	Internal and external
Innovation & technology	CAAP's own topic	Internal and external
Accessibility	CAAP's own topic	External
Infrastructure & sustainable mobility	CAAP's own topic	Internal and external
Empowerment of local destinations & sustainable cities	CAAP's own topic	Internal and external
Ethics & transparency	GRI 205: Anti-corruption	Internal and external
	GRI 419: Socioeconomic Compliance	
Economic performance	GRI 201: Economic Performance	Internal
Passenger experience	CAAP's own topic	External
Health & safety	GRI 403: Occupational Health and Safety	Internal and external
	GRI 416: Customer Health and Safety	
Diversity & equal opportunity	GRI 405: Diversity and Equal Opportunity	Internal and external
Employment conditions & professional development	GRI 401: Employment	Internal
	GRI 404: Training and Education	
Human Rights	GRI 406: Non-discrimination	Internal and external
	GRI 407: Freedom of association and collective bargaining	
	GRI 408: Child Labor	
Local community engagement & contributions	GRI 409: Forced or Compulsory Labor	External
	GRI 203: Indirect economic impacts	
Supply chain sustainability	GRI 413: Local Communities	External
	GRI 204: Procurement practices	
	GRI 308: Supplier Environmental Assessment	
Climate change & emissions	GRI 414: Supplier Social Assessment	Internal and external
	GRI 305: Emissions	
Sustainable fuels	GRI 302: Energy	Internal and external
Local air quality	GRI 305: Emissions	Internal and external
Waste management & circular economy	GRI 306: Waste	Internal and external
Noise management	CAAP's own topic	External
Water & wastewater management	GRI 303: Water and Effluents	Internal and external
Biodiversity	GRI 304: Biodiversity	External

13.3

# GRI CONTENT INDEX

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GRI STANDARD	DISCLOSURE	PAGE NUMBER	OMISSION	SDG
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	403-10 Work-related ill health	Note 30	Note 18	<b>3 8 16</b>
	<b>Training and Education</b>			
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 68-69		
	103-3 Evaluation of the management approach	68-69		
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	68, Note 31		<b>4 8</b>
	404-2 Programs for upgrading employee skills and transition assistance programs	68		<b>8</b>
	404-3 Percentage of employees receiving regular performance and career development reviews	69, Note 32		<b>5 8</b>

GRI STANDARD	DISCLOSURE	PAGE NUMBER	OMISSION	SDG
<b>MATERIAL TOPICS</b>				
<b>Diversity and Equal Opportunity</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 64-66		
	103-3 Evaluation of the management approach	65-66		
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	Note 33		<b>5 8</b>
<b>Non-discrimination</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 30-31, 66, 89-90		
	103-3 Evaluation of the management approach	30-31, 66, 89-90		
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	90		<b>5 8</b>
<b>Freedom of association and collective bargaining</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 60-61, 72, 89-90		
	103-3 Evaluation of the management approach	60-61, 72, 89		
<b>GRI 407: Freedom of Association and Collective Bargaining</b>	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	60-61, 72, 89-90		<b>8</b>
<b>Child Labor</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 60-61, 89-90		
	103-3 Evaluation of the management approach	60-61, 89		
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	60-61, 89-90		<b>8 16</b>

GRI STANDARD	DISCLOSURE	PAGE NUMBER	OMISSION	SDG
<b>MATERIAL TOPICS</b>				
<b>Forced or Compulsory Labor</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 60-61, 89		
	103-3 Evaluation of the management approach	60-61, 89		
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	60-61, 89-90		<b>8</b>
<b>Local Communities</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 75-76, 94-96, 98, 102		
	103-3 Evaluation of the management approach	75-76, 86, 94-95		
<b>GRI 413: Local Communities</b>	413-1 Operations with local community engagement, impact assessments, and development programs	86, 94-95		
	413-2 Operations with significant actual and potential negative impacts on local communities	75-76, 86, 94-95		
<b>Supplier Social Assessment</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 57-58, 60-61		
	103-3 Evaluation of the management approach	59-61		
<b>GRI 414: Supplier Social Assessment</b>	414-1 New suppliers that were screened using social criteria	60	Note 18	<b>5 8 16</b>
<b>Customer Health and Safety</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 36, 44, 47-49		
	103-3 Evaluation of the management approach	37-41, 47-49		

GRI STANDARD	DISCLOSURE	PAGE NUMBER	OMISSION	SDG
<b>MATERIAL TOPICS</b>				
<b>Customer Health and Safety</b>				
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	36-41, 47-49		
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Note 34		<b>16</b>
<b>Socioeconomic Compliance</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 30, 33		
	103-3 Evaluation of the management approach	30, 33		
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1 Non-compliance with laws and regulations in the social and economic area	Note 35		<b>16</b>
<b>Noise management</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 86, 95		
	103-3 Evaluation of the management approach	86, 95		
<b>Emergency preparedness &amp; risk management</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 32-33, 47-52		
	103-3 Evaluation of the management approach	32-33, 47-52		
<b>Innovation &amp; technology</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 47-52		
	103-3 Evaluation of the management approach	47-52		

GRI STANDARD	DISCLOSURE	PAGE NUMBER	OMISSION	SDG
<b>MATERIAL TOPICS</b>				
<b>Accessibility</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 42-43		
	103-3 Evaluation of the management approach	42-43		
<b>Infrastructure &amp; sustainable mobility</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 53-55		
	103-3 Evaluation of the management approach	53-54		
<b>Empowerment of local destinations &amp; sustainable cities</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 94, 102		
	103-3 Evaluation of the management approach	102		
<b>Passenger experience</b>				
<b>GRI 103: Management Approach</b>	103-1 Explanation of the material topic and its Boundary	19, 21-22, 112		
	103-2 The management approach and its components	19, 23, 36-41, 44		
	103-3 Evaluation of the management approach	36-41		

# NOTES

## NOTE 1

4, rue de la Grève, L-1643, Luxembourg, Grand Duchy of Luxembourg

## NOTE 2

Corporación América Airports S.A.

## NOTE 3

EMPLOYEES BY EMPLOYMENT TYPE AND GENDER	ARGENTINA	ARMENIA	BRAZIL	ECUADOR	ITALY	PERU	URUGUAY
Full-time - women	593	264	186	145	174	52	72
Full-time - men	1974	727	682	252	288	98	225
Part-time - women	2	1	16	0	244	0	4
Part-time - men	11	0	13	0	125	0	0

## NOTE 4

■ Extension to the Aeropuertos Argentina 2000 Concession Agreement: On November 30, 2020, CAAP announced that AA2000 and the Argentine National Airport System Regulating Agency (ORSNA) signed the extension to the Concession Agreement (“Concession Agreement Extension”) for an additional ten-year period elapsing from 2028 to 2038, as provided under the existing concession agreement.

■ Friendly Termination of Natal Airport Concession: On November 19, 2020, CAAP announced that its subsidiary Inframérica Concessionária do Aeroporto de São Gonçalo do Amarante S.A. (“ICASGA”) executed an irrevocable amendment to allow the termination of the concession agreement of the International Airport of São Gonçalo do Amarante (“Natal Airport”). Upon transfer to a new operator, an indemnification payment will be made to ICASGA, which will be determined by the authorities, primarily based on non-amortized capital expenditure investments. The amendment and termination is limited to the Natal Airport concession



## NOTE 5

### COMMITTEES

#### ■ AUDIT COMMITTEE

The Audit Committee is currently composed of the following three directors: Valérie Pechon (Chair), David Arendt (Financial Expert) and Carlo Montagna (Member). The primary responsibilities of the Audit Committee are to: (i) oversee management's establishment and maintenance of adequate systems of internal accounting, auditing and financial controls, (ii) review the effectiveness of our legal, regulatory compliance, ethical standards and risk management programs, (iii) review certain related party transactions in accordance with our corporate governance code, (iv) oversee our financial reporting process, including the filing of financial reports; and (v) select our independent auditors, evaluate their independence and performance and approve the audit fees and services provided by them.

#### ■ ACQUISITIONS AND BUSINESS DEVELOPMENT COMMITTEE

The Acquisitions and Business Development Committee is currently composed of five members: our Chief Executive Officer, our Head of Business Development, our Head of European Business Development, our Head of Accounting and Tax and our Head of Financial and M&A, as regular members. Presently, this committee is integrated by Martín Francisco Antranik Eurnekian (Chair), Eugenio Perissé, Roberto Naldi, Raúl Galante and Jorge Arruda, and is in charge of the following primary responsibilities: (i) evaluate and report on our acquisition and business development plans, in collaboration with the board of directors, (ii) assist the board of directors with recommendations on acquisitions and business development agenda of the group, (iii) evaluate, report and recommend to the board of directors specific acquisitions or business opportunities; and (iv) approve new acquisitions or development opportunities as delegated to said committee by the board of directors.

#### ■ COMPENSATION COMMITTEE:

The Compensation Committee currently consists of three members: our Chief Executive Officer (Martín Francisco Antranik Eurnekian), the Chairman of the Board of Directors (Máximo Bomchil), and the Independent Director (Valerie Pechon). This Committee oversees and reviews the specific awards to be granted, based on the proposal to be submitted by the plan administrator.

#### ■ DISCLOSURE COMMITTEE:

The Disclosure Committee currently consists of four members: our Chief Executive Officer (Martín Francisco Antranik Eurnekian), our Chief Financial Officer (Raúl Guillermo Francos), our Head of Legal (Andrés Zenarruza) and our Investor Relations Manager (Gimena Albanesi). This Committee oversees and reviews all materials subject to a disclosure requirement and meets on a regular basis to review all data.

## NOTE 6

A summarized version of the curricula vitae of the members of the management body and the first line managers is available in the NO issuance prospectuses released by the company and on the issuer's website. The prospectuses are posted on the company's site for

free consultation by the general public. The terms of office of the directors may be found on the NVC's website and on the company's website. Appointment dates:

- Máximo Luis Bomchil, Martín Antranik Eurnekian, Roderick Hamilton McGeoch, David Arendt, Carlo Alberto Montagna, Valérie Pechon: 9/14/2017.

- Daniel Marx: 2/28/2019.

## NOTE 7

The Chair of the Board does not hold an executive position in the organization.

## NOTE 8

The board of directors shall call at least one general shareholders meeting each calendar year (the "annual general meeting") in order to, among other things, approve the annual accounts, decide on the distribution of the annual profit, if any, and, as the case may be, appoint directors or renew their terms of office. Pursuant to the legislation in force in Luxembourg, the annual general meeting must be held no later than six months after the end of the fiscal year. General meetings may be adjourned at the request of one or more shareholders who represent at least one tenth of the issued share capital.

The members of the board of directors shall be elected for a term not exceeding six years and may be re-elected. A director may be removed with or without cause and/or replaced, at any time, by a resolution adopted at the general shareholders meeting. The general shareholders meeting shall also determine the number of directors, the remuneration and their term of office. In the event of any vacancy on the board, the remaining directors may fill such vacancy (or vacancies, as the case may be) by majority vote at a meeting of the board of directors, until the following general shareholders meeting.

## NOTE 9

The highest governance body is responsible for approving this sustainability report.

## NOTE 10

### BOARD OF DIRECTORS

The remuneration of our directors is reviewed and approved on an annual basis at our ordinary general shareholders' meeting.

### MANAGEMENT/STEERING COMMITTEE

On August 20, 2020, our board of directors adopted the Management Compensation Plan, the purpose of which is to allow eligible executives and key employees of the Company, or any of its subsidiaries or certain affiliates acting as employers, to receive an annual incentive compensation consisting either of (i) a specified number of shares in the Company's share capital or of (ii) contractual rights (not documented by a certificate or otherwise) to receive, at a certain point in time, a specified number of Shares, thereby encouraging the employees to focus on the long-term growth and profitability of the Company.

### NOTE 11

This sustainability report includes the same entities included in CAAP's consolidated financial statements.

### NOTE 12

This is CAAP's first Sustainability Report.

### NOTE 13

This document has not been externally audited.

### NOTE 14

Both the corruption risk assessment and its results are carried out to the extent that the implementation of the Integrity Program in the headquarters progresses. During 2020, all the business units (100%) of the main subsidiaries were analyzed regarding their corruption risks, and processes have been initiated in the remaining ones.

### NOTE 15

- During 2020, communication campaigns of the main integrity policies were developed in Argentina, Uruguay and Brazil, reaching all their personnel.
- 100% of suppliers in Argentina and Brazil are informed about our policies before signing agreements with the company.
- During 2020, 100% of CAAP's governing body members received training on anti-corruption

### NOTE 16

Inframérica identified three payments totaling approximately R\$858.0 million made during 2014 by ICAB (when Infravix was still an indirect shareholder of Inframérica) to individuals or entities for which Inframérica could not clearly justify a proper purpose. On September 14, 2019, Receita Federal ordered Inframérica to pay R\$1.3 million in back taxes, claiming that these alleged payments were purportedly without cause or did not identify a beneficiary. ICAB is challenging this fine through an administrative proceeding, the outcome of which is still uncertain. If it is ultimately proven that these payments were wrongly made, additional fines and sanctions, as well as other penalties, may be applied.

### NOTE 17

WATER WITHDRAWAL BY TYPE (M³) 2020	ARMENIA	ITALY
Fresh water (total dissolved solids ≤ 1000 mg / l)	113,000	92,823
Other water (total dissolved solids > 1000 mg / l)	16,174	0
<b>Total</b>	<b>129,174</b>	<b>92,823</b>

### NOTE 18

Inframérica identified three payments totaling Information not available for 100% of CAAP's operations. We are defining measures to work on the consolidation of indicators to cover all operations.

### NOTE 19

#### ECUADOR - GALAPAGOS AIRPORT

The airport is located within a protected area. The size of the operational site is of 130 000 m².

#### ITALY

The Pisa airport site is located within an area of large stretches of natural parkland (Coltano, Migliarino, San Rossore). Nonetheless, the presence of birdlife in significant or dangerous quantities for flight operations is decidedly infrequent, while there are numerous colonies (species of larids) settled in other more urbanized areas to the east and north, such as Ponsacco, Pontedera and Livorno. The Florence Airport area is affected by a complex system of natural areas, mostly protected and established, and classified as Site of Regional Interest (SIR), Site of Community Importance (SIC), Special Protection Area (ZPS/SPA), Natural Protected Areas of Local Interest (ANPIL) and WWF Oasis. These identified protected areas are characterized by a mosaic-like dislocation within the urban fabric of the Florentine area: these are, therefore, environments that were once vast. One of the major criticalities of the aforementioned system of protected areas is that of an excessive fragmentation of habitats, with the consequent impoverishment of the biodiversity component. The SIR 45 Stagni of the Florentine and Prato plains covers a total area of about 1,902 hectares and includes the municipalities of Florence, Sesto Fiorentino, Campi Bisenzio, Signa, Poggio a Caiano (in the province of Florence), and Prato (in the province of the same name). The site partially includes the identified ANPILs. The area, in addition to being included in the European network of IBAs (Important Bird Area, Heath and Evans 2000) with IBA Code 083, is in some areas included in the Natura 2000 Network (SIC: "Ponds of the Florentine and Prato Plain", Natura 2000 Code: IT 5140011, pursuant to Directive 92/43/EEC on Habitats; SPA as per Directive 2009/147/EC on the conservation of wild birds; and SIR 45 pursuant to LR 56/2000).

In particular, the following areas of protected natural areas are present:

- Lago di Peretola, also known as the airport lake (included in the SIR-SIC-ZPS);
- WWF Oasis Val di Rose (not included in the SIR-SIC-ZPS);
- ANPIL Podere La Querciola area (included in the SIR-SIC-ZPS);
- ANPIL Stagni di Focognano area (included in the SIR-SIC-ZPS).

#### ARMENIA, PERU AND URUGUAY

We do not own, operate or lease any managed sites neither within nor adjacent to protected areas and areas of high biodiversity value.

### NOTE 20

At Galapagos Airport, there is currently no significant impact on biodiversity, as it is monitored through a wildlife monitoring register and preventive maintenance of signage. In Italy, the impacts produced by airport activities on biodiversity are assessed in the Environ

mental Impact Assessment of the related Masterplans. In Peru, thanks to our responsible execution of our Wildlife Studies and Wildlife Control Plan, there is no significant impact on biodiversity. Wildlife control is performed ethically and with permits granted by the national forestry and wildlife authority of the country.

### NOTE 21

#### ECUADOR - GALAPAGOS AIRPORT

We restored 80% of the direct impact of the Galapagos airport and reforested the area with native species such as: palo santo, acacias, prosopis, arrayancillo, alternantera, cactus, castela, grasses and parkinsonia.

#### ITALY

There are no protected habitats (pursuant to the EU Directive on Habitats) directly affected by the airport grounds and the aeronautical activity at the Florence and Pisa airports. Instead, the Florence Masterplan foresaw the expansion of the airport grounds, with direct interference with habitats of community interest. It was therefore necessary to provide for specific environmental compensation works and measures. Failure to implement the Masterplan provisions following the Council of State ruling did not result in the subtraction of habitats, and the compensation measures were not implemented.

#### ARMENIA, PERU AND URUGUAY

There are no protected or restored habitats.

### NOTE 22

#### ECUADOR - GALAPAGOS AIRPORT

There are no species affected by our operations since control is carried out through a wildlife monitoring registry, as mentioned above, and preventive maintenance of the signage.

#### ITALY AND URUGUAY

There is no threat to endangered plant and animal species

#### PERU

In terms of flora, none of our activities represent a threat. As for fauna, there will always be some wildlife present due to the different environmental and weather factors that may be favorable for the presence of animals. Although it is not possible to establish a total number of wildlife affected, we can identify the species.

The species per airport are listed below:

#### AREQUIPA:

Flora species in the area of influence of the airport, with their respective degrees of conservation (LC-Least Concern; DD-Deficient Data; NT-Near Threatened; according to IUCN and MINAGRI DS 004-2014, included in CITES Appendix (2018) and declared as endemic.

ORDER	FAMILY	BINOMIAL NAME	COMMON NAME	IUCN	MINAGRI DS 043-2006-AG	CITES	ENDEMIC
Asterales	Asteraceae	Baccharis salicifolia	—	—	NT	—	—
Ephedrales	Ephedraceae	Ephedra americana	Pinco pinco	LC	NT	—	—
Asterales	Asteraceae	Baccharis salicifolia	—	—	NT	—	—

Bird species identified in the airport's area of influence, with their respective degrees of conservation (LC-Least Concern; DD-Deficient Data; NT-Near Threatened; VU-Vulnerable; EN-Endangered) according to IUCN (2018) and MINAGRI DS 004-2014, included in CITES Appendix (2018) and declared as endemic.

ORDER	FAMILY	BINOMIAL NAME	COMMON NAME	IUCN	MINAGRI DS 004-2014	CITES
Falconiformes	Falconidae	Falco peregrinus	Peregrine falcon	—	NT	Appendix I

Amphibian and reptile species identified in the airport's area of influence, with their respective degrees of conservation (LC-Least Concern; DD-Deficient Data; NT-Near Threatened; VU-Vulnerable; EN-Endangered) according to IUCN 2018, included in CITES Appendix and declared as endemic.

ORDER	FAMILY	BINOMIAL NAME	COMMON NAME	IUCN	MINAGRI DS 004-2014	CITES
Squamata	Tropiduridae	Microlophus cf. tigris	Tiger Pacific iguana	—	NT	—

#### JULIACA

Flora species identified in the airport's area of influence, with their respective degrees of conservation (LC-Least Concern; DD-Deficient Data; NT-Near Threatened; VU-Vulnerable; EN-Endangered), according to IUCN 2018, D. S. N° 043-2006-AG, included in CITES Appendix and declared as endemic.

ORDER	FAMILY	BINOMIAL NAME	COMMON NAME	ENDEMIC	IUCN	MINAGRI DS 043-2006-AG	CITES
Lamiales	Buddlejaceae	Buddleja coriacea	Kolle	—	—	CR	—

Only the species *Buddleja coriacea* was categorized as Critical (CR) according to the Peruvian State (Supreme Decree 043-2006-AG), and no other species were found in the CITES and IUCN lists or endemic categories

### PUERTO MALDONADO

Flora species in the airport's area of Influence, with their respective degrees of conservation (LC-Least Concern; DD-Deficient Data; NT-Near Threatened; VU-Vulnerable; EN-Endangered) according to IUCN and MINAGRI DS 043-2006, included in CITES Appendix (2018) and declared as endemic.

ORDER	FAMILY	BINOMIAL NAME	COMMON NAME	IUCN	MINAGRI DS 043-2006-AG	CITES
Cyatheales	Cyatheaceae	<i>Tabebuia serratifolia</i>	Yellow tahuari		VU	—
Cyatheales	Cyatheaceae	<i>Amburana cearensis</i>	Ispingo	EN		—
Cyatheales	Arecaceae	<i>Mauritia flexuosa</i>	Moriche palm	NT		
Ericales	Lecythidaceae	<i>Bertholletia excelsa</i>	Brazil nut	VU		

Bird Species identified in the airport's area of influence, with their respective degrees of conservation (LC-Least Concern; DD-Deficient Data; NT-Near Threatened; VU-Vulnerable; EN-Endangered) according to IUCN (2018) and MINAGRI DS 004-2014, included in CITES Appendix (2018) and declared as endemic.

ORDER	FAMILY	BINOMIAL NAME	COMMON NAME	ENDEMIC	IUCN	MINAGRI DS 004-2014	CITES
Psittaciformes	Psittacidae	<i>Primolius couloni</i>	Blue-headed macaw	—	VU	VU	Appendix I
Psittaciformes	Psittacidae	<i>Ara chloropterus</i>	Red-and-green macaw	—	LC	NT	Appendix II

### TACNA

Amphibian and reptile species identified in the airport's area of influence, categorized as NT (Near Threatened) as per MINAGRI DS 004-2014.

ORDER	FAMILY	BINOMIAL NAME	COMMON NAME
Squamata	Tropiduridae	<i>Microlophus eterolephis</i>	Tiger Pacific iguana

### NOTE 23

GREENHOUSE GAS EMISSIONS (TCO <sup>2</sup> E)	ECUADOR <sup>1</sup>	ITALY	PERU
<b>Total GHG emissions</b>	<b>170.8</b>	<b>7,532.29</b>	<b>373.05</b>
Direct GHG emissions (Scope 1)	85.8	5,202.20	29.85
Indirect GHG emissions (Scope 2)	85.4	2,330.09	343.20

<sup>1</sup> The indicator refers to Galapagos Airport.

### ECUADOR - GALAPAGOS AIRPORT

A standard used by the ACI under the Airport Carbon Accreditation program, the GHG Protocol, draws on international protocols including ISO 14064.

### ITALY

Aircraft and vehicle emissions were calculated by applying the Emission and Dispersion Modeling System (EDMS) developed by the Federal Aviation Administration. The model implements the ICAO emission factors (Emission Index), collected in the ICAO engine exhaust emissions data bank, and is designed particularly for aviation sources, such as aircrafts, auxiliary power units, ground support equipment, ground access vehicles, stationary sources. In particular, aircraft emissions were calculated based on the expected Landing and Take-Off (LTO) cycles. The emissions from vehicular traffic were calculated using the emission factors of the COPERT III/IV project.

### PERU

Calculation based on GHG activity data multiplied by GHG emission or removal factors. The methodology used is established in point 4.3.3. Selection of quantification methodologies of ISO 14064 Greenhouse Gases Part 1.

### NOTE 24

#### ARMENIA

Refrigerants used include: HFC-134a: 283 kg; R-407C: 68 kg; R-410A: 710 kg; R123: 1,065 kg.

### ECUADOR- GALAPAGOS AIRPORT

No ozone depleting substances (ODP) are produced, imported or exported.

### ITALY

Toscana Aeroporti does not use equipment containing substances with ozone depletion potential (ODP) higher than 0, which may reduce the ozone layer present in the atmosphere, such as CFCs, HCFCs, Halon, Methyl Bromide. HFC fluids having ODP equal to 0 are used in air conditioning and refrigeration equipment. No ozone depleting substances (ODP) are produced, imported or exported.

## NOTE 25

### ARMENIA

Taking into account the permissible emission limits of harmful substances from boilers issued by the RA Ministry of Environment, the emissions (CO<sup>2</sup> and NO) are calculated from the emissions of boilers running on natural gas. The amounts refer to the year 2020.

- CO<sup>2</sup>: 0.9ton/y
- NO: 2.3 ton/y

Calculations have been made taking into account the amount of natural gas consumption per quarter.

### ECUADOR- GALAPAGOS AIRPORT

0

### ECUADOR-GUAYAQUIL AIRPORT

- NOX: 0.008496 Kg/(m<sup>3</sup>/y)
- SOX: 0.0 Kg/(m<sup>3</sup>/y)
- Particles (MP): 0.0076176 Kg/(m<sup>3</sup>/y)

Methodology: Sampling was performed in the incinerator according to EPA methods 1 to 5 for flue gas and particulate matter sampling. Average incinerator operation per incineration process = 5 hours. Considering that waste is incinerated once a week, we have taken a 4-week period per month for the calculation, resulting in a total of 48 incinerations per year. The emission values were obtained from sampling carried out by a laboratory accredited by the SAE (Ecuadorian Accreditation Service).

### PERU

- NOX: <104.17 ug/m<sup>3</sup>. Methodology: ASTM D1607-91
- SOX: <13 ug/m<sup>3</sup>. Methodology: EPA CFR 40. Appendix A-2 to part 50
- CO: <13000 ug/m<sup>3</sup>. Methodology: Peter O. Warner "Analysis of air Pollutants"
- PM 10: 80 ug/m<sup>3</sup>. Methodology: EPA-Compendium Method IO-2.3
- PM 2.5 : 22 ug/m<sup>3</sup>. Methodology: EPA CFR 40. Part 50 Appendix

## NOTE 26

ARMENIA	NEW EMPLOYEES 2019	RATE OF NEW EMPLOYEES 2019	NEW EMPLOYEES 2020	RATE OF NEW EMPLOYEES 2020
	48	4.61%	9	0.86%
<b>By gender</b>				
Total women	14	1.34%	5	0.48%
Total men	34	3.26%	4	0.38%
<b>By age</b>				
Under 30 years old	31	2.98%	3	0.29%
30-50 years old	17	1.63%	6	0.58%
Over 50 years old	0	0%	0	0%

ARMENIA	TURNOVER 2019	RATE OF EMPLOYEE TURNOVER 2019	TURNOVER 2020	RATE OF EMPLOYEE TURNOVER 2020
	57	5.47%	72	7.26%
<b>By gender</b>				
Total women	18	1.73%	15	1.51%
Total men	39	3.74%	57	5.75%
<b>By age</b>				
Under 30 years old	20	1.92%	13	1.31%
30-50 years old	22	2.11%	19	1.92%
Over 50 years old	15	1.44%	40	4.03%

BRASIL	NEW EMPLOYEES 2019	RATE OF NEW EMPLOYEES 2019	NEW EMPLOYEES 2020	RATE OF NEW EMPLOYEES 2020
	182	20.29%	122	13.60%
<b>By gender</b>				
Total women	56	6.24%	58	6.47%
Total men	126	14.05%	64	7.13%
<b>By age</b>				
Under 30 years old	96	10.70%	67	7.47%
30-50 years old	76	8.47%	51	5.69%
Over 50 years old	10	1.11%	4	0.45%

	TURNOVER 2019	RATE OF EMPLOYEE TURNOVER 2019	TURNOVER 2020	RATE OF EMPLOYEE TURNOVER 2020
	124	17.10%	166	25.34%
<b>By gender</b>				
Total women	39	5.38%	65	9.92%
Total men	85	11.72%	101	15.42%
<b>By age</b>				
Under 30 years old	43	5.93%	57	8.70%
30-50 years old	73	10.07%	98	14.96%
Over 50 years old	8	1.10%	11	1.68%

ECUADOR	NEW EMPLOYEES 2019	RATE OF NEW EMPLOYEES 2019	NEW EMPLOYEES 2020	RATE OF NEW EMPLOYEES 2020
	82	16.47%	19	3.82%
<b>By gender</b>				
Total women	43	8.63%	11	2.21%
Total men	39	7.83%	8	1.61%
<b>By age</b>				
Under 30 years old	58	11.65%	12	2.41%
30-50 years old	23	4.62%	7	1.41%
Over 50 years old	1	0.20%	0	0.00%
	TURNOVER 2019	RATE OF EMPLOYEE TURNOVER 2019	TURNOVER 2020	RATE OF EMPLOYEE TURNOVER 2020
	49	9.84%	119	23.90%
<b>By gender</b>				
Total women	22	4.42%	47	9.44%
Total men	27	5.42%	72	14.46%
<b>By age</b>				
Under 30 years old	23	4.62%	43	8.63%
30-50 years old	24	4.82%	66	13.25%
Over 50 years old	2	0.40%	10	2.01%

ITALY	NEW EMPLOYEES 2019	RATE OF NEW EMPLOYEES 2019	NEW EMPLOYEES 2020	RATE OF NEW EMPLOYEES 2020
	104	11.91%	48	5.78%
<b>By gender</b>				
Total women	62	7.10%	24	2.89%
Total men	42	4.81%	24	2.89%
<b>By age</b>				
Under 30 years old	40	4.58%	14	1.68%
30-50 years old	60	6.87%	31	3.73%
Over 50 years old	4	0.46%	3	0.36%

ITALY	TURNOVER 2019	RATE OF EMPLOYEE TURNOVER 2019	TURNOVER 2020	RATE OF EMPLOYEE TURNOVER 2020
	124	14.20%	69	8.30%
<b>By gender</b>				
Total women	58	6.64%	37	4.45%
Total men	66	7.56%	32	3.85%
<b>By age</b>				
Under 30 years old	35	4.01%	23	2.77%
30-50 years old	69	7.90%	33	3.97%
Over 50 years old	20	2.29%	13	1.56%

PERU	NEW EMPLOYEES 2019	RATE OF NEW EMPLOYEES 2019	NEW EMPLOYEES 2020	RATE OF NEW EMPLOYEES 2020
	87	31.41%	40	26.67%
<b>By gender</b>				
Total women	46	16.61%	18	12.00%
Total men	41	14.80%	22	14.67%
<b>By age</b>				
Under 30 years old	54	19.49%	22	14.67%
30-50 years old	3	11.91%	18	12.00%
Over 50 years old	0	0.00%	0.00%	0.00%
	TURNOVER 2019	RATE OF EMPLOYEE TURNOVER 2019	TURNOVER 2020	RATE OF EMPLOYEE TURNOVER 2020
	No data	No data	89	59.33%
<b>By gender</b>				
Total women	No data	No data	40	26.67%
Total men	No data	No data	49	32.67%
<b>By age</b>				
Under 30 years old	No data	No data	51	34.00%
30-50 years old	No data	No data	38	25.33%
Over 50 years old	No data	No data	0	0.00%

URUGUAY	NEW EMPLOYEES 2019	RATE OF NEW EMPLOYEES 2019	NEW EMPLOYEES 2020	RATE OF NEW EMPLOYEES 2020
	30	6.80%	7	2.33%
<b>By gender</b>				
Total women	12	2.72%	2	0.66%
Total men	18	4.08%	5	1.66%
	TURNOVER 2019	RATE OF EMPLOYEE TURNOVER 2019	TURNOVER 2020	RATE OF EMPLOYEE TURNOVER 2020
	67	15.19%	144	47.84%
<b>By gender</b>				
Total women	11	2.49%	55	18.27%
Total men	56	12.70%	89	29.57%

### NOTE 27

When an accident takes place, we investigate its causes and develop an action plan that includes additional safety training and review of processes to make any necessary adjustments.

### NOTE 28

#### HEALTH AND SAFETY COMMITTEES

#### ARGENTINA

In 2019, we set up a Health and Safety Committee, which is made up of four representatives from the union sector and four from the company. Members meet on a monthly basis to exchange useful information for the prevention and improvement of any aspect related to occupational health and safety, and the decisions taken are enforced at all airports.

#### ECUADOR

Our committees participate in the management and execution of the company's health and safety programs, both at Guayaquil Airport and Galapagos Airport. There is equal participation between the company and the employees.

#### PERU

In accordance with Peruvian legislation, each of our operating headquarters has a central committee and an Occupational Health and Safety subcommittee. Both committees are bipartisan, jointly integrated by representatives of the company and the workers, and are made up of four effective members and other four alternates, totaling eight members.

### NOTE 29

HEALTH AND SAFETY INDICATORS FOR EMPLOYEES - 2020	ARGENTINA	ARMENIA	BRAZIL	ECUADOR <sup>1</sup>	ITALY	PERU	URUGUAY
Number of accidents registered	0	0	3	0	13	1	2
Number of deaths due to occupational accident or occupational disease	0	0	0	0	0	0	0

<sup>1</sup> The indicator refers to Galapagos Airport.

### ACCIDENTS TYPE

#### ITALY

Accidents are basically classified into two categories: accidents while commuting to work (6) and workplace accidents (7). There were five workplace accidents caused by accidental falls; one due to improper handling of luggage, and another one due a blow by the fuel door of an aircraft.

#### URUGUAY

The types of accidents registered are minor and correspond to back pains and incidents due to the use of tools.

### OCCUPATIONAL ACCIDENT RATE

Argentina: 0

Armenia: 0

Brazil: 0.69

Ecuador (Galápagos airport): 0

Italy: 0.016%

### NOTE 30

#### SICKNESS RATE

Argentina: 0.17

Armenia:

Brazil: 4.53

Ecuador (Galapagos airport): 0.10

Italy: 0.03

### NOTE 31

INTERNAL TRAINING 2020	ARGENTINA	ARMENIA	BRAZIL	ECUADOR GUAYAQUIL	ECUADOR GALAPAGOS	ITALY	PERU	URUGUAY
<b>By gender</b>								
2. Average training hours per woman	14.00	5.9	6.2	4.49	14.41	13.05	3.46	23
3. Average training hours per man	11.24	1.3	9.1	7.31	23.54	16.83	5.51	11

AVERAGE TRAINING HOURS PER PERSON BY EMPLOYEE CATEGORY - 2020	ARMENIA	BRAZIL	ECUADOR GALAPAGOS	ITALY
Management Committee or Board of Directors	1	0	7	0
Management	2	12.4	0	4.68
Middle Management	2	18	42.44	7.09
Commercial and administrative staff	0.12	8	16.26	15.31

AVERAGE TRAINING HOURS PER PERSON BY EMPLOYEE CATEGORY IN ARGENTINA	2020
Manager / Administrator	14
Heads	14
Non-executive staff	12
Senior/Junior Analyst	6
Supervisor	13
Assistant	10

AVERAGE TRAINING HOURS PER PERSON BY EMPLOYEE CATEGORY IN GUAYAQUIL AIRPORT	2020
1 Manager / Administrator	0.19
Heads	0.46
Middle Management	1.10
Commercial and administrative staff	0.49
Operations staff	9.57

### NOTE 32

EMPLOYEE PERFORMANCE EVALUATION IN ECUADOR - 2020	GALAPAGOS	GUAYAQUIL
Percentage of employees evaluated on their performance	84%	83%
<b>By gender</b>		
Women	39%	37%
Men	39%	49%

EMPLOYEE PERFORMANCE EVALUATION BY PROFESSIONAL CATEGORY IN GALAPAGOS AIRPORT	2020
Management	0%
Middle Management	9%
Commercial and administrative staff	71%

EMPLOYEE PERFORMANCE EVALUATION BY PROFESSIONAL CATEGORY IN GUAYAQUIL AIRPORT	2020
Management	2.17%
Heads	5.28%
Middle Management	13.04%
Commercial and administrative staff	9.32%
Operations	70.19%

### NOTE 33

EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER 2020	ARMENIA	BRAZIL	ECUADOR GALAPAGOS	ITALY	PERU	URUGUAY
Senior Management: Men	2	10	4	0	5	9
Senior Management: Women	0	0	2	0	5	0
Managerial Level: Men	12	21	0	12	0	11
Managerial Level: Women	8	2	0	2	0	4
Middle Managers: Men	13	25	3	16	31	34

EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER 2020	ARMENIA	BRAZIL	ECUADOR GALAPAGOS	ITALY	PERU	URUGUAY
Middle Managers: Women	3	11	6	7	4	11
Commercial and Administrative staff: Men	700	476	30	382	62	171
Commercial and Administrative staff: Women	254	172	24	412	43	61

EMPLOYEES BY PROFESSIONAL CATEGORY AND AGE 2020	ECUADOR GALAPAGOS	ITALY	URUGUAY	PERU	BRAZIL	ARMENIA
Senior Management: Under 30 years old	0	0	0	2	0	0
Senior Management: 30-50 years old	5	0	7	5	8	1
Senior Management: Over 50 years old	1	0	2	3	2	1
Managerial Level: Under 30 years old	0	0	0	0	0	1
Managerial Level: 30-50 years old	0	9	11	0	14	12
Managerial Level: Over 50 years old	0	5	4	0	9	7
Middle Managers: Under 30 years old	0	0	0	3	3	0
Middle Managers: 30-50 years old	9	14	33	30	30	10
Middle Managers: Over 50 years old	0	9	12	2	3	6
Commercial and Administrative staff: Under 30 years old	25	49	55	34	169	202
Commercial and Administrative staff: 30-50 years old	28	513	141	67	444	519
Commercial and Administrative staff: Over 50 years old	1	232	36	4	36	233

EMPLOYEES BY PROFESSIONAL CATEGORY AND AGE – ARGENTINA	2020
Director: Under 30 years old	0
Director: 30-50 years old	8
Director: Over 50 years old	7
Manager: Under 30 years old	0
Manager: 30-50 years old	73
Manager: Over 50 years old	63
Middle Managers: Under 30 years old	9
Middle Managers: 30-50 years old	223
Middle Managers: Over 50 years old	98
Senior Analyst: Under 30 years old	22
Senior Analyst: 30-50 years old	197
Senior Analyst: Over 50 years old	47
Non-executive: Under 30 years old	26
Non-executive: 30-50 years old	81
Non-executive: Over 50 years old	21
Staff under collective bargaining agreement: Under 30 years old	239
Staff under collective bargaining agreement: 30-50 years old	1,139
Staff under collective bargaining agreement: Over 50 years old	327

EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER – ARGENTINA	2020
Director: Men	14
Director: Women	1
Manager: Men	114
Manager: Women	22
Middle Managers: Men	267
Middle Managers: Women	63
Senior Analyst: Men	163
Senior Analyst: Women	103

EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER - ARGENTINA	2020
Non-executive: Men	64
Non-executive: Women	64
Staff under collective bargaining agreement: Men	1,361
Staff under collective bargaining agreement: Women	344

EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER - GUAYAQUIL AIRPORT	2020
Manager: Men	4
Manager: Women	3
Heads: Men	10
Heads: Women	7
Middle Managers: Men	32
Middle Managers: Women	10
Commercial and Administrative staff: Men	11
Commercial and Administrative staff: Women	19
Operations: Men	158
Operations: Women	74

EMPLOYEES BY PROFESSIONAL CATEGORY AND AGE - GUAYAQUIL AIRPORT	2020
Manager: Under 30 years old	0
Manager: 30-50 years old	4
Manager: Over 50 years old	3
Heads: Under 30 years old	0
Heads: 30-50 years old	13
Heads: Over 50 years old	4
Middle Managers: Under 30 years old	6
Middle Managers: 30-50 years old	32
Middle Managers: Over 50 years old	4
Commercial and Administrative staff: Under 30 years old	15

EMPLOYEES BY PROFESSIONAL CATEGORY AND AGE - GUAYAQUIL AIRPORT	2020
Commercial and Administrative staff: Under 30 years old	15
Commercial and Administrative staff: 30-50 years old	14
Commercial and Administrative staff: Over 50 years old	1
Operations: Under 30 years old	65
Operations: 30-50 years old	150
Operations: Over 50 years old	17

### NOTE 34

No incidents were registered in 2020.

### NOTE 35

Pursuant to the Final Memorandum of Agreement entered into with the Argentine Government, dated April 3, 2007, we are required to assess and remediate environmental damage at our airports in Argentina. In accordance with section 22 of the Argentine Environmental Policies Law No. 25,675, we carry environmental insurance for Ezeiza Airport and Aeroparque Airports, which covers the cost of repairing environmental damages.

In August 2005, a civil action was brought by Asociación de Superficiares de la Patagonia, a non-governmental organization, against Shell Oil Company for alleged environmental damages caused by an oil spill at Ezeiza Airport. The lawsuit alleges that AA2000 is jointly liable with Shell Oil Company due to the fact that AA2000 manages the real property at which the environmental damages occurred. AA2000 has asserted that Shell Oil Company is solely responsible for any damages. As of the date of this report, Shell Oil Company and ORSNA are currently jointly working in the damage remediation activities.

In August 2011, Asociación de Superficiares de la Patagonia brought a civil action against AA2000 in an Argentine administrative federal court in the City of Buenos Aires (Justicia Federal en lo Contencioso Administrativo de la Capital Federal), under the General Environmental Law No. 25,675, requesting compensation for environmental damage caused in all of the airports under the AA2000 Concession Agreement. In connection with this proceeding, a “General Remediation Agreement” was entered into with ASSUPA, under which the execution of airport-specific improvement and renovation works was agreed. It was also agreed that these remediation works will be funded out of the “Trust Fund for Funding Infrastructure Works in airports under the AA2000 Concession Agreement (2.5%)”. In connection with the civil action filed by ASSUPA, on April 15, 2021, a specific agreement was signed for the improvement and renovation works at Ezeiza airport. The agreements entered into with ASSUPA were submitted to the ORSNA for approval and subsequent homologation in court. In addition, an agreement covering the fees of ASSUPA’s legal counsel and technical experts has also been signed. The result of this agreement was recognized as of March 31, 2021 and was included in Other operating expenses line.

We would like to thank all employees who played an active role in the process of preparing this document, which is key to our accountability and to improving year by year the management of our business with a focus on sustainability.

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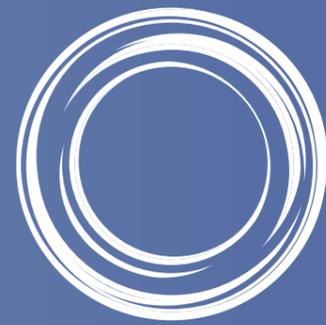
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