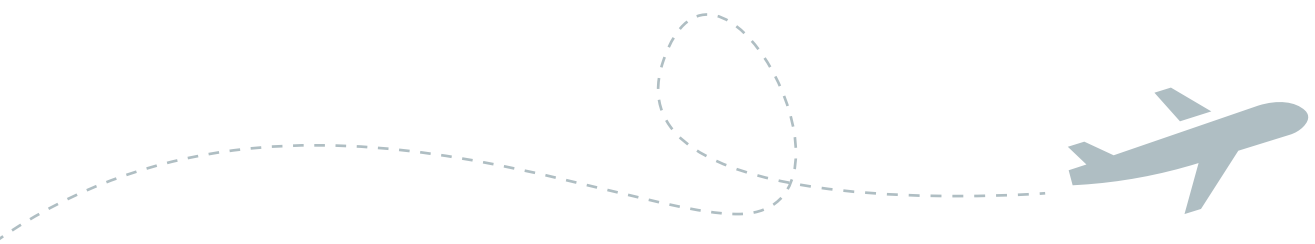




# SUSTAINABILITY REPORT **2023**



   **we do it** *right*  
**because we value** *life*





**A publication of Corporación Quiport S. A.**

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# Glossary of Acronyms and Abbreviations

**ACA:** Airport Carbon Accreditation

**ACI:** Airport Council International

**ACI-LAC:** Airports Council International - Latin America and Caribbean

**APS:** Agreement on Sustainable Policies, Spanish acronym for Acuerdo de Políticas Sustentables

**AST:** Apron Safety Team

**DGAC:** Directorate General of Civil Aviation, Spanish acronym for Dirección General de Aviación Civil

**EPMSA:** Metropolitan Public Company of Airport Services, Spanish acronym for Empresa Pública Metropolitana de Servicios Aeroportuarios

**ESG:** Environment, Social and Governance

**FIDS:** Flight Information Display System

**FOD:** Foreign Object Debris

**GHG:** Greenhouse Gas

**GRI:** Global Reporting Initiative

**IATA:** International Air Transport Association

**ICAO:** International Civil Aviation Organization

**IEA:** International Energy Agency

**IPCC:** Intergovernmental Panel on Climate Change

**ISO:** International Organization for Standardization

**MAATE:** Ministry of the Environment, Water and Ecological Transition, Spanish acronym for Ministerio del Ambiente, Agua y Transición Ecológica

**OHS:** Occupational Health and Safety

**RST:** Runway Safety Team

**SAF:** Sustainable Aviation Fuel

**SAG:** Safety Action Group

**SMS:** Safety Management System

**SMSM:** Operational Safety Manual

**SSEI:** Rescue and Fire Fighting Service, Spanish acronym for Servicio de Salvamento y Extinción de Incendios

**WFN:** Water Footprint Network

**WWTP:** Wastewater Treatment Plant



**Ramón Miró**  
PRESIDENTE AND CHIEF  
EXECUTIVE OFFICER

## Message from Quiport's CEO

### GRI 2-22

I am pleased to present Quiport's Sustainability Report for the year 2023. This document not only reflects our achievements and progress in the management of Quito's Mariscal Sucre International Airport, but also our unwavering commitment to maintaining that management on the basis of sustainability. In a year marked by challenges and opportunities, we have reaffirmed our commitment to sustainability as the core of our business strategy. We firmly believe that sustainability is not only a moral obligation, but also a competitive advantage that enables us to generate long-term value for our various stakeholders.

The result of our operation in 2023 was positive in terms of the heart of our business. Passenger traffic in 2023 exceeded 5.4 million travelers, far surpassing the 4.3 million of 2022, and in air cargo, Quito airport broke the all-time record with 340 thousand metric tons, surpassing the 289 thousand tons of 2022.

Guided by the Environmental, Social and Governance (ESG) principles, we worked on formulating a new corporate purpose that reflects our motivation to run our management with excellence. Therefore, we held a small workshop and had a very frank and open conversation about this and came to the conclusion that "we do it right because we value life."

And when we think of LIFE, we do so in its broadest expression, but also with our minds and hearts set on the particular: the life of our passengers and our employees, the life of the people in the communities around us, the life that flourishes around us in the forests and water sources.



We also believe that the life we enjoy should be of quality, with health, with the necessary resources to meet our needs, without discrimination, with justice, with respect, without corruption, and with a balance between work and family.

This is our sense of purpose as a company that is committed to sustainability: we do it right because we value life.

On the environmental front, we continue to implement initiatives to minimize our environmental impact.

In 2023, we applied for Level 4+ Transition within the Airport Carbon Footprint Accreditation Program established by Airports Council International, after demonstrating that we continue to implement measures and actions to steadily reduce our emissions, offset our remaining emissions, and establish a roadmap to decarbonize our operations by 2035. We also invested in replenishing our water footprint, promoting a greener and healthier environment for all.

Our commitment to people is reflected in the various actions we have taken to improve the experience of our passengers, take care of our employees and support our communities to improve the quality of life. We are proud to be the second airport in the world to achieve Level 5 accreditation in the ACI Passenger Experience Program. We are among the 15 Ecuadorian

companies recognized as the best places to work in the Great Place to Work program, and we continue our efforts in programs that offer personal and professional development opportunities to the residents of the communities.

In terms of governance, we maintain the highest standards of ethics and transparency. In 2023, we strengthened our compliance and corporate governance policies to ensure that our operations are conducted with integrity and responsibility, guaranteeing our long-term sustainability and resilience. Thus, Quiport is ranked 26th among the 100 companies with the highest corporate reputation, according to the MERCO Corporate Reputation Monitor.

Our progress in these areas would not be possible without the commitment and dedication of everyone on the Quiport team, and I am deeply grateful for their hard work and passion for building a more sustainable future.

Looking ahead, we will continue to innovate and lead by example, adapting to global changes and challenges. I am confident that together we will continue to drive sustainable development and make a positive impact on our communities and the environment.

Thank you for being part of this journey towards a more sustainable future.

# 2023 Milestones

Quiport's commitment to sustainable development and environmental, social and governance progress is summarized in the main milestones of the company's management in 2023.

## January



- The international jewelry brand Pandora opens its doors at the Quito airport.

## February



- With 22,568 metric tons, the Valentine's Day season of 2023 closes with a record volume of flower exports from Quito airport.
- Quiport has been recognized by Great Place To Work as one of the best companies to work for in Ecuador.
- Quito Airport celebrates its 10th anniversary, contributing to connectivity, exports and progress.
- Quiport receives a Carbon Footprint Reduction Certificate under the Zero Carbon Ecuador Program of the Ministry of Environment, Water and Ecological Transition.



# March



- With stores in the international and domestic pre-boarding areas, **MINISO** enters the commercial offer of Quito airport.
- **Airports Council International** recognizes Quito Airport with the following awards:
  - Best Airport in Latin America and the Caribbean in the category of 5 to 15 million passengers.
  - Airport with the most dedicated staff in Latin America and the Caribbean.
  - Most pleasant airport in Latin America and the Caribbean.
  - Cleanest airport in Latin America and the Caribbean.
- **Viva Aerobus** arrives at our airport with the new Quito - Cancún route.
- **Skytrax** announces that Mariscal Sucre Airport has won the World Airport Awards in three categories:
  - Best Regional Airport in South America.
  - Best Airport Staff in South America.
  - Cleanest Airport in South America.
- **Nomad Travel Stores** opens a new space in the domestic pre-boarding area of the airport.
- **Avianca** inaugurates the Quito - Medellín route.
- **Latam Cargo** announces the opening of a cargo base at Quito Airport.
- **Avianca Cargo** inaugurates direct flights between Quito and Los Angeles.

# June



- **New York** is only one flight away from Quito, thanks to the new direct route offered by Avianca.
- **The environmental project** of Quiport related to migratory birds has been awarded by the UN Global Compact Ecuador.
- **Avianca** starts operating 3 weekly flights to connect Quito with Cancún.
- Mexican airline **Viva Aerobus** inaugurates Cancún - Quito route.

# August



- Cargo airline **Silk Way West** begins operations in Quito.
- **Cargolux** resumes regular operations at Quito airport, suspended due to the Covid-19 pandemic.

# September



- Quito Airport receives **World Travel Awards** as South America's Leading Airport for the seventh time.
- Mariscal Sucre Airport achieves **Level 5 in the Airports Council International's Passenger Experience Accreditation**. Together with Incheon in South Korea, they are the only two airports in the world to achieve Level 5.
- **Equair** begins operations to El Coca.





# October



- The **Ecuadorian Corporation for Social Responsibility & Sustainability (CERES)** recognizes Quiport as a Socially Responsible Company.
- **República del Cacao** is reopening its stores in the international pre-boarding area of the airport with a new design.
- The Quito - Orlando route operated by **Avianca** is inaugurated.

# November



- For its efforts to reduce energy consumption, Quito Airport receives the ACI-LAC **Green Airport Recognition 2023**.
- We began working to expand the national **VIP lounge**.
- We **renovated the floor** in the airline check-in areas, security filter entrances and migration departures. We remodel the security filters.
- Quito Airport is the first airport in Latin America to implement **biometric boarding** for direct flights to the United States, in a joint project between Quiport, Delta and U.S. Customs and Border Protection.
- Quito airport welcomes **JetSMART**, an ultra-low-cost airline that will operate between Quito and Lima.
- **Nuestra Huerta**, a shared value project promoted by Quiport, celebrates its 10th anniversary.

# December



- We have reopened the **children's play area** in the domestic pre-boarding area of the airport.
- Thanks to a joint project between Quiport and the Undersecretariat of Immigration of the Ministry of the Interior, Mariscal Sucre Airport is implementing **biometric registration in the immigration control** of international arrivals. It is the first airport in the country to use this technology.



**5.4 million  
passengers**



**15,038  
passengers**  
per day on average\*



**158  
flights**  
per day on average



**16  
cargo  
airlines\*\***



**57,691  
aircraft  
movements\***



**26  
destinations**  
from Quito



**1,741,203  
website visits**  
(This includes Quiport and  
Quito airport websites)



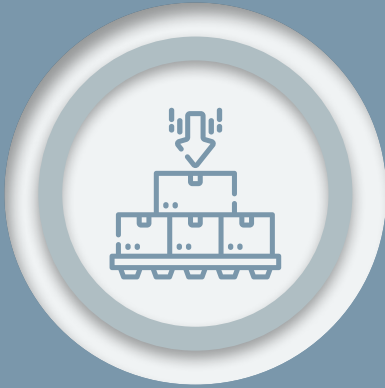
**79,865  
followers on X**  
(This includes Quiport and  
Quito airport websites)



**87,169  
followers on  
Facebook**



**17**  
passenger  
**airlines\*\***



**338,974**  
metric tons  
of cargo



**7,500**  
airport  
**workers\*\*\***



**21,580**  
followers on  
**Instagram**



**8,372**  
**responses**  
managed in  
social networks

# 2023 KEY FIGURES



- \* Does not include military and private flights.
- \*\* Includes charter flights.
- \*\*\* Estimated data.

# Awards and Recognitions



Quiport and Quito International Airport received more than 15 national and international recognitions and certifications, including the following:

-  Skytrax World Airport Awards for Best Regional Airport in South America, Cleanest Airport and Best Airport Staff.
-  Best Airport in Latin America and the Caribbean in the categories of 5 to 15 million annual passengers, Cleanest Airport, Most Pleasant Airport and Most Dedicated Staff by the Airport Service Quality Program of the Airports Council International.
-  Level 5 - the highest level - in Airports Council International's Passenger Experience Certification program. Only Incheon, South Korea, and Quito, Ecuador, have achieved Level 5.
-  World Travel Awards' Leading Airport in South America.
-  Great Place to Work as one of the 15 best companies in Ecuador in the 101-500 employee category.
-  Award and Certificate of Carbon Footprint Reduction under the Zero Carbon Ecuador Program of the Ministry of Environment, Water and Ecological Transition.
-  Global Compact Ecuador Awards for an environmental project related to migratory birds for its impact on SDG 15, Ecosystem and Terrestrial Life.
-  Socially Responsible Company Award from the Ecuadorian Corporation for Social Responsibility and Sustainability (CERES).
-  ACI-LAC Green Airport Recognition 2023 awarded to Quito Airport for its efforts to reduce energy consumption .



# Sustainability Report Profile

GRI 2-2; 2-3; 2-5

In the 2023 Sustainability Report, Quiport Corporation reports on the material issues identified in a study conducted by Valora, a consulting firm based in Mexico City, Mexico. This report, based on the Sustainability Accounting Standards Board (SASB), is prepared with reference to GRI standards, and has not been externally verified.

The report includes information about Quiport Corporation itself and Quito Airport Management (Quiama) Ecuador, a Quiport-affiliated company that operates and maintains Quito's Mariscal Sucre International Airport.

Quiport produces its Sustainability Report on an annual basis and this report corresponds to the calendar year 2023. The period of the financial information included in this document is aligned with the period of the Sustainability Report.



# Materiality

GRI 3-1; 3-2

In accordance with the practices recommended by the aforementioned standards, we have undertaken a dual materiality analysis. This was done to identify and understand the following elements:

- How social and environmental issues affect Quiport's financial position and economic performance (external and internal effects)
- The company's impact on the environment and society (internal and external effects)



In defining our material issues, and in particular the dual material issues that need to be managed by the company from an ESG perspective, we follow a methodology structured as follows:

# 1

## Identification and Characterization of Potential Material Issues

We mapped the potential material issues and conducted a thorough analysis of the key impacts, risks and opportunities in our sector. In addition, we systematized trends in the airport sector as input for the development of the list of issues.

# 2

## Prioritization and Assessment

We prioritized the list of potential issues through online surveys, focus groups and interviews with our various stakeholders, including customers, suppliers, employees, government and the community. We also conducted an impact, risk and opportunity assessment with Quiport's internal departments.





# 3

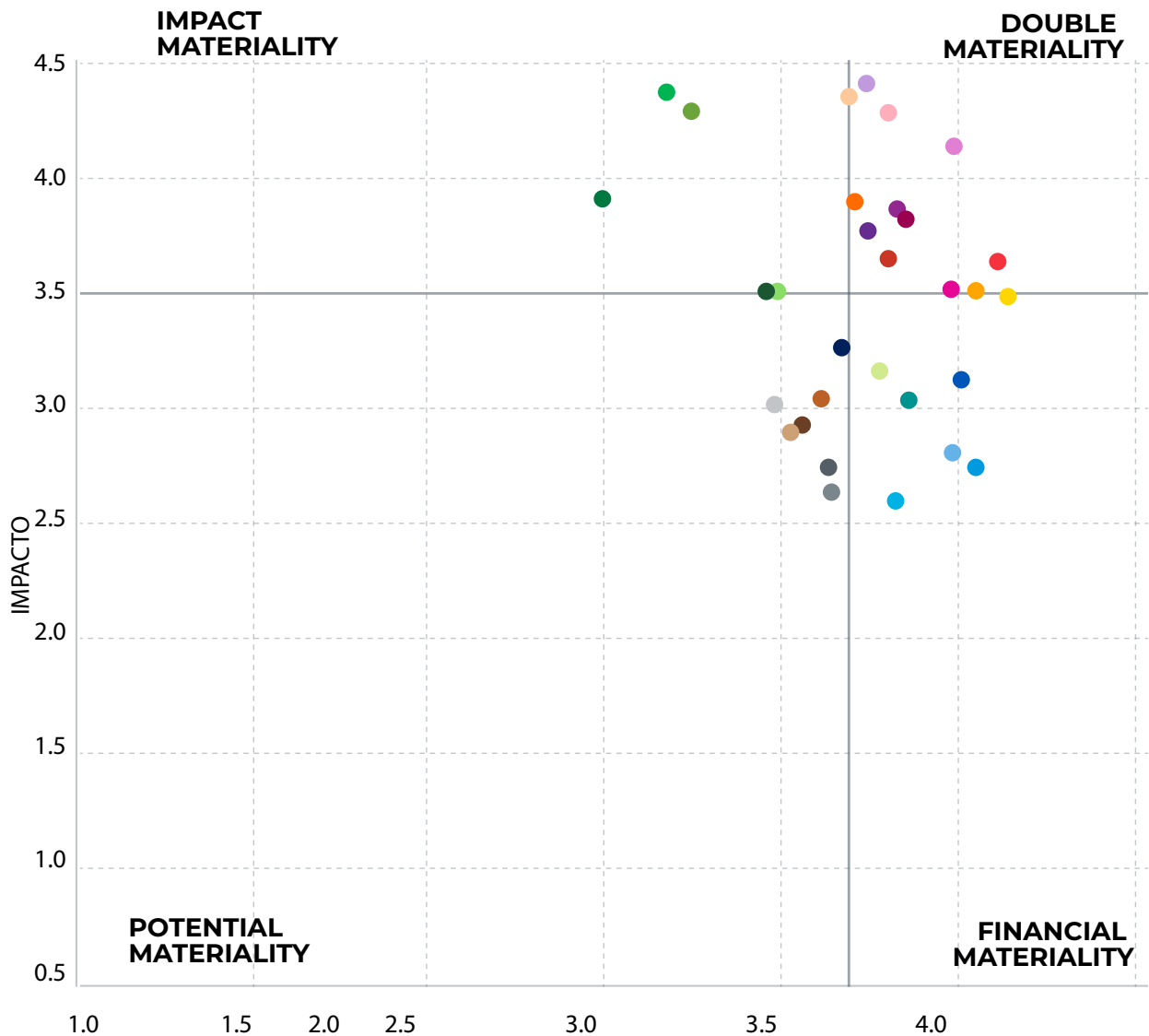
## Processing

We processed the various assessments and, as a final step to integrate the financial materiality approach, we evaluated the Sustainability Accounting Standards Board (SASB) parameters of the various industries involved in the airport sector.

# 4

## Matrix Design

Finally, we developed a double materiality matrix, which is presented below along with a list of double materiality, impact materiality and financial materiality issues.



#### DOUBLE MATERIALITY

- 5 Operational Safety
- 31 Cybersecurity
- 28 Corporate governance
- 27 Ethics and Anti-Corruption
- 8 Air connectivity
- 30 Privacy and data security
- 2 Passenger experience
- 16 Sustainable water use
- 7 Quality and development of infrastructure (airport)
- 12 GHG emissions management
- 10 Operational efficiency
- 9 Economic performance
- 6 Physical / aviation security (Security)

#### IMPACT MATERIALITY

- 13 Energy efficiency
- 14 Circular economy
- 20 Community relations
- 29 Legal regulatory compliance
- 15 Biodiversity care

#### FINANCIAL MATERIALITY

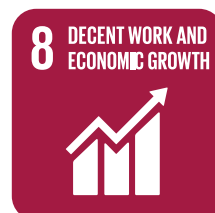
- 17 Physical risks of climate change
- 19 Noise pollution
- 3 Technological innovation
- 1 Sustainable supply chain
- 11 Sustainable and responsible financing
- 18 Transition risks associated with climate change

#### POTENTIAL MATERIALITY

- 4 Business development with social/environmental impact
- 21 Social investment
- 24 Equity, diversity and inclusion
- 25 Talent training and development
- 26 Occupational health and safety
- 22 Talent attraction and retention
- 23 Generation of indirect employment



Similarly, through our materiality analysis, we were able to identify the Sustainable Development Goals (SDGs) to which Quiport's processes would contribute by progressing in managing double material issues. Among them, we found the following SDGs:



The solid structure of our corporate governance drives our commitment to sustainability and creates mechanisms and instances of relevant management of the company's economic, social and environmental performance.

# SUSTAINABLE DEVELOPMENT GOALS



Through our stakeholder engagement tools, we have prioritized material issues according to their relevance and level of impact in order to develop a strategy focused on their proper management, with the aim of mitigating corporate risks while generating positive impacts on the company's organizational structure. As a result, we have established a sustainability model that aligns the SDGs with our organization's corporate philosophy.

Each of Quiport's areas has the support and commitment of the company's senior management to manage the corresponding material issues, which are linked to the divisional goals. Thus, as part of our work, we influence 10 SDGs that are clearly linked to the 5 strategic objectives.





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1

AEROPUERTO INTERNACIONAL





1

# GOVERNANCE





# Corporate management

GRI 2-1; 2-6

Quiport Corporation [Corporación Quiport S.A.] is the concessionaire of airport services in Quito. As such, we are responsible for the development, design, financing, construction, operation, management and maintenance of the Mariscal Sucre International Airport, located in the parish of Tababela, east of the city of Quito. The concession contract we signed with the Municipality of the Metropolitan District of Quito, through the Metropolitan Public Company of Airport Services (EPMSA) [Empresa Pública Metropolitana de Servicios Aeroportuarios], has a term of 35 years, beginning in January 2006.





# Corporate culture

GRI 2-1

The company culture has been developed together with our employees and is a reflection of our ambition and commitment to high quality customer service.

## MISSION



To provide efficient, safe and high-quality airport services that offer the best user experience, thanks to our human capital, which contributes to achieving economic, social and environmental sustainability.



## VISION



Be the benchmark in the airport industry in the country and the region, and at the same time a driving force for the social and economic development of Quito and Ecuador.

## PURPOSE



We do it well because we value life.

In 2023, we identified the need to articulate our corporate purpose with an environmental, social and governance (ESG) management approach. Therefore, we held a workshop in October and concluded that all of us at Quiport are focused on doing things well because we value life.

And when we think of LIFE, we think of it in its broadest sense, but we also prioritize the particular: the lives of our passengers and employees, the lives of the people in the communities around us, the life that flourishes in the forests and water sources around us.

We also believe that the life we enjoy should be of quality, with health, with the necessary resources to satisfy our needs, without discrimination, with justice, with respect, without corruption, with a balance between work and family, etc.

This is our sense of purpose as a company that is committed to sustainability, and **we do it well because we value life.**

## PRINCIPLES



- We have a positive attitude.
- We are experts in what we do.
- We always provide a solution.
- We create the WOW factor!

## PROMISE

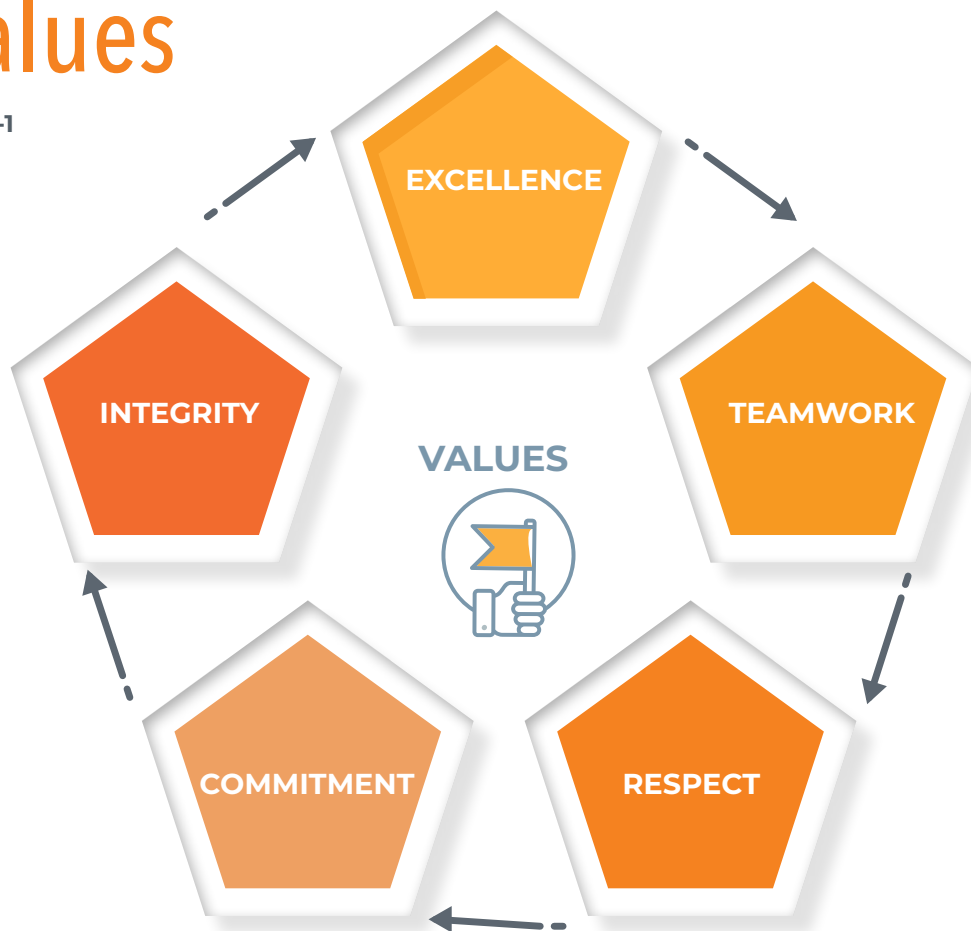


- Security
- Efficiency
- Courtesy
- High quality



# Values

GRI 2-1



## **Excellence:**

We strive for excellence in everything we do.

## **Teamwork:**

We practice a cooperative management style. Our focus is on continuous improvement, feedback and empowerment.

## **Respect:**

We embrace diversity and practice inclusion, leading by example, recognizing our colleagues, partners and customers, and fostering good relationships among everyone.

## **Commitment:**

We are committed to safety, the environment, the community, the well-being of our employees and the success of our shareholders.

## **Integrity:**

We work in a spirit of total trust, honesty and transparency.



# Strategic pillars

Our management is based on 5 cornerstones of action, which are presented below:

## Sustainable Finance and Good Corporate Governance

- We are focused on maintaining a sustainable economic performance, achieving our annual objectives, and ensuring the efficient management of resources and processes, always respecting ethics and working against any form of corruption. We are also focused on complying with the Concession Contract and fulfilling our obligations to the community, the Ecuadorian government, our shareholders and bondholders.

## Safe and Efficient Operations

- We are committed to the safe and efficient operation of Quito Airport through appropriate procedures and processes, infrastructure in optimal condition, and the application of the highest standards of cybersecurity, always ensuring compliance with national laws and international ICAO regulations.

## Excellence in Internal and External Customer Service

- We are committed to providing a positive experience for our passengers and users. We seek to strengthen relationships with our stakeholders and positively position the Quiport and Quito Airport brands, in addition to providing excellent internal customer service.

## Social Development and Environmental Management

- We develop our airport activities within a sustainable context that respects and protects the environment through the efficient use of resources and concrete actions to combat climate change, while contributing to the socio-economic development of the communities surrounding our operations.

## Expert and Committed Workforce

- We create an inclusive work environment that is free from discrimination and harassment, respects diversity, prioritizes occupational health and safety, and enables outstanding employee performance to achieve company goals, develop personal and professional growth, and add value to the organization and vice versa.





# Shareholders

GRI 2-1; 2-29



Founded in 1999, the CCR Group is a major player in infrastructure services for people's mobility, with headquarters in Brazil and operations in the airport sector in Latin America. It began its operations in the road concessions sector and has since diversified its portfolio. With more than 17,000 employees and 24 concessions, the CCR Group operates through three business lines: CCR Rodovias, CCR Aeroportos and CCR Mobilidade [CCR Highways, CCR Airports and CCR Mobility], which are responsible for operating, developing and evaluating new opportunities in the primary and secondary markets.

In Brazil, the CCR Group is responsible for the management and maintenance of 3,615 kilometers of highways, as well as metro, light rail, VLT and barge transportation services, with approximately 3 million passengers per day. In the airport segment, CCR operates 20 units in four countries and nine Brazilian states, serving more than 42 million passengers per year. The company is recognized in the national and international markets for the adoption of strict corporate governance practices that guide its performance and are summarized in the Integrity and Compliance Program.



**Miguel Setas**  
CEO, CCR Group



**Fabio Ruso**  
CEO, CCR Airports





A concessions company of the Argos Group dedicated to the structuring, promotion, development and management of road and airport infrastructure projects that contributes to competitiveness, connectivity and the generation of opportunities in the regions.

It is currently present in Aruba, Colombia and Ecuador. It manages a complete portfolio of assets totaling more than COP 2.9 trillion through two investment platforms in road and airport infrastructure: Odinsa Highways and Odinsa Airports. It

was created in partnership with Macquarie Asset Management (MAM), the largest infrastructure asset manager in the world.

The human integrity and technical expertise of its team, its responsible practices, its results, its experience, its high standards of corporate governance, its commitment to sustainability and its growth potential have consolidated its position as a solid investor, manager and originator of infrastructure projects.



**Mauricio Ossa**  
*CEO*



**Gustavo Ordóñez**  
*Executive Director  
Odinsa Highways*



**Andrés Ortega**  
*Executive Director  
Odinsa Airports*



**Eduardo Bettin**  
*Vice President Legal and  
Institutional Affairs*



**Pablo Arroyave**  
*Vice President  
Finance*



**Carlos Mario Alzate**  
*Vice President Human Resources  
and Administrative Management*



HASDC is an airport development, operation and management company that has been actively involved in several airport concessions and similar operations, primarily in Central and South America.

Over the years, in addition to participating in public-private partnerships for airports, it has provided airport training, consulting and other related services to various airports around the world.



**Agustín Arellano**  
*President and CEO*



**Eduardo Iglesias**  
*Chief Legal Officer*



**Ada Silva**  
*Chief Financial Officer*



# Directors

GRI 2-1



**Ramón Miró**

*President and Chief Executive Officer*



**Francis Segovia**

*Chief Financial Officer*



**Allan Padilla**

*Director of Operations and Maintenance*



**Santiago Andrade**

*Chief Technology Officer*



**Alex Moreno**

*Business Development Director*



## Key contributor



**Dr. Sandra Reed**

*Pérez Bustamante & Ponce - PBP*

Since 2006, Quiport Corporation has entrusted its legal matters to Pérez Bustamante & Ponce - PBP - and a team led by its partner, Dr. Sandra Reed Serrano. Dr. Reed has extensive experience in national and international corporate law, particularly in the area of infrastructure concessions and their financing. She also served

as President of the Ecuadorian-American Chamber of Commerce from 2019 to 2022, is President of the Ecuadorian Chapter of Sistema B (Companies with Purpose), President of the civic movement Vital Dialogues and a member of the Latin American Forum of the International Bar Association (IBA).





# Corporate governance

GRI 2-9; 2-10; 2-11; 2-12; 2-13; 2-14; 2-15; 2-24; 3-3

We have a set of corporate rules that are reflected in the decisions we make, as well as in the follow-up and continuous evaluation of our performance. These Corporate Governance Rules apply to shareholders, their delegates, senior management, the Steering Committee, the Support Committees and the employees of Quiport. Our objective is to establish rules and procedures for the creation of an organizational culture that is

consistent with the construction of good governance and allows us to achieve our corporate objectives.

All members of the highest governance body and committees are executive and independent, and therefore are not subject to conflicts of interest. The General Shareholders' Meeting, the Steering Committee, its support committees and the Ethics Committee are composed as follows:



## General Shareholders' Meeting

This is composed of each of the shareholders (legal entities). In accordance with the regulations in force, the Articles of Association and the Code of Good Corporate Governance, the shareholders appoint the officers they trust to represent them, to deliberate and to vote at the General Meeting.

It is chaired by the Chief Executive Officer, who is a senior executive of the Company. This is because the current regulations require this body to have a chairman and a secretary, whose duties are to sign the minutes of the meetings,

to ensure that the rules regarding the preparation and holding of the meetings are complied with, and to keep a record of the minutes.

Based on the functions of the Chairman of the General Meeting, no conflicts of interest arise, since he does not participate in voting on the matters submitted to the highest governing body, while the results of his management are evaluated annually at the Ordinary General Meeting.

The General Shareholders' Meeting has the power to establish the



Company's internal administrative regulations, policies and codes, as well as to approve the Company's annual budget, business plan and general plan of activities.

The highest governance body is not responsible for reviewing and approving the information presented in the sustainability report, including the organization's material issues, as this is not a statutory duty.

As part of its functions, it approved the Code of Good Corporate Governance, which states that the Legal and Corporate Governance Committee is responsible for ensuring that sustainability and

corporate social responsibility are part of the company's long-term strategy, and for supporting and monitoring the implementation of the company's sustainability policy. Quiport has an integrated management policy that includes sustainability issues, and the strategies and actions adopted have been delegated by managers to internal departments specialized in sustainability.

Depending on their relevance, strategies and actions are submitted to the Steering Committee for review prior to approval and/or implementation by management.



## *Steering Committee*

It is composed of seven members: three members appointed by Odinsa, three members appointed by CCR, and one member appointed by HASDC, who do not have alternate members.

The members serve for a period of 2 years and can be re-elected indefinitely. The internal mechanisms of each shareholder for nominating and electing his/her representative to this committee are not known to us.

To be appointed as a member of the Committee, appointees must have analytical and managerial skills, a strategic vision of the business, objectivity and the ability to present their point of view, the ability to evaluate the management structure, as well as specific skills that allow them to provide input in one or more aspects.



## *Support Committees*

Each Support Committee will have five members, two elected by Odinsa, two elected by CCR and one elected by HASDC. One or more guests may attend Support Committee meetings at the invitation of a shareholder.

Members will serve for a term of 2 years and may be re-elected indefinitely.

The criteria for selecting members of the Support Committees are the following:

- **Audit, Finance and Risk Committee:** Corporate finance and/or risk management experience.
- **Procurement Committee:** Airport or corporate finance experience.
- **Master Plan and Engineering Committee:** Airport industry experience.
- **Legal and Corporate Governance Committee:** Legal, financial and/or airport industry experience.
- **Nominating and Compensation Committee:** legal, human resources, administrative, corporate finance and/or airport industry experience.
- **Conduct and Compliance Committee:** experience in legal matters, human resources, administration, corporate finance and/or the airport industry. Unlike the previous committees, this committee will consist of five members representing the shareholders, at least two of whom will be members of the Steering Committee and one permanent member of Quiport.



## *Ethics Committee*

This committee consists of three directors and is responsible for administering and ensuring compliance with the Code of Ethics and Conduct. The Compliance Officer serves as secretary.

The responsibility for managing the social, environmental and governance-related impacts of our operations has been assigned to the management of the company.



# Anti-corruption and compliance policy

**GRI 2-23; 2-24; 2-26; 2-27; 3-3; 205-1; 205-2; 205-3; 206-1, SASB SV-PS 510a.1**

This policy is aimed at reinforcing the corporate guidelines against corruption and bribery in all the areas of Quiport Corporation and is published on our website



[https://www.quiport.com/sostenibilidad/buen-gobierno/gobierno-corporativo/.](https://www.quiport.com/sostenibilidad/buen-gobierno/gobierno-corporativo/)



These internal regulations help us to:

- Avoid misconduct or behavior that could be interpreted as an act of corruption.
- Monitor relationships with public officials, relationships with private officials and/or third parties, conflicts of interest, receipt or delivery of gifts, entertainment, travel and lodging.

As part of the measures adopted by the company to avoid conflicts of interest, all employees are required to make a declaration of possible conflicts of interest within the first few months of each year, in

accordance with the company's internal regulations.

Likewise, donation to or sponsorship of movements, parties, organizations, groups or political subjects, or persons related to political subjects up to the second degree of affinity or the fourth degree of consanguinity and/or for the purpose of financing political campaigns on behalf of the organization is expressly forbidden.

In order to ensure that all employees are duly informed and trained on corporate policies regarding corruption, we have carried out the following activities:



- Campaigns to strengthen compliance culture through messages posted on personal computers and digital bulletin boards located in all areas of the company.
- Training of our employees, suppliers and commercial operators on the compliance program. We trained 107 suppliers, equivalent to 82% of the total number of guests, and 63 commercial operators, equivalent to 74% of the total number of guests. Regarding Quiport's employees, a total of 340 people were trained, equivalent to 100%, distributed in the following categories:
  - management level: 13 people.
  - directors: 5 people.
  - administrative and operational: 322 people.



As a company, there is no training process for the members of the highest governance body; however, there is ongoing communication so that they are aware of the cases that have arisen.



- During 2023, we worked on strengthening the complaint channels, currently fully operational, in order to encourage their use:



**Phone number**  
**1800 001 145**



**Website**

<https://canalconfidencial.com.br/quiport/>



**E-mail**

[cumplimiento@quiport.com](mailto:cumplimiento@quiport.com)

In 2023 we received two reports of alleged acts of corruption through the channels established for this purpose and in 100% of the cases we carried out the necessary evaluations to identify and verify corruption risks.

In addition, we updated a risk matrix that includes significant risks, among others, related to cases of corruption. Dissemination and implementation is scheduled for the first half of 2024.

It is important to note that in 2023 there were no legal proceedings related to issues such as professional integrity, anticompetitive behavior, unfair competition or non-compliance with laws or environmental regulations. Therefore, no economic losses were incurred in these areas.

To help prevent bribery and corruption, our internal regulations include:

**A**

Due diligence process through which bidders must comply with the following requirements:

- Express acceptance for Quiport to perform a due diligence process and fill out the related forms.
- Those who are required to complete this form will receive it in a timely manner, and any bids submitted will only be considered valid if this process has been completed.

- In the event that the bidder does not pass the due diligence process, the bid will be disqualified without right of appeal.
- Bidders, by the simple fact of submitting a proposal, state that they are aware of and accept compliance with Quiport's Code of Ethics and Conduct, which is mandatory for all suppliers and is published at the following link:



[https://canalconfidencial.com.br/quiport/files/QUIPORT\\_Codigo\\_Conducta\\_y\\_Etica\\_VF\\_\\_Signed\\_Version\\_\\_signed.pdf](https://canalconfidencial.com.br/quiport/files/QUIPORT_Codigo_Conducta_y_Etica_VF__Signed_Version__signed.pdf)

## B

Declaration of anti-money laundering, involvement in criminal activities, bribery, corruption and others.

- Bidders are required to submit either Appendix 3A - Legal Entity or Appendix 3B - Natural Person, signed by the legal representative or natural person, as applicable, with their bids.
- With the declaration on origin of funds, we prevent cases of money laundering, financing of terrorism, fraud, bribery and corruption. Failure to submit this document will result in the automatic disqualification of the bidder's proposal.

## C

- With respect to anti-competitive behavior, our pre-contractual bases establish an award procedure, which contemplates an evaluation by a Procurement Committee. This committee considers the technical, financial and legal factors corresponding to each process, and a qualification percentage of at least 80% must be met in order to be taken into consideration.
- It should be emphasized that the bidders, by the simple fact of submitting a proposal, declare that they are aware of and accept compliance with Quiport's Code of Ethics and Conduct, which prohibits any type of agreement or action that may be detrimental to free competition.



# Strategic partners

GRI 2-29

The operation of our airport involves key alliances with organizations and institutions involved in the airport industry, which have defined and differentiated responsibilities. Due to their level of involvement, they are key players in airport service

and their performance allows us to positively impact our stakeholders in order to meet our sustainability goals. This is an overview of who our strategic partners are:



## Metropolitan Public Company of Airport Services (EPMSA, Spanish acronym)

Its responsibilities lie in three main areas:

1. Control of the airport concession.
2. Airport security (AVSEC).
3. The development of a free trade zone adjacent to the Mariscal Sucre International Airport.



## Airlines

Airline traffic personnel assist users with their airline ticket reservations and itineraries. They also respond to concerns or complaints, perform pre-boarding checks, and assist people with disabilities or children traveling without adults.



## Ministry of the Interior

Entity in charge of migratory processes, whose function is to regulate the entry and exit of persons into and out of the country, protecting national security.





## Ecuadorian Agency for Quality Assurance in Agriculture (Agrocalidad, Spanish acronym)

It is responsible for food safety and animal and plant health.



## Directorate General of Civil Aviation (DGAC, Spanish acronym)

It is in charge of the following activities:

- Compliance with Civil Aviation Regulations (RDAC, Spanish acronym) and aerodrome certification.
- Qualification, certification and licensing of aeronautical personnel, aeronautical service providers and aviation safety companies.
- Flight authorization.
- Aeronautical registration and air navigation.
- Certification of maximum height allowed for buildings, towers and antennas.
- Aircraft certification, maintenance organizations and air operators.



## Customs of Ecuador (SENAE, Spanish acronym)

Responsible for:

- Surveillance and monitoring of the entry and exit of persons, goods and means of transportation through the country's borders and customs zones.
- Tax determination and collection.
- Resolution of claims, appeals, petitions and consultations.
- Prevention, prosecution and punishment of customs violations.
- Control of goods entered under special customs regimes.



## National Police Units at Mariscal Sucre International Airport

In charge of:

- **UIPA:** Ports and Airports Intelligence Unit.
- **CRAC:** Canine Training Center.
- **Tourism Police:** Police specialized in tourism.
- **Judicial Police:** Unit specialized in preliminary investigation and criminal procedure.



# Alliances and associations

GRI 2-28

We are members of relevant organizations in the airport, tourism and corporate sectors on a national and international scale, where we have achieved leadership positions.

Being part of these strategic alliances and associations allows us to combine our collective efforts and create synergies to achieve broader and more far-reaching impacts.

## International associations

### Airports Council International (ACI)

- Member of the World Environment Committee
- Member of the World Committee on Operational Safety

### Airports Council International - Latin America and the Caribbean (ACI-LAC)

- Member of the Communication Committee
- Member of the Human Resources Committee



## Local associations



**HOTEL ASSOCIATION OF  
METROPOLITAN QUITO**



**ECUADORIAN-  
CANADIAN CHAMBER  
OF COMMERCE**



**CHAMBER OF  
INDUSTRIES AND  
PRODUCTION (CIP)**



**ECUADORIAN-  
AMERICAN CHAMBER  
OF COMMERCE**



**QUITO CHAMBER OF  
COMMERCE**



**ECUADORIAN-  
BRAZILIAN CHAMBER  
OF COMMERCE**



**ECUADORIAN  
CONSORTIUM FOR  
SOCIAL RESPONSIBILITY**



**NATIONAL  
FEDERATION OF  
EXPORTERS**



**UNITED NATIONS  
GLOBAL COMPACT  
ECUADOR**



# Industry participation

GRI 2-28

**10/3/2023**

Santiago Andrade, Director of Information and Technology, participated in the ACI Airport Day Pura Vida [Pure Life], organized by the Airports Council International Latin America and the Caribbean (ACI-LAC), to discuss the main benefits of introducing new technologies to streamline airport processes. At this event, Santiago Andrade explained the strategy and processes worked by Quiport in terms of cybersecurity and digital transformation, as well as the technological alternatives offered by the Mariscal Sucre International Airport to users and passengers.

**23/3/2023**

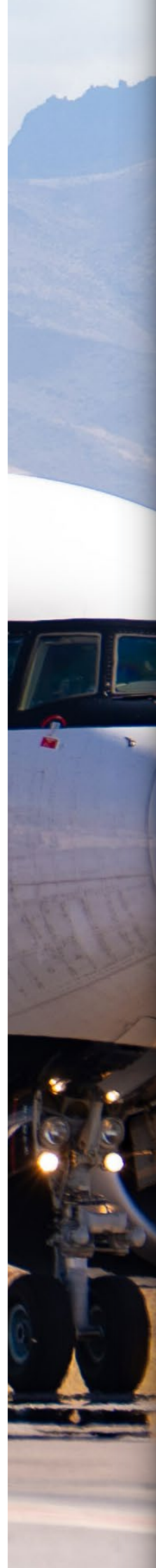
Our Route Development team and officials from the Ministry of Tourism participated in the Routes Americas 2023 event held in Chicago, USA. Routes is the main airline routing forum in the Americas, focused on providing negotiation possibilities for both airlines and airports on a global scale. Quiport representatives met with 14 airlines in individual meetings to explore opportunities for new routes and frequencies for Quito airport.

**24/4/2023**

Luis Galárraga, Communications Manager of Quiport, participated in the webinar of the Communications and Marketing Committee of ACI-LAC. His presentation dealt with the case of the communication management of Quito airport during the suspension of flights and the communication actions that were carried out for the resumption of operations after the Covid-19 pandemic.

**22/5/2024**

As a representative of ACI-LAC, on Operational Safety, David Almeida attended the Runway Safety workshop, led by the International Civil Aviation Organization (ICAO), which seeks to promote the implementation of the Runway Safety Team (RST) at all international airports in the Americas and improve its effectiveness. David Almeida spoke about the challenges and opportunities for airports to implement ramp safety actions. He also presented Quito airport as a success story in this area.



**15/6/2023**

Ramón Miró, President and CEO, received a visit from José Luis Aguilar, Director of Cuenca airport, with whom he shared experiences in the operation of the Mariscal Sucre airport and best practices in different areas.

**20/6/2023**

Allan Padilla, Director of Operations, was present at Aviation Day, organized by the International Air Transport Association (IATA). At this meeting, which brought together several industry leaders, Allan participated in the panel entitled "Operational Needs for the Growth of Aviation in Ecuador."

**20/6/2023**

Gabriela Landázuri, Manager of Occupational Health, Safety and Environment, represented Quiport in the ACI's Airport Excellence Program (APEX), to help the group's airports identify and mitigate weaknesses in operational safety, security and the environment, through peer reviews and the exchange of best practices. This technical visit was the first that addressed the Environment and took place at the Pacific Airports Group's Puerto Vallarta Airport in Mexico.

**28/6/2023**

Allan Padilla, Director of Operations, was present at the virtual conference 'Disaster Response for the South American Region' of the ICAO, where he spoke about the experience of Quito airport in handling the situation caused by the earthquake measuring 7.8 on the Richter scale, which occurred in 2016 in Ecuador, and Quiport's contribution to restore air connectivity to the city of Manta for evacuations and the arrival of humanitarian aid.

**30/8/2023**

Gabriela Landázuri, EHS manager, participated in the annual meeting of the ACI-LAC Environment and Sustainability Committee. During this meeting, representatives of the member airports of the group addressed various topics such as regional agendas, the review of white papers on circular

economy and the goal of net zero emissions by 2050. In addition, a workshop was held to implement sustainable improvements in the region's airports.

**30/8/2023**

Through our Operational Safety Manager, David Almeida, we participated in the ACI-LAC Technical and Operational Safety Committee, where various safety issues were addressed. In addition, in his role as coordinator of the runway operational safety group, David Almeida presented the actions carried out since the creation of this team, such as the implementation of RST runway operational safety teams and the strategies that some airports are implementing to improve their effectiveness. During this meeting, best practices were shared and an annual action plan was generated.

**18/9/2023**

The Mariscal Sucre International Airport was the setting for a unique experience promoted by United Airlines, which aimed to inspire girls to work in the world of aviation. A group of 19 girls between 12 and 14 years old, selected by our company and who study in several schools near our operation, learned about the airport facilities and the roles of several women who occupy positions traditionally held by men.

**18/10/2023**

Ramón Miró, President and CEO, Alex Moreno, Director of Business Development and Gustavo Aguilar, Commercial and Route Development Manager were present at Routes World 2023 to explore new routes and connectivity opportunities. The meeting took place in Istanbul, where they held 19 valuable meetings with airlines.

**30/10/2023**

We supported the United Airlines' "Pedaling for a More Sustainable Future" initiative. Quiport participated as co-organizer of a bicycle tour along the airport's perimeter road, taking advantage of the closure of airport operations for planned preventive maintenance work.



30/10/2023

David Almeida, Operational Safety Manager, played a leading role as safety expert in two inspections of ACI's APEX program. These visits took place October 9-13 at Mexicali International Airport and October 16-20 at Tijuana International Airport. The APEX program aims to foster cooperation among airport colleagues who visit other airports to provide recommendations to improve safety.

8/11/2023

During the opening of the ACI-LAC Annual Assembly, held in Miami, Ramón Miró, our President and CEO, participated in the panel of CEOs of Latin American airports to discuss the challenges and opportunities of the airport sector.



## Corporate reputation

Corporate reputation is considered an intangible asset of the company, and for this reason we work on caring for the company's public image, based on the values and strategic pillars that govern our management.

In Ecuador, the main organization that analyzes the corporate reputation of companies is Merco (Corporate Reputation Business Monitor). In the ranking of the 100 companies with the best corporate reputation in Ecuador for the year 2023, Quiport Corporation ranked 26th.

Merco carries out a global evaluation that integrates the perception and assessment of 15 sources of information with the reality of reputational merits. The reports collect and comparatively analyze the evaluations of the different stakeholders with the aim of making a global reputational diagnosis of each company. The methodology established by Merco for the preparation of the ranking has been independently reviewed by KPMG.



# Communication and information

GRI 2-29

At Quiport Corporation, communication is considered a vital tool for proper management. Therefore, the policies that govern it are aligned with its corporate philosophy.

Quiport Corporation is a company guided by values that prioritize respect, integrity, commitment and teamwork, aimed at achieving excellence in all aspects of its management.

Communication is oriented to protect the company's reputation,

within parameters of ethics, truthfulness and respect, and is consistent with our values of inclusion and non-discrimination, ensuring that no terms or images are used that may be prejudicial or discriminatory towards women or any minority.

For our general mass communication, we use a strategy based on media relations, and we have digital channels such as the corporate website, the Quito airport website and social networks.





# Digital environment



## Quiport's digital platforms



**54,370**  
**visits**  
to the website\*



**6,186**  
followers on  
**X**



**20,411**  
followers on  
**LinkedIn**

## Quito Airport's digital platforms



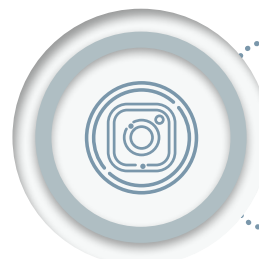
**1,686,833**  
**visits**  
to the website\*



**73,679**  
followers on  
**X**



**87,169**  
followers on  
**Facebook**



**21,580**  
followers on  
**Instagram**

\*Estimated data due to the change of Google Analytics platform from version 3 to version 4.

# Economic management

## GRI 3-3

Our efficient performance is based on an integrated vision of sustainability, in which we seek not only to maximize financial results, but also to have a positive impact on the social and environmental context, taking into account the needs of our various stakeholders, including employees, users, partners, and communities, among others.

This vision also includes the management of climate and social risks in terms of their impact on financial stability.





# Figures and results

GRI 201-1; Q1

## ● Economic Value Generated (EVG)

Operational income significantly exceeded that of the year 2022 by 32.9%.



Operational  
revenues

**US\$ 187,660,612**



Financial  
income

**US\$ 4,527,927**

**TOTAL** US\$ 192,188,539



## ● Economic Value Distributed (EVD)



Operating costs

**US\$ 39,591,435**



Staff salaries and benefits

**US\$ 16,950,754**



Payment to capital suppliers

**US\$ 116,234,682**



Payments to the government

**US\$ 2,711,678**

**81.4%**  
increase in net  
income in 2023



The increase in net income in 2023 compared to 2022 was 81.4% due to the increment in our operations.

Economic value generated

**US\$ 192,188,539**



Economic value distributed

**US\$ 175,488,550**

**RETAINED EARNINGS : US\$ 16,699,989**

# Financial assistance

## GRI 201-4

The public-private concession of the Mariscal Sucre International Airport has no defined financial support from the state or government. The development of commercial activities is under the legal framework of a free trade zone for 20 years, from December 2005 to December 2025.

In 2023, we efficiently managed the financial resources of the concession, which allowed for technological development, excellence in airport operations, and the strengthening of revenues to the benefit of the Municipality of Quito in the amount of: US\$ 17,211,188.

# Fiscal management

## GRI 207-1; 207-2; 207-3

During 2023, we efficiently complied with all tax obligations established by the Internal Revenue Service (SRI, by its Spanish acronym) and the appointment as tax withholding agent.

Management has established tax control and risk management processes. These processes are carried out in cooperation with the

Company's internal and external finance and legal departments and are designed to ensure compliance with the Company's legal tax obligations.

The development of operations and strict tax compliance has allowed us to collect taxes in on behalf of the National Government for the amounts detailed below:

|                                             | 2022           | 2023           |
|---------------------------------------------|----------------|----------------|
| Value-Added Tax - (VAT) - sal               | US\$ 4,662,267 | US\$ 5,940,155 |
| Income tax withheld in purchasing processes | US\$ 653,884   | US\$ 823,166   |
| Income tax withheld on payment to employees | US\$ 222,959   | US\$ 283,625   |
| Taxes collected                             | US\$ 5,539,110 | US\$ 7,046,946 |



We initiated bidding processes related to the expansion of the passenger terminal.

## Value chain and suppliers

GRI 204-1; 308-2; 414-2

2023 main projects:

- ✓ In collaboration with the Legal Department, we have updated the weighting of the results and the method of calculation in the due diligence forms.
- ✓ We initiated bidding processes related to the expansion of the passenger terminal planned for 2025.
- ✓ Procurement personnel were trained in inventory management activities.

We do not have an analysis of the impact of the supply chain on our stakeholders. This is an issue that will be considered in the short term.





# Our supply chain

GRI 2-6; 204-1; 414-1

We have a supply chain strategy that is also aligned with our corporate governance practices, code of ethics and conduct, and environmental, social and governance (ESG) objectives.

In 2023, our supply chain didn't undergo any significant changes. Therefore, the priorities of the corporate strategy were maintained along two main lines:

# A

Optimal management in terms of quality, time and resources to meet the needs of the company and achieve efficient and safe airport operations.

# B

Regulating the procurement processes for goods and services, transferring Quiport's values, principles and philosophy to each relationship with suppliers.

We worked with 538 suppliers, investing a total of US\$ 47,554,926.86 in the supply chain, an amount 46.51% higher than the investment made in 2022. This is due to the fact that:

- ✓ We increased purchases from local suppliers for several projects that had been suspended due to the pandemic and were resumed in 2023.
- ✓ Airport services expanded to accommodate increased operations.
- ✓ We perform scheduled maintenance of airport equipment and infrastructure.

We worked  
with **538**  
suppliers

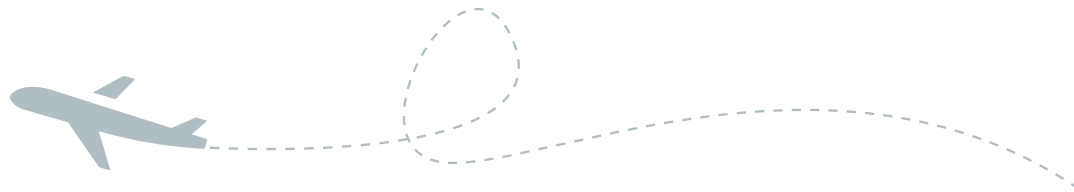




The following is a breakdown of the costs incurred in the value chain, broken down by the type of supplier:

### ✓ Expenditure on local suppliers

|                                        | 2022               | 2023               |
|----------------------------------------|--------------------|--------------------|
| <b>Number of local suppliers</b>       | 594                | 478                |
| <b>Percentage of local suppliers</b>   | 91.53%             | 88.85%             |
| <b>Expenditure in the supply chain</b> | US\$ 28,842,000.30 | US\$ 42,248,988.97 |
| <b>Percentage of expenditure</b>       | 88.86%             | 88.84%             |



### ✓ Expenditure on international suppliers

|                                              | 2022           | 2023              |
|----------------------------------------------|----------------|-------------------|
| <b>Number of international suppliers</b>     | 55             | 60                |
| <b>Percentage of international suppliers</b> | 8.47%          | 11.15%            |
| <b>Expenditure in the supply chain</b>       | US\$ 3,617,000 | US\$ 5,305,937.89 |
| <b>Percentage of expenditure</b>             | 11.14%         | 11.16%            |

While the percentage of purchases from local suppliers decreased by 0.02% in 2023 as compared to 2022 in terms of expenditure, purchases from foreign suppliers increased by the same percentage. This is due to situational issues, since the nature of purchases varies greatly from year to year, as the airport requires

a variety of products and services, but there are times when the volume of products available on the local market is limited. Therefore, depending on the needs of each year, there may be variations in the procurement ratio between local and foreign suppliers.

## Supplier selection

GRI 308-1; 2-25

The supplier qualification process works through an external auditing firm and is performed through an online database:

- ✓ In the database we can find the qualified suppliers, their scores and documentation.
- ✓ We evaluate the impact on the business, operational risk, work execution risk and permanence at the airport.
- ✓ Based on their score, suppliers are classified as Critical 1, Critical 2 or Non-critical.
- ✓ Critical suppliers are those that sign contracts related to operation and maintenance.

In 2023, 321 new suppliers were qualified and underwent ESG screening.

Based on our process, we identified 26 critical suppliers. The percentage of purchases from critical suppliers was 37.4%.

We comply with all established guidelines for the procurement of goods and services. The percentage of purchases from critical suppliers has increased to 37.4%, mainly due to some investment purchases of technological and telecommunications elements. The rest of the expenses, consisting of services which did not increase in most of their contracts, did not show significant differences.

We also select suppliers based on environmental, social and governance (ESG) factors. In other words, critical suppliers must meet environmental, safety, health and social responsibility parameters. In addition, all critical and non-critical suppliers must submit an anti-money laundering statement to qualify.



**321**  
new  
suppliers

To prevent unethical practices by third parties, we have maintained a due diligence system that helps us evaluate and mitigate risks associated with suppliers of goods and services. Through this system, we aim to strengthen our ability to make sound contracting decisions. Our due diligence platform went live in 2023. We have also contracted an external provider for the service of screening suppliers against restrictive lists.

To streamline time and processes, we have initiated a review and update of the following policies:



#### **GENERAL PROCUREMENT POLICY AND PROCEDURE**

We regulate the procurement of goods and services by enforcing our values and principles and by applying our general procurement policy, which is based on fundamental criteria such as alignment with strategic objectives, transparency, efficiency, objectivity and excellence.

#### **SUPPLIER EVALUATION POLICY AND PROCEDURE**

We performed the compliance evaluation matrix of suppliers that are subject to the general procurement policy and that provide goods and services for the operation, maintenance and investments of the airport, in order to ensure that purchases comply with the requested standards.

#### **SUPPLIER QUALIFICATION POLICY AND PROCEDURE**

We have a supplier qualification process to ensure that purchases or contracts are made with those who meet the standards required by the company, including legal, technical and economic requirements.

#### **PROCEDURE FOR URGENT OR EMERGENCY PURCHASES**

We carry out the necessary activities to guarantee the provision of essential goods and services in case of emergency at Quito Airport, always seeking the best conditions for the company.

# Connectivity

## GRI 3-3

Passenger traffic performance at Quito airport in 2023 was positive, with a 27.3% growth compared to 2022. The improvement in traffic was due to factors related to the definitive recovery of air transport after the Covid-19 pandemic and to the work of our route development team, which was able to capitalize favorably on the reordering and change of strategies of the post-pandemic airlines.

Our work joined the efforts of the national authorities - the Ministries of Tourism and Transport and Public Works- and the local authorities -Municipality of Quito- to showcase the attractions of the country and the city as a destination and to promote the opening of new routes and increase frequencies at our airport.





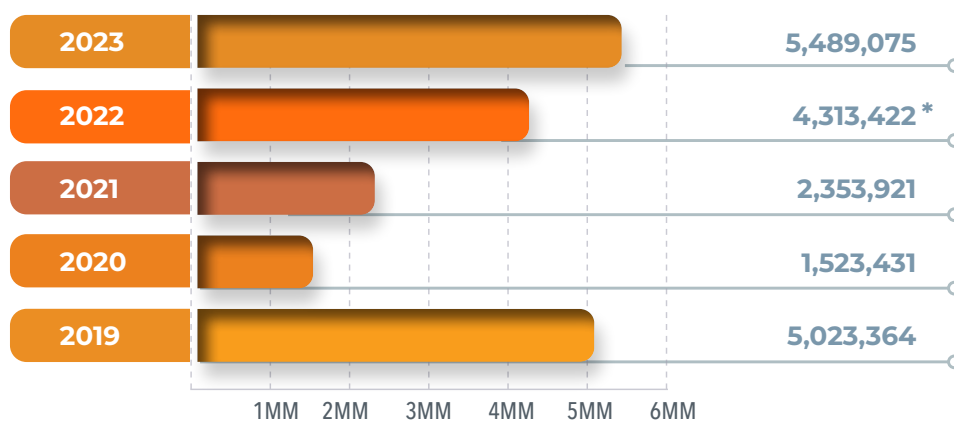
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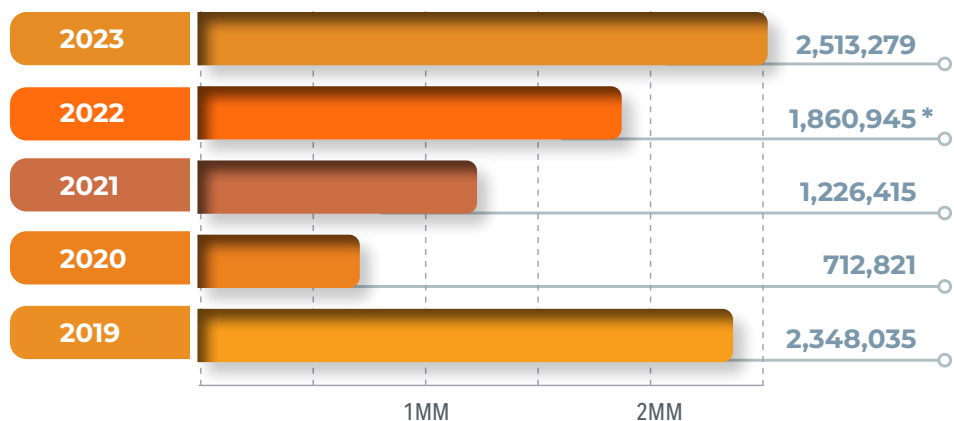
## Passenger Movement

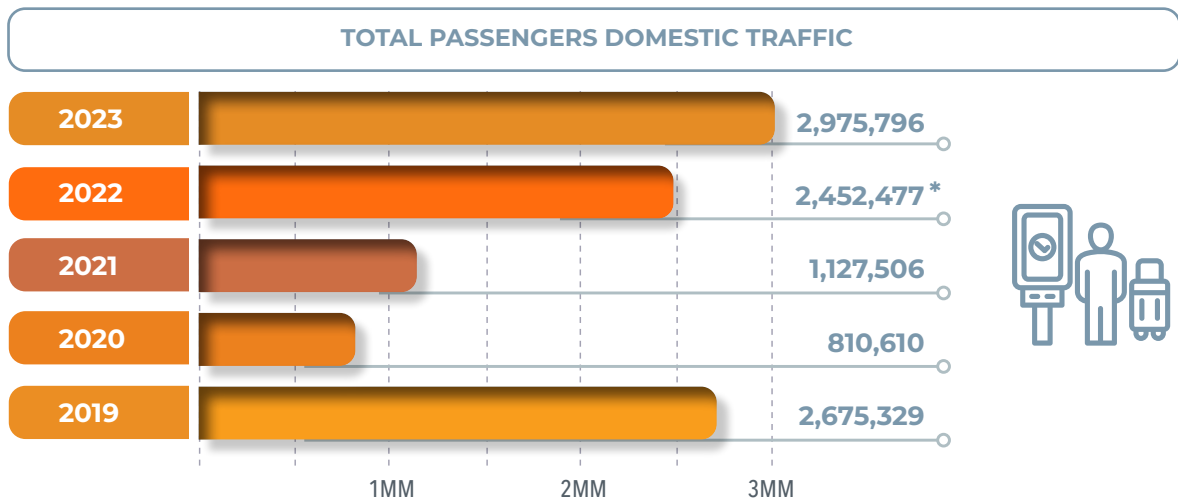
GRI A01

### TOTAL PASSENGERS



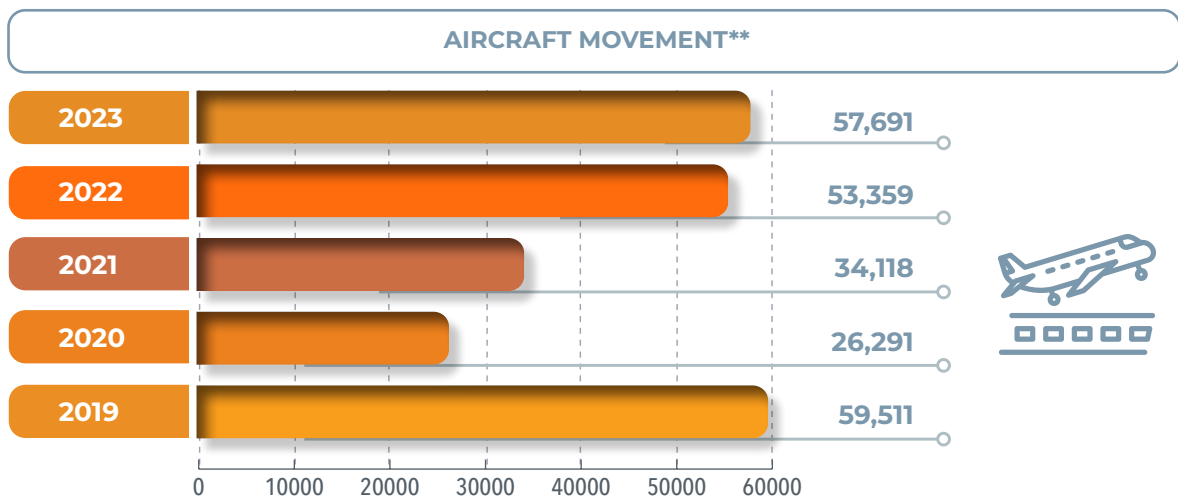
### TOTAL PASSENGERS INTERNATIONAL TRAFFIC





## Aircraft movement

GRI A02; 2-4



\* Data rectified with respect to the 2022 report following the publication of official statistics from the Directorate General of Civil Aviation.

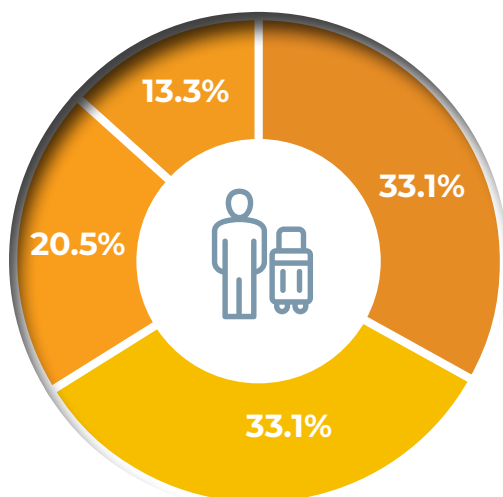
\*\* Does not include military and Humanitarian and extraordinary flights.



# Market distribution

By region, routes and international airlines\*

## DEPARTING PASSENGERS PER REGION



408,809

South America

408,133

North America

253,710

Central America and the Caribbean

164,119

Europe

1,234,771

Total

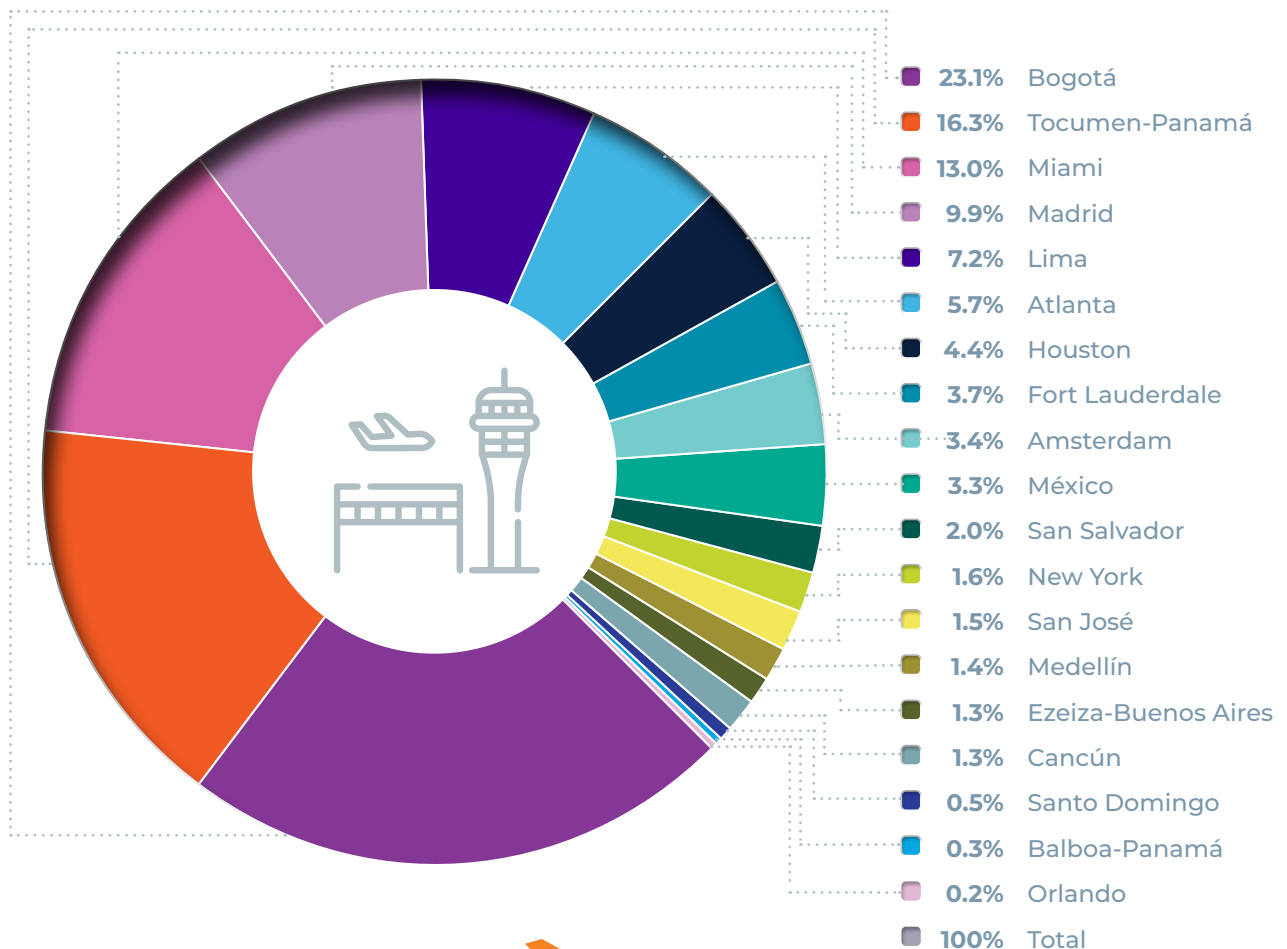
\* Regular commercial routes.





## BY DESTINATION AIRPORT

|                 |         |                     |           |
|-----------------|---------|---------------------|-----------|
| Bogotá          | 285,795 | San Salvador        | 24,124    |
| Tocumen-Panamá  | 201,112 | New York            | 19,415    |
| Miami           | 160,568 | San José            | 18,524    |
| Madrid          | 122,122 | Medellín            | 17,028    |
| Lima            | 89,400  | Ezeiza-Buenos Aires | 16,586    |
| Atlanta         | 69,864  | Cancún              | 15,715    |
| Houston         | 54,179  | Santo Domingo       | 5,717     |
| Fort Lauderdale | 45,629  | Balboa-Panamá       | 4,233     |
| Amsterdam       | 41,997  | Orlando             | 2,394     |
| México          | 40,369  | Total               | 1,234,771 |





## BY AIRLINE



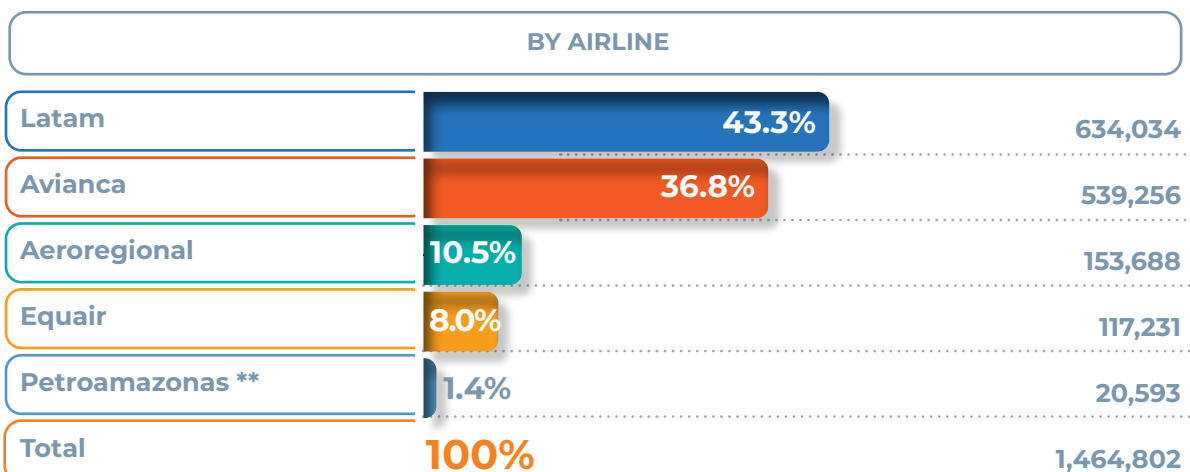
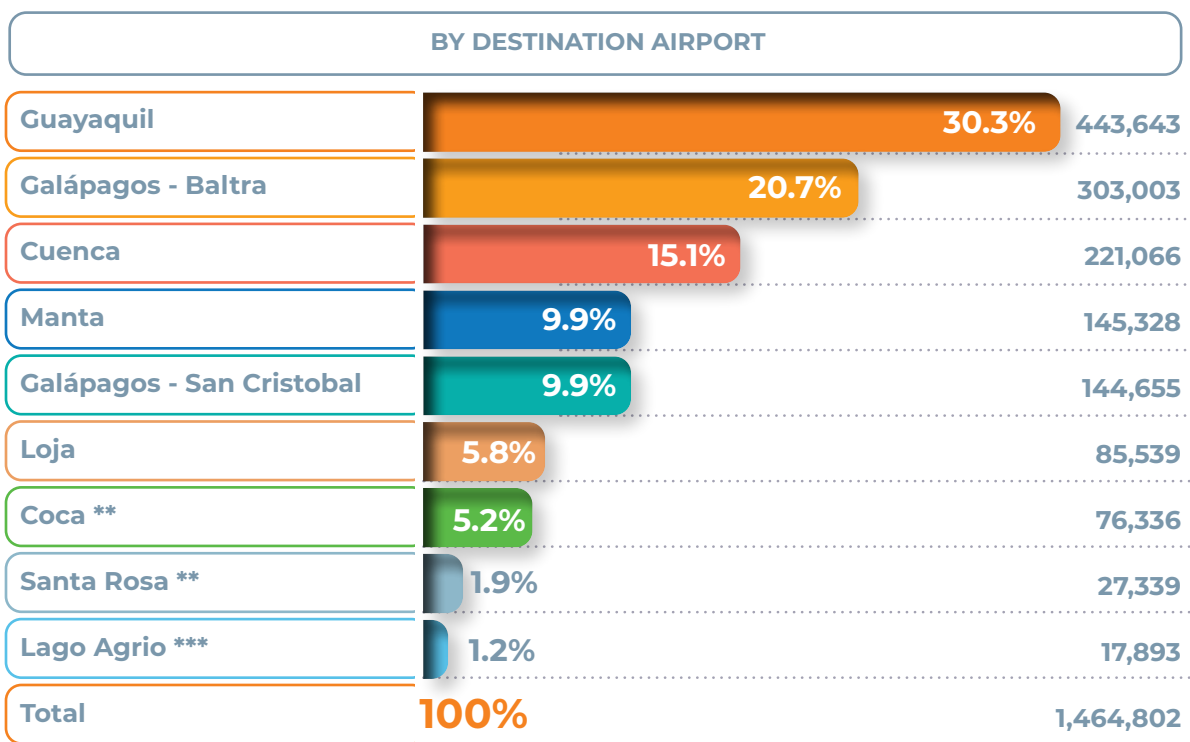
|       |              |           |
|-------|--------------|-----------|
| 24.0% | Avianca      | 296,553   |
| 16.6% | Latam        | 204,432   |
| 16.3% | Copa         | 201,112   |
| 9.1%  | American     | 111,856   |
| 8.2%  | Iberia       | 101,557   |
| 5.7%  | Delta        | 69,864    |
| 4.4%  | United       | 54,179    |
| 3.7%  | Jetblue      | 45,629    |
| 3.4%  | KLM          | 41,997    |
| 3.3%  | Aeromexico   | 40,369    |
| 2.1%  | Wingo        | 26,258    |
| 1.7%  | Air Europa   | 20,565    |
| 0.8%  | Viva Aerobus | 10,450    |
| 0.5%  | Arajet       | 5,717     |
| 0.3%  | Aeroregional | 4,233     |
| 100%  | Total        | 1,234,771 |





## By domestic routes and airlines\*

### Departing Passengers



\* Regular commercial routes.

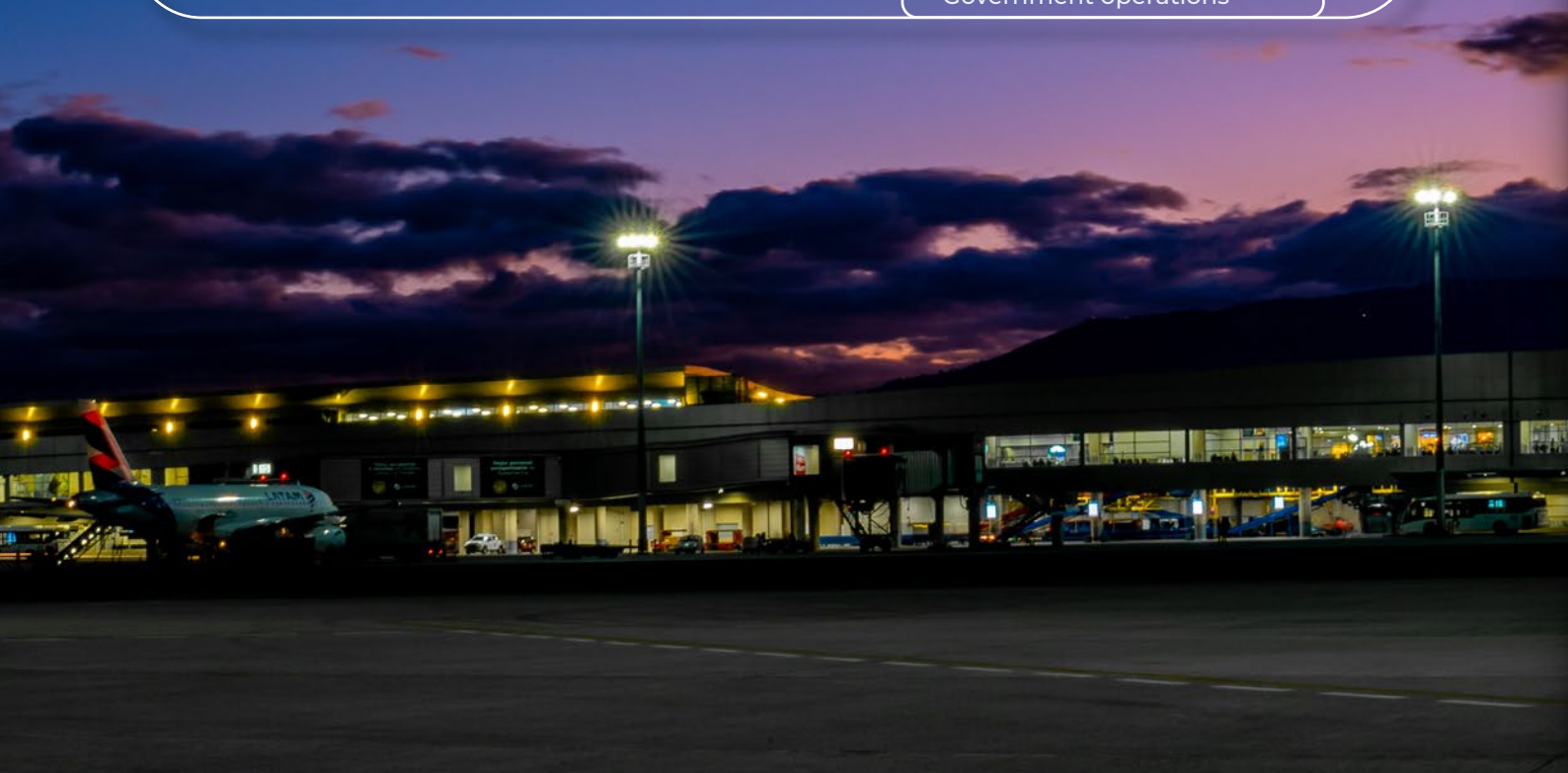
\*\* Commercial and government operations.

\*\*\* Government operations.

## Passenger Airlines



\* Government operations



## Cargo Airlines

AIR CANADA 

ATLAS AIR 

avianca cargo 

  
cargolux

Copa Airlines   
Cargo

**DHL**

  
Emirates  
SkyCargo

**KALITA**  
AIR

AIRFRANCE  **KLM**  
Martinair CARGO

 **LATAM**  
CARGO

**LA S**  
C A R G O

 **mas**

**QATAR**   
AIRWAYS القطرية

**silkway**  
west airlines

  
**TURKISH**  
AIRLINES

 **ups**

AEROPUERTO INTERNACIONAL MARISCAL SUCRE DE QUITO





## International Destinations\*

- Amsterdam
- Atlanta
- Bogotá
- Buenos Aires - Ezeiza
- Cancún
- Fort Lauderdale
- Houston
- Lima
- Madrid
- Medellín
- México
- Miami
- New York
- Orlando
- Panamá (2 aeropuertos)
- Santo Domingo
- San José
- San Salvador





### Domestic Destinations\*

- Guayaquil
- Galápagos - Baltra
- Cuenca
- Manta
- Galápagos - San Cristobal
- Loja
- El Coca
- Santa Rosa

\* Regular commercial destinations



## Cargo movement

GRI A03; 2-4

In air cargo, Quito Airport broke its all-time record, since 338,974 tons of export, import and domestic cargo were transported in 2023. This figure surpassed the 289,862 tons\* of 2022, and represented an additional 16.9%.

In terms of air exports, 281,502.24 tons departed from Quito, 92% of which were flowers, the main air export product.

### CARGO (IN METRIC TONS)

#### Total export cargo



**281,502.24**

#### Total import cargo



**51,545.31**

#### Total domestic cargo



**5,926**

#### Total cargo

**338,973.55**



\* Data rectified with respect to the 2022 report (290,677) following the publication of official statistics from the Directorate General of Civil Aviation.



| AIRLINES        | TONS 2023 |       |
|-----------------|-----------|-------|
| Latam Cargo     | 83,655    | 30.8% |
| Atlas           | 34,668    | 12.8% |
| Avianca Cargo   | 29,574    | 10.9% |
| Qatar Airways   | 24,008    | 8.8%  |
| Emirates        | 19,321    | 7.1%  |
| KLM             | 16,610    | 6.1%  |
| UPS             | 10,441    | 3.8%  |
| Mas Air         | 9,893     | 3.6%  |
| Belly Cargo**** | 8,216     | 3.0%  |
| Chárter         | 2,938     | 1.1%  |
| Kalitta*        | 7,757     | 2.9%  |
| DHL***          | 5,206     | 1.9%  |
| Cargolux        | 4,855     | 1.8%  |
| Turkish         | 4,203     | 1.5%  |
| Air Canada      | 3,563     | 1.3%  |
| Copa Cargo**    | 3,452     | 1.3%  |
| SilkWay West*   | 1,808     | 0.7%  |
| LAS             | 1,416     | 0.5%  |
| Total           | 271,585   | 100%  |



\* Regular charter.

\*\* This includes cargo transported on cargo-only and passenger flights.

\*\*\* Operated by ABX and Cargojet.

\*\*\*\* Belly cargo refers to cargo carried in the lower deck of the aircraft on passenger flights.

Source:  
Cargo handling and loading.



# Valentine's Day 2023 season records largest tonnage in history

A total of 22,568 tons of flowers were exported from Quito's Mariscal Sucre International Airport during the 23-day Valentine's Day 2023 season. This volume exceeds by 12.2% the volume exported in 2022, which was 20,112 metric tons, and is a record for the capital's airport.

The Valentine's Day season at Quito Airport began on January 18 and lasted until February 9, during which time we recorded 460 cargo flights that took off from the Mariscal Sucre runway. The number of flights also exceeded the 417 flights that took place in 2022, offering a significant increase in space that facilitated the shipment of Ecuadorian flowers.

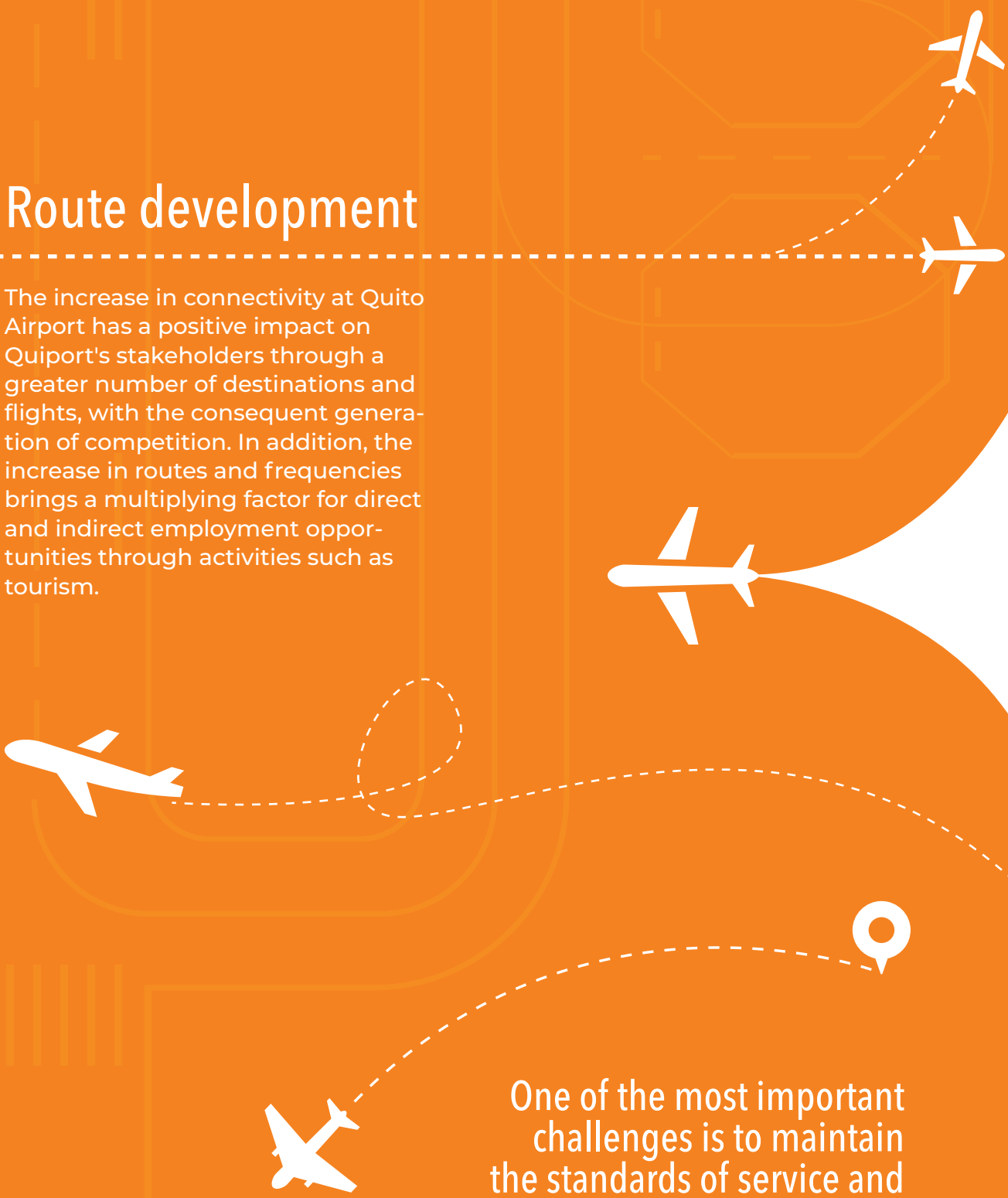




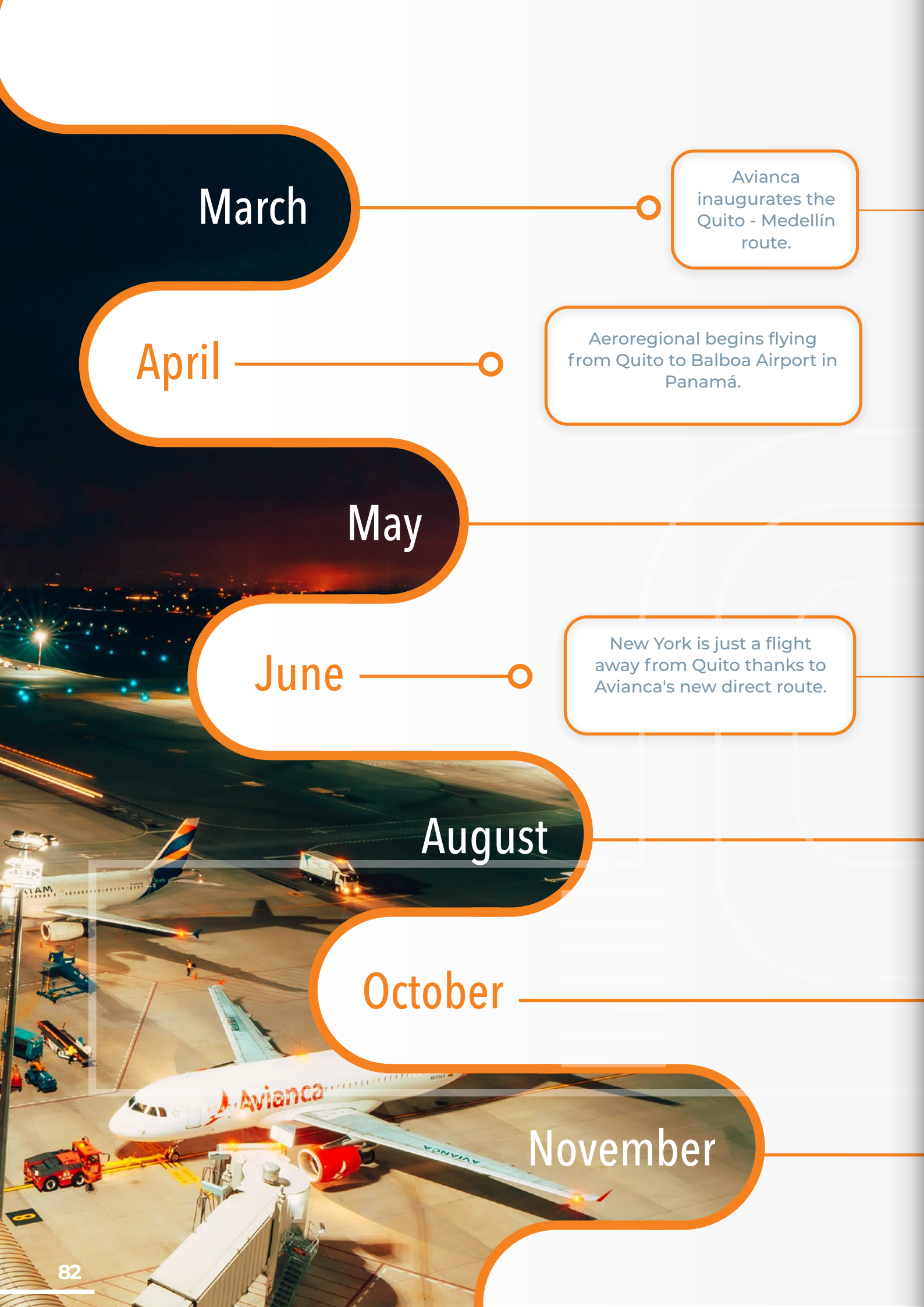


## Route development

The increase in connectivity at Quito Airport has a positive impact on Quiport's stakeholders through a greater number of destinations and flights, with the consequent generation of competition. In addition, the increase in routes and frequencies brings a multiplying factor for direct and indirect employment opportunities through activities such as tourism.



One of the most important challenges is to maintain the standards of service and passenger experience, which we are constantly striving to enhance through continuous improvement mechanisms.



March

Avianca  
inaugurates the  
Quito - Medellín  
route.

April

Aeroregional begins flying  
from Quito to Balboa Airport in  
Panamá.

May

June

New York is just a flight  
away from Quito thanks to  
Avianca's new direct route.

August

October

November

Latam Cargo announces the opening of a cargo base at Quito Airport.

Avianca Cargo begins direct flights between Quito and Los Angeles.

Cargolux, which had been suspended due to the Covid-19 pandemic, resumes regular operations at Quito airport.

Avianca inaugurates 3 weekly flights between Quito and Cancún.

The Mexican airline Viva Aerobus opens the Cancún - Quito route.

Cargo airline SilkWay West begins operations in Quito.

Equair starts service to El Coca.

The Quito - Orlando route operated by Avianca is inaugurated.

The airport of Quito welcomes JetSMART, an ultra-low cost airline that will operate the route between Quito and Lima starting in 2024.

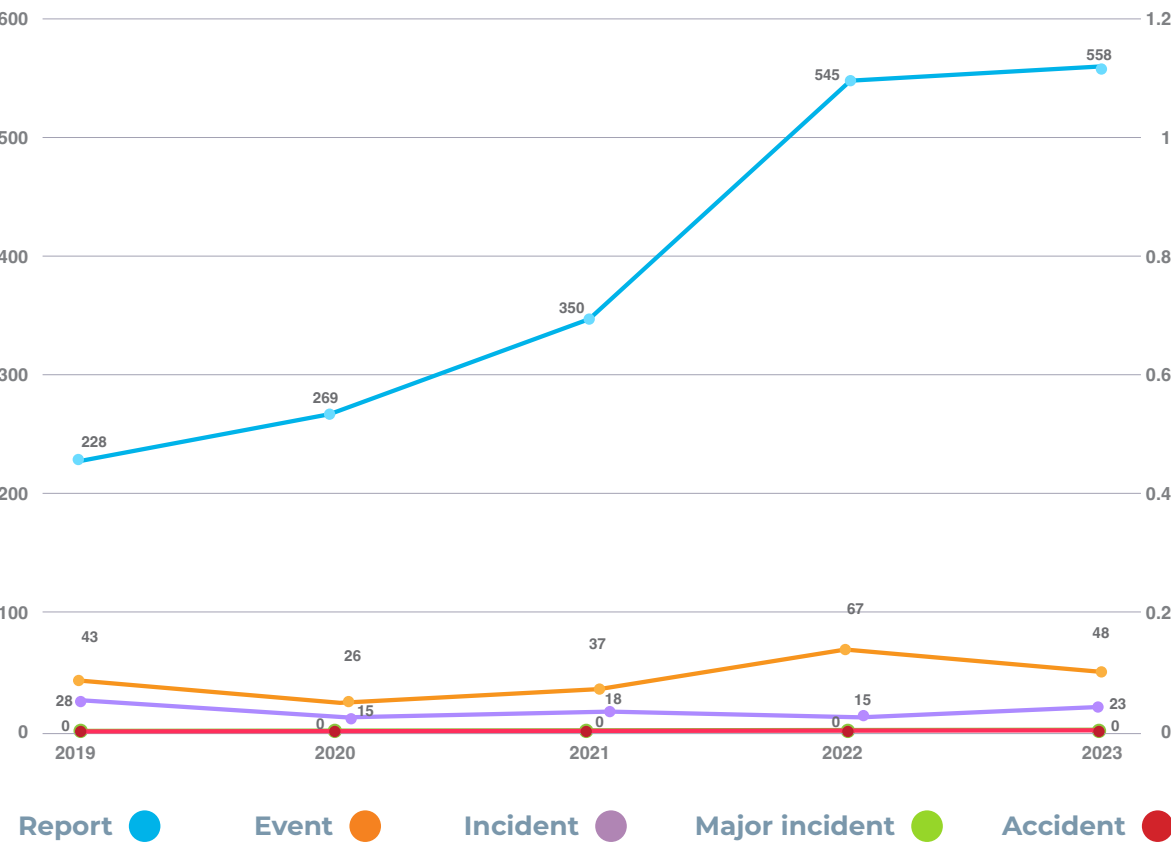
# Safety accidents and incidents

GRI 3-3, SASB TR-AF 540a.1; TR-AF 540a.2

There were no air accidents in 2023, which has remained at zero since the Quito airport began operating in 2013. Likewise, there were no serious incidents in 2023, nor in 2022. There were 24 incidents and 50 events

in 2023, compared to 15 and 48 in the previous year. The increase in incidents mainly due to the increase in operations from 54,765 in 2022 to 59,018 in 2023.

## Historical Report



It is important to note that the number of safety reports raised in the Safety Management System (SMS) continued to increase, reaching 633 in 2023, demonstrating that there is a positive safety culture that recognizes the importance of reporting any safety-related situation.





## Risk analysis

Risk analysis is a process to identify hazards and manage risks during temporary changes that could affect the safety of airport operations.

In 2023, the Safety Department prepared 13 risk analyses, mainly

related to maintenance work in the aeronautical area, both on the pavements and in the change of lighting technology from analog to LED in the visual aids.

## Safety meetings

### ● Safety Committee

Its main activities include reviewing and publishing the safety policy and objectives, verifying and monitoring compliance with an acceptable level of risk management, and ensuring the allocation of resources to achieve safety objectives.

The Operational Safety Committee met twice during the 2023, making an update of the organizational structure of the SMS, a review of the Operational Safety Policy and, a review and approval of the acceptable level of safety performance operational in each meeting.

## Safety Action Group (SAG)

The Safety Action Group is the team on which the Safety Management System (SMS) bases its risk mitigation efforts.

At each meeting, its members report on safety activities and the activities of personnel under their supervision, participate in hazard identification, risk management and

the development of action plans to reduce the risk of accidents or incidents.

The Safety Action Group met once a month during the year 2023, thus complying with the Safety Manual System (SMS).

## Safety meetings with companies

In 2023, the Safety Department coordinated 45 meetings with companies that carry out activities in the movement area of the Mariscal Sucre International Airport, in order to analyze safety reports.

As an initiative of the Safety Department, in 2023 we established weekly meetings with Swissport/

EMSA and Talma, companies that provide ground handling services to airlines, to analyze safety reports related to their operations. This allowed us to implement mitigation measures and action plans to manage the risks associated with the operations of these two companies in particular.

## Meetings with the aeronautical authority

In 2023, the Safety Department participated in 22 meetings with the airport manager and/or the person responsible for the management of air traffic services in order to analyze the safety reports within the competencies of the aforementioned entities.





## Meetings with safety teams

### ● Runway Safety Team (RST)

As Quiport, we are part of and chair a multidisciplinary team dedicated to analyze and mitigate identified situations that have the potential to cause accidents and/or incidents on the runway and taxiways in order to identify hazards and manage risk.



During the year 2023, we held 4 meetings with the members of the RST to report on the work, activities and events related to safety at the Mariscal Sucre International Airport in Quito.

### ● Apron Safety Team (AST)

In 2020, after demonstrating the success of the creation of the RST, which facilitated an adequate management of risks on the runway, the Apron Safety Team (AST), integrated by the representatives of the DGAC, Quiport, national airlines, auxiliary ground operation, Armed Forces and National Police, was developed.

One of the factors analyzed for the creation of the AST was evidence of a rise in non-compliance procedures by front-line personnel



on the apron, increasing the probability that emerging dangers occur on the apron. The AST allows to establish an integrated risk management as a community airport.

During 2023 we held two meetings with the members of the AST in order to report on the work, activities and events related to safety on the apron of the Mariscal Sucre International Airport in Quito.

## Technology use

In 2023, we began planning for the programming of version 2.0 of the safety software. This version will be integrated into a single technological platform.

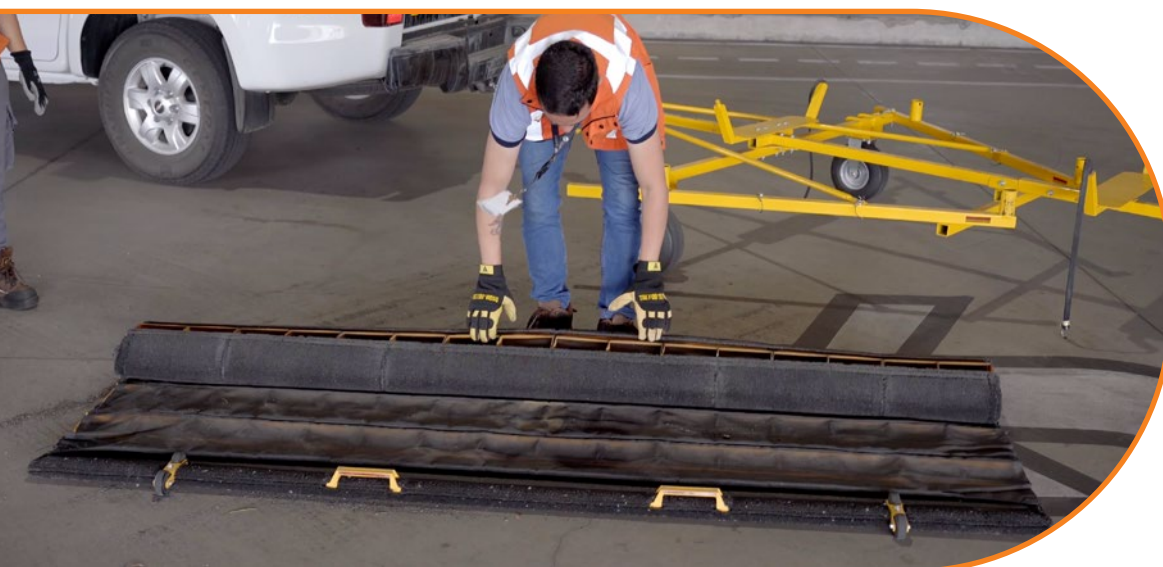


## FOD management program

Foreign Object Debris, referred to as FOD, is any particle or substance, foreign to an aircraft, left on a surface where there may be aircraft movement, which presents a hazard to operations, either because of the likelihood of the object being sucked in by suction or projected by the force of the engine propulsion jet.

At Quiport, we have a FOD management program that is responsible for the prevention, detection, elimination and evaluation of FOD, with the goal of identifying sources and being able to eliminate, control or mitigate them.

As part of this program, we replaced and installed new FOD containers during 2023, replacing the old plastic containers with metal containers with a distinctive color for easy identification and larger capacity.







## Safety assurance

### Internal audits



## Promoting safety management

### Safety Bulletins and Circulars 2023

Safety bulletins and circulars are documents that allow us to share information with the airport community about identified hazards and associated risks. Through these publications, our Safety Department communicates to the entire airport community about mitigation measures or best practices that should be implemented. In 2023, we published 39 safety bulletins and 2 circulars related to cargo season alerts, maintenance work, apron best practices, aircraft transfer procedures, wind season alerts, among others.

We conducted safety training inductions for 200 people



## Safety training

We complied with the 2023 Training Program by providing training on safety, specific hazards affecting safety, human factors, SMS for managers and committee members, and through the Safety Workshop for members of the Safety Action Team (SAT).

We conducted safety training inductions for 200 people from eleven companies contracted to perform maintenance in the movement area.

## Safety week 2023

Recognizing the importance of promoting safety, we organized the Safety Week during the week of November 20-24.

Conferences were held at the Wyndham Hotel on November 20 and 21, and at the B1 Boarding Lounge on November 22 and 23.

On Friday, November 24, with the support of several members of the airport community, we conducted a FOD collection walk on the cargo apron.





## Safety goals

For 2023, we proposed 13 goals in terms of operational safety, of which 70% were fulfilled. Regarding unmet goals, we raised action plans with the objective of improving the performance in 2024. Among the planned actions, the following have been proposed:

- Change in the schedule structure of the staff in charge of fauna control to guarantee the permanence of two people during rush hours.
- Monitoring and analysis of the impact of management activities of fauna habitat: fumigation, use of bird repellent, pest management and grass cutting.
- Meeting with the companies that presented the most non-conformities to identify its causes and establish mitigations.
- Maintain regular meetings with auxiliary service companies to air transport to analyze each of notifications related to these companies.
- Participation in promotional campaigns and operational security awareness.



# Aviation Security (AVSEC) in Airport Operations

We manage and maintain integral security at Mariscal Sucre International Airport through the Aviation Certification and Security Management department (GCSA, by its Spanish acronym). We have implemented the following processes to manage this area:



## ● Aviation Security Management



We developed and updated the airport's aviation security procedures and coordinated with EPMSA for their correct application, to ensure compliance with current regulations and prevent acts of unlawful interference against civil aviation.

## ● Physical Security Management



We maintain constant monitoring and evaluation of the physical security of the airport facilities and access roads, in constant communication and coordination with the Armed Forces and the National Police.

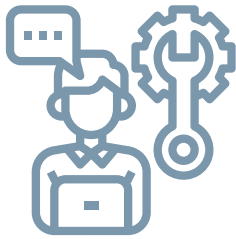
## ● Aerodrome Certification Management



We ensure compliance with civil aviation technical regulations related to aerodrome operation and maintenance, in order to ensure the security, regularity and efficiency of air operations.



The GCSA represents our corporation in the following committees:



National Aviation Security Committee

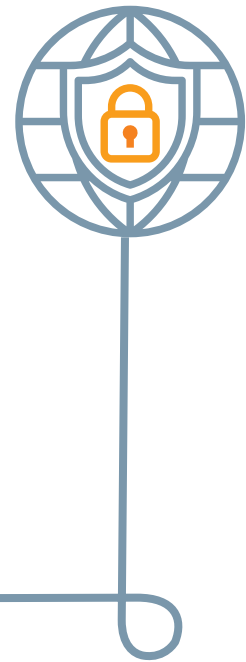
National Facilitation Committee

Airport Safety Committee

Airport Facilitation Subcommittee

## Technological innovation and cybersecurity

One of the main challenges that the aviation industry faces is cybersecurity, not only to prevent cyber-attacks that could jeopardize the continuity and security of operations, but also to protect the personal data of passengers, customers and airport staff.



Given the constant evolution and sophistication of cyber-attacks, we at Quiport are constantly working to keep our alerts and defenses up to date through various activities.



# 1.

## ◉ Information Security and Cybersecurity Management

- ✓ Creation of the cybersecurity area within the company's organization chart.
- ✓ Actions aimed at renewing the scope of Quiport Corporation's cybersecurity policy.
- ✓ *Ethical Hacking* - Phase 1: Comprehensive vulnerability scanning of the entire technological infrastructure of the corporation.
- ✓ ISMS Implementation *Assessment* - Phase 1: Assessment of the current situation, definition of the objective and action plans to establish the Information Security Management System (ISMS).

# 2.

## ◉ Means of protecting the user

- ✓ Contract negotiations for the implementation of the Privileged Access Management (PAM) and Multi-Factor Authentication (MFA) tools of CyberArk as an access control mechanism for privileged accounts and corporate users to technological tools in a unified portal.
- ✓ Permanent awareness campaigns through corporate bulletins with recommendations for the correct use of technological resources and precautions against undesired events.
- ✓ Awareness campaign against cyber threats using phishing techniques (social engineering). In addition, risk monitoring through specialized-tool consoles.



# 3.

## Information technology implementation to improve processes

- ✓ Creation of an integrated ecosystem for Dwell Time analysis and passenger number control, including the installation of 4 automatic gates for national and international traffic, Smart PAX system and Smart BI (business intelligence) to obtain statistics and indicators of passenger flows, times, destinations, airlines, flights, which was integrated with key information on store sales and passenger experience.
- ✓ Continuity and availability of the critical operational passenger check-in service through the renewal of technological equipment and printers with current technology at each airline check-in station.
- ✓ Creation of the Smart Quinnect system, which involves integration with the stores with the highest sales volume in the terminal, represented by the commercial operators Mera, Attenza and Travel Stores, and obtaining highly reliable sales indicators and statistics.
- ✓ Development of several systems through a smart approach that supports efficiency in the processes of human and financial resources, ground side, air side, fire department, social responsibility, maintenance, engineering, business development. It also allows us to mitigate risks due to manual digitization errors and to achieve cost savings through the reduction of raw materials such as office supplies.
- ✓ Creation of the Quibot software robot for the automation of new financial processes (bank reconciliations and account statements) as well as operational processes (itinerary entry).

# 4.

## Training on cybersecurity

- ✓ Seminars by manufacturers and aviation industry entities. Aviation ISAC conferences on cybersecurity strategies.
- ✓ Cybersecurity seminar, "2023 Info-Security Ecuador."







**SOCIAL**

**2**



# Passenger experience

## GRI 3-3

In the airport industry, each year brings new challenges that impact the passenger experience. To meet these challenges, we continuously review and update our strategy, taking into account new market trends, with the goal of providing a higher quality of service.

Our overall service strategy is to serve an average of 14,800 passengers per day through the airport's facilities.



At the heart of the strategy is the  
airport's brand promise:  
"We connect with quality from  
the center of the world."





# Our strategy

Based on our promise, we build quality based on attributes that our passengers look for when passing through the airport, which include:

- Certainty
- Security
- Friendliness
- Agile processing

As a result, the implementation of the strategy takes into account the following aspects:

- Comfortable, safe, modern and diverse passenger facilities.
- Measurements of satisfaction levels.
- Service skills are taken into account when hiring employees at all levels.
- Knowledge of passenger profiles.
- Cooperation with the airport's commercial operators.
- Specialized staff to meet the needs of passengers, taking into account their attributes.





## Offer of products and services to users

Our passengers' stay at the airport is a priority, so we make sure they feel comfortable, safe and enjoy themselves while waiting for their flights to depart or arrive. We provide:



**FREE SERVICES**



**TRANSPORTATION**



**RETAIL STORES**



**PARKING**



**GASTRONOMIC CHOICE**



**RETAIL STORES**



**DUTY FREE STORES**



**SERVICES**



**VIP LOUNGES**

### Free services

Among the free services offered by the airport terminal, we highlight the following:

- ✓ **Application for smartphones:** Enables contactless airport processes: online check-in, baggage tagging and automatic access to boarding gates.
- ✓ **Water stations:** offer the possibility of refilling bottles with purified water at various points in the airport.
- ✓ **Energy points:** allow charging of mobile devices in all pre-boarding lounges.



- ✓ **Self-check-in kiosks:** located in the departures area to speed up the check-in process
- ✓ **WIFI:** this service is available in all pre-boarding lounges and some public areas.
- ✓ **Charging station for electric vehicles:** in the parking area of Quito Airport, we offer a service designed for owners of electric vehicles, thanks to the collaboration of KIA.
- ✓ **Pet services:** we have 2 areas for the needs of pets located in the boarding lounges and the arrivals platform.

## Transportation

We have a variety of mobilization services available for users at the airport, to downtown Quito and the surrounding developments. These are the main transportation services available:



- ✓ **Taxis:** They belong to the Cooperativa Aeropuerto Mariscal Sucre No. 34 and the Asociación de Cooperativas del Valle (Univalle). They operate 24 hours a day, seven days a week.
- ✓ **Car rental:** Car rentals are offered by several companies. They are located in the public arrival hall of the passenger terminal.
- ✓ **Public Transportation Buses:** They connect the airport with terminals and stations in the valleys, north and south of the city at affordable prices.

## Parking

We have modern and spacious parking facilities. We have a main parking lot operated by Urbapark in front of the passenger terminal, a parking lot at the Wyndham Hotel, and a temporary covered parking lot next to the international arrivals area.



## Gastronomic Choice

In the passenger terminal, we offer a variety of gastronomic options designed to satisfy the needs of our passengers, with a food court of 8 food and beverage outlets that are constantly renewing their menus and facilities.



## Retail Stores

In the passenger terminal we also offer a variety of products for the trip, souvenirs of the country and a pharmacy, with 10 stores with different promotions.



## Duty Free Stores

Inside the terminal, in the international section, there are 7 duty free shops with exclusive branded products, perfumery and electronics.



## Services

We also offer special services such as luggage storage, packing and transportation, travel insurance, international phone tokens and currency exchange. In addition, 5 companies offer car rental services.



## Hotel

The Wyndham Quito Airport Hotel offers 163 smoke-free rooms, each with free high-speed WiFi access, a 51-inch flat-screen TV, a digital safe, and other features such as a USB port dock and an ergonomic workspace.





## Additional commercial offer

The airport has the Quito Airport Center building, which houses 9 food and beverage outlets, 13 retail stores, and the presence of two national banks with their digital services.



## VIP Lounges

Q4

Another outstanding service is the VIP Lounge for international and domestic departures. Both lounges offer a comfortable and quiet environment where passengers can relax before their flight and enjoy unique benefits designed to provide an unsurpassed experience.



Passengers in our VIP lounges can enjoy a first-class experience with private rooms and meeting areas, work areas, reading areas and food and beverage bars with a varied and high-quality gastronomic choice.



## Information on airport services

GRI 2-29; 417-1; 417-2; 417-3



In compliance with the International Civil Aviation Convention, we have an up-to-date flight information system. The diligent work of our team of professionals makes it possible to provide the public with accurate information on departures, arrivals, cancellations, gate assignments, operating conditions

and information of general interest. The communication channels available to the public are therefore designed to be a source of immediate information and also to receive complaints, comments and/or suggestions:

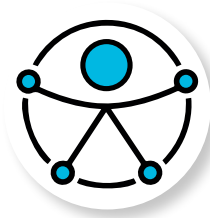
- Telephone exchange operating 24 hours a day, without interruption.
- 205 flight information displays (FIDS), distributed in strategic locations.
- Interactive screens at strategic points in the terminal.
- An information point located in the public departure hall.
- Personnel at critical process and passenger points.
- Social networks (Facebook, Instagram and X).
- Website.
- Mobile application.
- E-mail.

All communications with our passengers followed internal processes and adhered to responsible communication standards. In 2023, we had no incidents of misinformation about our services.



# Accessibility and communication

Q4



**Inclusive Infrastructure:** We have smart, efficient and quality facilities.

We want users to enjoy their experience at the airport, which is why the architectural and physical elements of the facilities comply with the parameters of the Ecuadorian Universal Accessibility Standard (NEC-HS-AU):

- Interior and exterior ramps.
- Accessible elevators.
- Information in Braille.
- Signs for mobility and orientation for wheelchair users, seniors, pregnant women, strollers and children under five.
- Toilets, sinks and drinking fountains designed for wheelchair users.
- Tactile flooring in various areas.

## Constant improvements for the benefit of passengers

GRI 203-1; 3-3

### Process automation

The Mariscal Sucre International Airport became the first airport in the country to implement automation in airport processes.

#### ● *Biometric Gates at The Immigration Checkpoint on Arrival*

The immigration control process at international arrivals has evolved with a mixed service. Passengers with an Ecuadorian biometric passport (with chip) and who are over 18 years of age can use one of the 5 biometric gates that have been installed to make this process personalized and automated, reducing service time from 1 minute 30 seconds to 45 seconds per person.



### ● *Biometric Boarding Gates on Delta Flights to The U.S.*

Two biometric gates, located in the A10 and A12 pre-boarding lounges, have transformed the boarding process for direct flights to the United States. This innovative system, which is initially only available on Delta flights, uses advanced facial recognition technology that is linked to the airline's screening systems and directly to U.S. Customs and Border Protection. Passengers simply stand in front of the screen, and once facial recognition and data verification are complete, the gate automatically opens for boarding. This innovation reduces boarding time by 15 minutes.

### ● *Access Doors to The Security Filter Area*

The installation of automatic doors for access to security filters allows instant verification of the passenger's boarding pass to expedite the process and go directly to the security filters.

## Improvements in physical infrastructure

Projects to improve the physical infrastructure are designed to enhance the passenger experience and contribute to a more pleasant and relaxed stay, reducing the stress associated with an activity such as waiting for a flight.



- We renovated the floor in airline check-in areas, security filter entry, and departure migration.
- We redesigned the security filter area.
- We began work on the expansion of the national VIP lounge.
- We reopened the children's play area in the domestic pre-boarding area.

## Increased commercial variety

Our commercial variety has grown with the incorporation of stores of different brands, selected to meet the expectations of the profiles of our passengers.



**International  
pre-boarding  
area**



**International and  
domestic pre-  
boarding areas**



**International  
pre-boarding  
area**

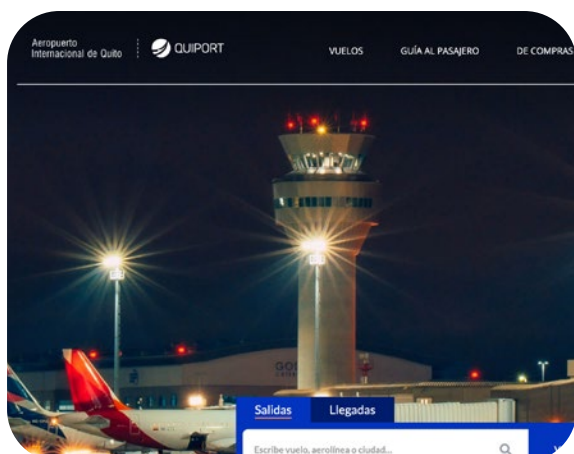
## New Website

With a modern, user-friendly and functional design, we launched the new website for Quito's Mariscal Sucre Airport to improve the user and passenger experience.

In addition to the functionalities for an efficient flight search, the new site is designed to facilitate and improve the traveler's experience at the airport, providing a practical and easy start to their trip.

At [www.aeropuertoquito.aero](http://www.aeropuertoquito.aero), passengers and users will be able to start their travel experience even before arriving at the airport with information on transportation, services, shops, restaurants, duty-free shops, promotions and more.

In terms of security, the airport's new website implements privacy protocols to ensure the security of passengers' personal information. In terms of user navigation, it uses cookie management protocols that allow us to offer a personalized service to the user, providing an experience which is more tailored to their preferences and needs.







## Complaint management

### GRI 2-25

In 2023, we received 103 valid complaints through the various means that the airport makes available to its users. The complaints were managed and passengers received responses with the respective closure.

We have a process for receiving, validating, and managing complaints that allows us to adequately handle all observations and concerns from our passengers and users regarding the aeronautical and commercial services of the airport.

The procedure describes the channels for receiving complaints: email [comments@quiport.com](mailto:comments@quiport.com) and the airport's social media on X, @aeropuertoUIO, Facebook, Aeropuertoquito, and Instagram, aeropuertoUIO.

We validate complaints based on the list of services and infrastructure provided by Quiport, considering



the attributes determined by passengers and users, the outputs of the processes, and the responsibilities outlined in the concession contract.

Once the complaint is validated, we follow up on the case with the affected party, informing them of the actions taken. In the case of complaints that are not valid, the customer is notified with the respective discharge note explaining the reasons for non-validation, which may include insufficient information to investigate the case or because it does not pertain to Quiport's services, infrastructure, processes, or responsibilities.

In the monthly meetings of the Passenger Experience Committee, a detailed report of valid complaints with their respective action plans is presented, as well as a report on the management of cases under investigation and follow-up.

## Personal data management

### GRI 418-1, SASB SV-PS 230a.2; SV-PS 230a.3

As a company, we have issued a Corporate Policy on the Protection of Personal Data and have established requirements and mechanisms for transparency of information and access to rights regarding the use of personal data. In addition, we have conducted internal campaigns to reinforce the proper use of personal data and confidentiality within the appropriate technical and organizational measures.

We did not receive any complaints from regulatory authorities or third parties regarding breaches of individual privacy during 2023. In addition, there are no actual identified cases of leakage, theft or loss of customer data during this period.



## Passenger satisfaction level

GRI 416-1; 416-2

Since 2009, we have been working on a series of research and customer satisfaction surveys to learn about our customers' evaluation of airport services, which allows us to understand their expectations and needs and incorporate them into the company's strategic planning. Therefore, we regularly monitor the level of user satisfaction, which provides us with the necessary feedback to improve our customer

service. It is important to note that in 2023 we did not record any incidents related to the impact of our services on customer health and safety resulting from non-compliance with regulations.

We use two types of surveys that allow us to validate the information we receive and at the same time obtain both qualitative and quantitative details.

### Internal surveys

In 2023, we conducted 14,173 surveys throughout the year. These measurements were given to our passengers on random schedules, flights and processes to obtain representative and reliable data. The overall satisfaction level was 92.68%.

92.6%

overall  
satisfaction level



### ASQ Program Surveys

We participate annually in the Airport Service Quality (ASQ) program, specifically the ASQ Departures survey. It measures passenger satisfaction through 34 key performance indicators and eight main categories that evaluate service areas, facilities, security,

passenger process tracking, and food and beverage availability, among others.

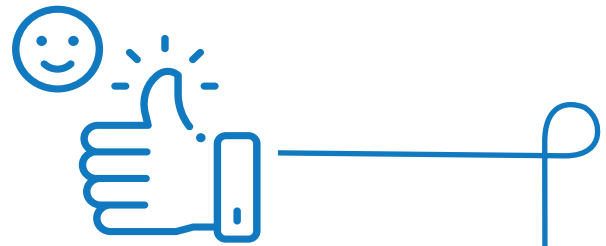
The 2023 average in the ASQ service quality program was 4.37/5.00.



The evaluation parameters are the same for all participating airports, creating standards for the industry. In fact, these results make it possible to monitor and analyze the management of each terminal area, according to the local market and on a global scale.

Continuous improvement is an important part of our range of products and services.

Among our short, medium and long-term goals, we expect to continue to excel in the Airport Service Quality (ASQ) Program.



# 4.37/5

**AVERAGE IN THE ASQ  
SERVICE QUALITY  
PROGRAM**

## We reached level 5 of excellence in passenger experience

Airports Council International (ACI), the leading global body promoting airport excellence, awarded Quito Airport the Level 5 Passenger Experience Accreditation, the highest category an air terminal can be awarded worldwide.

This event is historic, as the Mariscal Sucre International Airport is the second airport in the world and the only one in the Americas to receive this accreditation. Until now, the only airport to receive this recognition was Incheon Airport in South Korea. This confirms that Quito and its airport are synonymous with excellence in customer service.

Level 5 accreditation means that airports meet high standards in their operations and services, and also undergo a comprehensive audit and training process that promotes the development of their

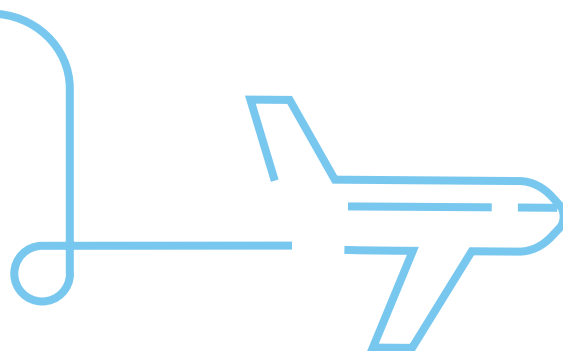
employees. According to ACI criteria, it is currently the only accreditation that provides a global vision of the entire airport management in terms of customer experience and service.

This achievement is a testimony to the synergy between all the actors involved in AIMS operations, such as the Municipality of Quito, the Empresa Pública Metropolitana de Servicios Aeroportuarios, Corporación Quiport S.A., government agencies, airlines, commercial operators of shops and restaurants, and ground service companies, who work together to ensure connectivity, safety and quality of service, with a great impact on local, national and regional productive development.

# Improvements implemented to reach level 5

## 2023

-  Creation of a Passenger Experience Committee with the entire airport community to discuss potential improvements, share criteria and cooperate in the pursuit for the best passenger experience.
-  Training with the airport community on Service Design Thinking, Disney service, brand promise, and a conference with the international speaker, Gabriel Vallejo, on 'The Magic of Serving.' Some operators replicated these training sessions with their employees.
-  We demonstrated how each department has a strategic objective related to the passenger experience.
-  The management team proved their commitment by making suggestions to improve the passenger experience based on their personal observations.





## Passenger Experience Day at Quito Airport

As part of our strategy to continuously improve the passenger experience, we held a special day of the Passenger Experience Program, which brought together representatives of companies operating at Quito's Mariscal Sucre Airport to continue their preparations regarding the passenger experience and to participate in the award ceremony for companies and partners that have excelled in this area.

The Passenger Experience Day was attended by 135 participants from 25 companies and institutions directly involved in the passenger experience. A panel discussion moderated by Quiport on best practices in passenger service, with representatives from Meramexair, Travel Stores and Urbapark, was followed by a workshop led by experts on "Understanding the Customer-centric Model". In this session, the participants acquired

valuable tools that would enable them to see the world through the eyes of the passenger and thus provide a service that is more focused on their needs and expectations.

The highlight of the event was the presentation of the inaugural "Flying High in Passenger Experience" Awards to companies and employees who excelled in the following categories:



# ¡FELICIDADES!



★ Companies with best practices in service: We recognized the programs implemented by Meramexair, Travel Stores and Urbapark, which have raised the standards for providing an excellent passenger experience at the airport.

★ Best Service Employees at Each Company: An award was presented to the employee at each company who made an outstanding contribution to customer service.

★ Best Employees – Cooperative Airport: In this category, employees from different airport companies, nominated by colleagues from other

companies, were recognized for fostering a culture of cooperation among the various companies that make up the airport.

★ During the event, we gave a special mention and recognition to Hanaska for their outstanding work in the area of cleaning. Thanks to their commitment to excellence, Quito Airport has been recognized several times as the cleanest airport by prestigious international organizations such as Skytrax and the Airports Council International (ACI).



## Passenger Experience Awards

Quiport and Quito International Airport received more than 15 national and international recognitions and certifications, including the following:



Best Regional Airport in South America, Cleanest Airport and Best Airport Staff, from Skytrax World Airport Awards.

Best Airport in Latin America and the Caribbean in the category of 5 to 15 million annual passengers, Cleanest Airport, Most Pleasant Airport and Most Dedicated Staff by the Airport Service Quality Program of the Airports Council International.

Level 5 -the highest level- in Airports Council International's Passenger Experience Certification program. Only Incheon, South Korea, and Quito, Ecuador, have achieved Level 5.

South America's Leading Airport by World Travel Awards.

# Employee management

GRI 2-7; 2-8, SASB SV-PS 330a.1; TR-AL-310a.2; TR-AF-310a.2; SV-PS-000.A; SV-PS-000.B

In the area of human talent, we focus on the integral well-being of all those who make up Quiport and Quiama. In 2023, we carried out a mapping of the employee experience in all its phases, as well as strengthening our safe work environment through zero tolerance campaigns against workplace and sexual harassment, and health talks aimed not only at employees but also at their families. On the other hand, we developed internal trainers to share airport knowledge with our employees.

2023 was the first full year of face-to-face work after the pandemic. However, administrative staff teleworked at least one day per week.





Our payroll consisted of 340 members at the end of 2023, an increase of 9.7% compared to 2022. The total number of actual hours worked in 2023 was 606,373.

The increase in staff was necessary to manage a greater number of operations and to meet the company's goals of providing high standards of passenger service and employee welfare.

The payroll consisted of 333 full-time employees, 3 interns and 4 legal representatives. Of the total number of employees, 28.5% are women and 71.5% are men.

On the other hand, we have suppliers that assist airport management by providing specialized technical services that require a permanent presence at the airport facilities, with a total of 236 people as of December 2023.

Our largest population is between 31 and 40 years old, followed by employees between 41 and 50 years old. It is worth noting that the age group that is constantly growing is the one that corresponds to the under-30s.

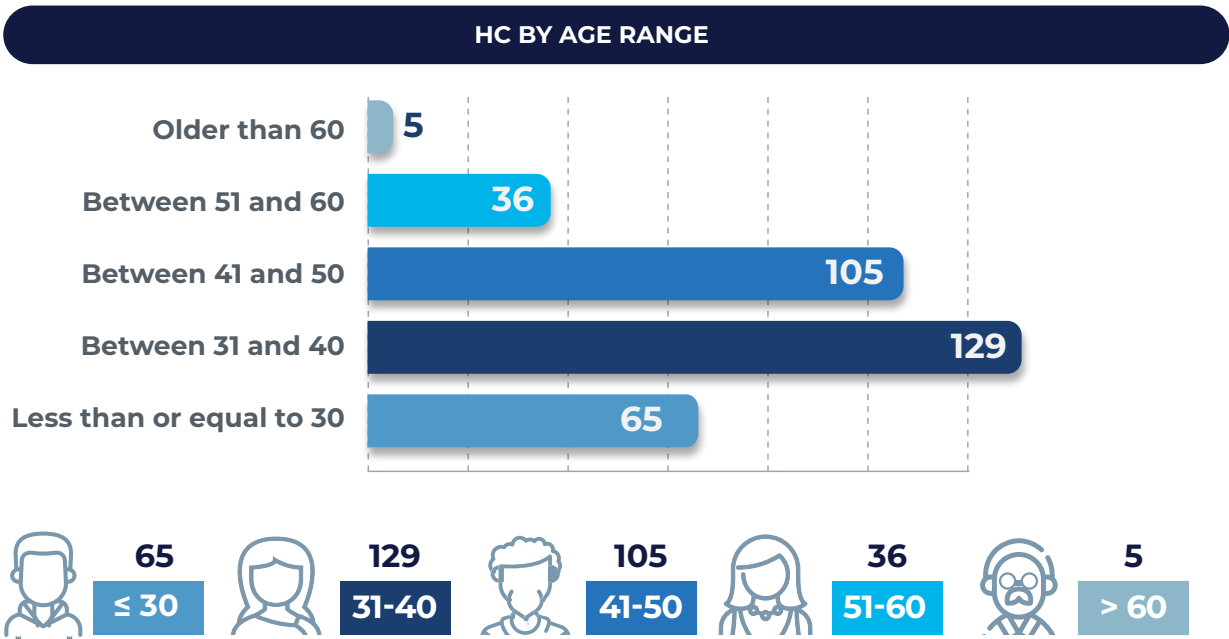
28.5%  
women



71.5%  
men



Quiport did not incur any monetary losses during 2023 as a result of legal proceedings related to violations of Ecuadorian labor laws.



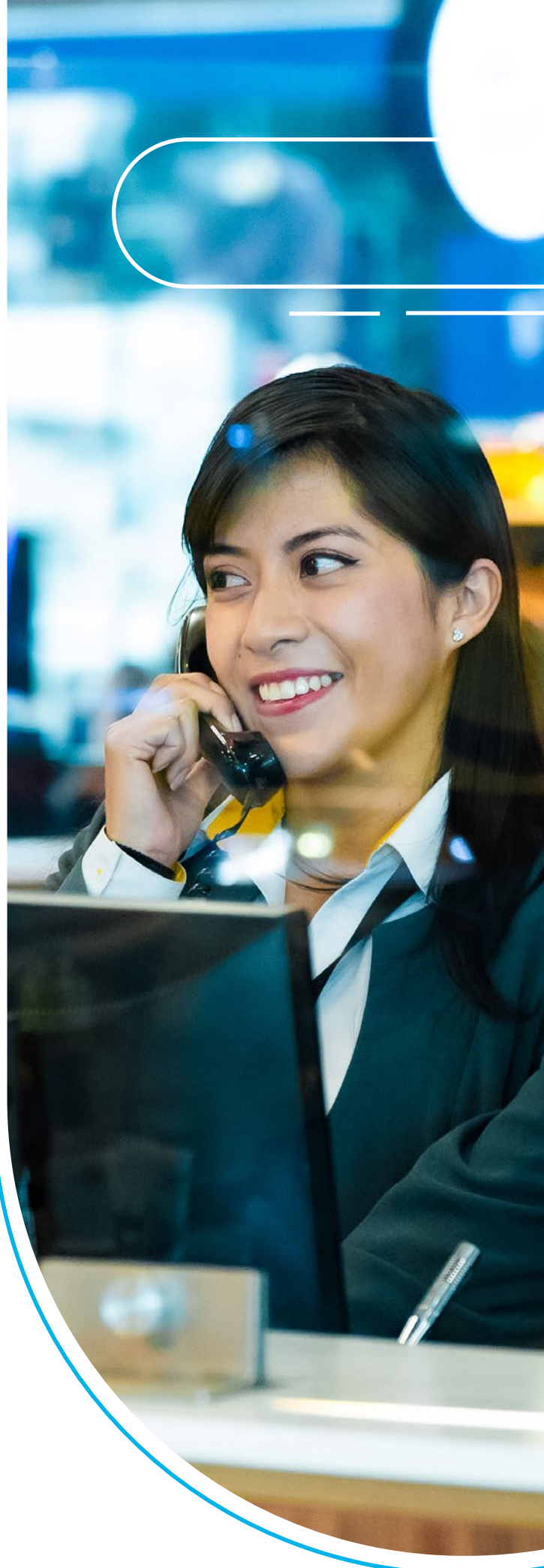
# Compensation

GRI 2-19; 2-20; 401-2; 401-3; 402-1; 403-3

The compensation policy approved by our shareholders is based on the Compensation and Benefits Policy, which details organizational levels and salary ranges.

All salary increases are approved in advance by the shareholders through the approval of the annual budget, which includes an external competitive analysis. The policy also stipulates that for the executive level, a fixed portion and a variable portion based on the achievement of strategic objectives are included, and that each decision is reviewed by the Human Resources and Compensation Committee and then approved by the Steering Committee. For the remaining organizational levels, the approval can go up to the CEO.

Maintaining a clear compensation policy and making comparisons with salary studies of the Ecuadorian market allows us to ensure external and internal equity, as well as to keep the company's human talent captive and committed.



In addition, we have a policy that provides benefits to all employees, regardless of the type of contract they have. These benefits, in addition to those required by law, are designed to provide comprehensive and family-oriented support, which are described in detail below:



**PRIVATE MEDICAL, DENTAL  
AND LIFE INSURANCE**



**HEALTH CARE**



**WELLNESS TALKS**



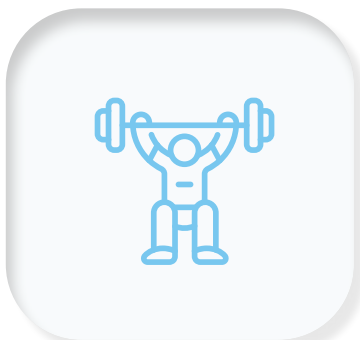
**PATERNITY, MATERNITY  
AND PERSONAL LEAVES  
OF ABSENCE**



**TRANSPORTATION,  
PARKING, MEALS AND  
UNIFORMS**



**FREE PSYCHOLOGY  
AND NUTRITION  
CONSULTATIONS**



**GYM**



**FREE VIP LOUNGE PASSES  
FOR EMPLOYEES AND  
THEIR FAMILIES**



**CINEMA TICKETS,  
BOOKS AND  
SCHOOL KITS**





The company has guaranteed its employees the right to take maternity or paternity leave with the corresponding number of days, as appropriate. Thus, in the period 2023, we had 14 employees who took parental leave for the birth of their children, of which 9 were men who took an average of 14 days of paternity leave and 5 women who took an average of 84 days of maternity leave.

At the end of the leave period, the same number of employees returned to their regular jobs. 100% of the employees who completed their leave of absence continued working for 12 months in the company.

Since Quiport is part of a strategic sector, it has not stopped its operations during 2023, so there has been no impact on the airport's operation.

**14**  
**EMPLOYEES**  
who took parental leave for  
the birth of their children.



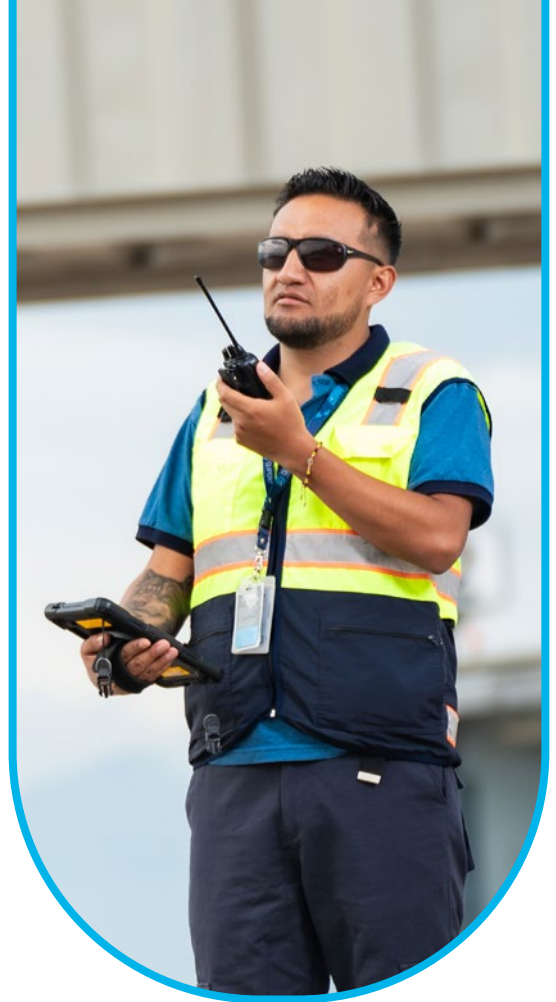
**100% of the employees  
who completed their  
leave of absence  
continued working for 12  
months in the company.**

## Total annual compensation ratio

GRI 2-21; 202-1

The annual compensation ratio was calculated taking into account employees with full-time employment contracts and is 0.10.

Additionally, the salary increase ratio for the year 2023 is 0.85%, considering the percentage increase of the highest salary, divided by the percentage increase of the median of all employees who had an increase.



## Ratio between basic salary and remuneration of women and men

Within our hierarchical structure we have 5 categories related to the work activities and responsibilities of each position.

Below is the basic salary ratio and the median remuneration of women and men by category:

| CATEGORIES                 | MALE | FEMALE |
|----------------------------|------|--------|
| CEO                        | 0.02 |        |
| Directors                  | 0.04 | 0.03   |
| Managers / Heads           | 0.12 | 0.11   |
| Coordinators / Specialists | 0.30 | 0.30   |
| Operating personnel        | 0.56 | 0.56   |





## Hiring and turnover of personnel

GRI 401-1, SASB SV-PS-330a.2

Compared to 2022, we saw an increase in hiring due to the operational recovery after the pandemic. In 2023, there were 80 selection processes, of which 54 were filled by external candidates and 26 by internal candidates.

The development and growth of our employees is fundamental for the airport operation and the satisfaction of the employee experience. In 2023, there was a 50% increase in internal promotions compared to 2022.

Of the total number of new employees hired in 2023, 60% were male, and 40% were female.

The voluntary turnover rate in 2023 was 3.24%, a decrease of 1.6% compared to 2022. We attribute this reduction to the work environment described below and the job stability that the company offers to its employees.

The total turnover rate in 2023 was 9.71%, which is 3.84% lower than in 2022. This is mainly due to involuntary departures, which totaled 17 employees in 2022 and 7 employees in 2023.

**9.71%**  
total turnover  
rate in 2023

### Staff departures



**15**

CONTRACT  
EXPIRATION



**11**

RESIGNATION



**7**

DISMISSAL

# Collective bargaining agreements

GRI 2-30, SASB TR-AL 310a.1

All employees enjoy freedom of association. In 2023, there was one labor union and two employee associations, to which the company provides the necessary facilities for their free development. At the end of 2023, the percentage of active employees covered by collective bargaining agreements was 0%.

# Defined benefit plan obligations and other retirement plans

GRI 201-3

At the end of 2023, the tenure of our employees did not reach 25 years of service. However, there is a group that could benefit from employer retirement within the next three years; therefore, we plan to develop transition programs in the future. The estimates of the employer pension values are based on an actuarial study performed by a specialist company.

# Evaluation of the work environment

In 2023, we continued to use the model of the international consulting firm Great Place To Work® (GPTW), with 20 years of experience in Ecuador, to measure the work environment.

In this model, employees have the opportunity to express their opinions in order to identify strengths and areas for improvement. This independent firm has developed a global model for examining the work environment in five dimensions: credibility, respect, fairness, camaraderie and pride. The first three are the

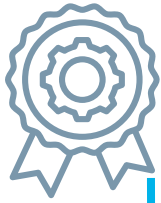
fundamental pillars for measuring the level of confidence in the organization.

In 2022, we received our first Great Place to Work certification, ranking tenth among the Best Companies to Work For in the 101-500 employee category.

For a second year in a row, we received Great Place to Work certification in 2023, and we moved up two spots to eighth place in the Best Companies to Work For in our category.



## GPTW survey results



RESULTS  
2021

86%

RESULTS  
2022

91%

RESULTS  
2023

95%

Over the past three years, we have seen a continuous improvement in the perception of the work environment, increasing by 9 points since 2021 and reaching 95% job satisfaction by 2023.

On the other hand, we analyzed each dimension of the model together with the managers who are responsible for continuous improvement through the implementation of action plans related to the work environment.

In order to continuously monitor the level of leadership, in 2023 we proposed as a strategic goal to increase the leadership dimension rating by two points, i.e. to reach 83%. However, the 2023 measurement through the Great Place To Work survey reflected a result of 87%, corresponding to an additional 4 points above the set goal.



## Equal opportunity

### GRI 405-1

We are committed to diversity and inclusion and reflect this commitment with a zero-tolerance protocol for workplace and sexual harassment situations. Our recruitment and training processes are non-discriminatory in both selection and internal development.

Our policy has promoted the participation of women in leadership positions such as Finance Director, and managerial positions for Legal, Human Resources, Operations, Marketing, Corporate Affairs, Social Responsibility and Environment departments.

It should be noted that the airport operation is managed by several women, such as Head of Landside Operations, Airside Manager, and Cargo Coordinator, among others.

In addition, we have:

- Explicit statement that workplace and sexual harassment is prohibited.
- Zero tolerance policy for discrimination.
- Multidisciplinary advisory committee to conduct investigations.
- Ongoing diversity, equity and inclusion training.
- Ethics hotline for anonymous reporting.
- Clear and widely disseminated process for reporting and investigating incidents.



The multidisciplinary team includes a psychologist, a physician, legal support, social services, and an occupational health and safety delegate.

We have also strengthened communication with all employees, including management, with a focus on a culture of zero tolerance for violence.

At the end of 2023, we received 9 complaints through the various channels. However, following investigations conducted in accordance with the Code of Ethics and the Internal Protocol for the Prevention and Investigation of Workplace Harassment, Discrimination and Violence, none of the complaints were classified as incidents of harassment or discrimination.

# Gender equality

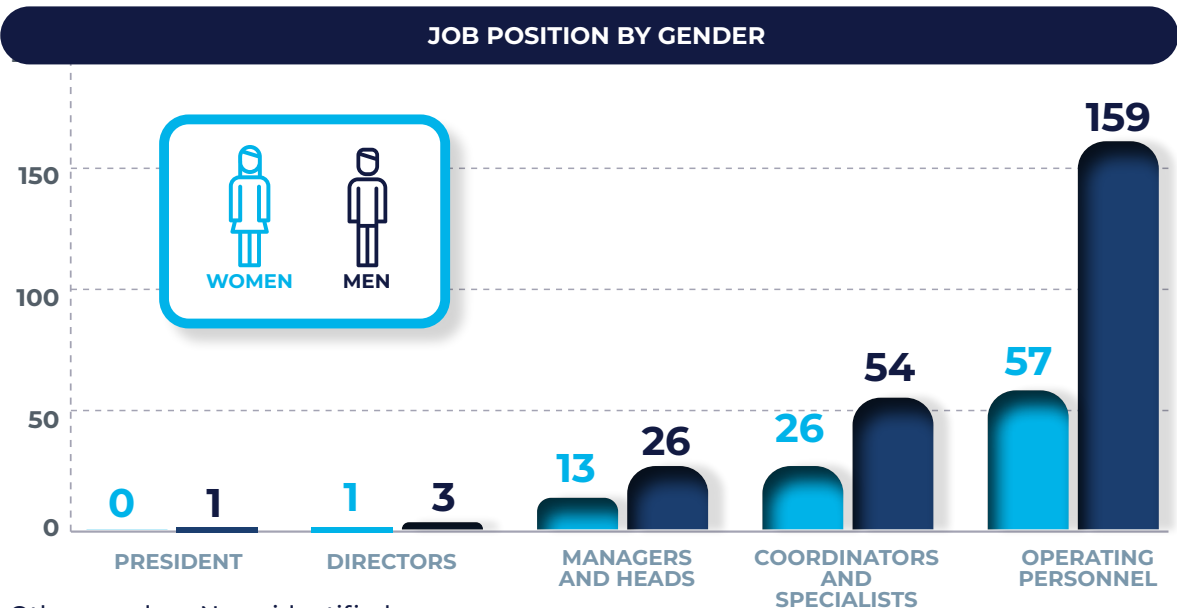
GRI 405-1

We continually promote the inclusion of women in traditionally male-dominated fields. This is an essential corporate and social issue for our company. In this sense, it is important to mention that we have female personnel in all areas and in all categories, from directors to operational personnel of the company.

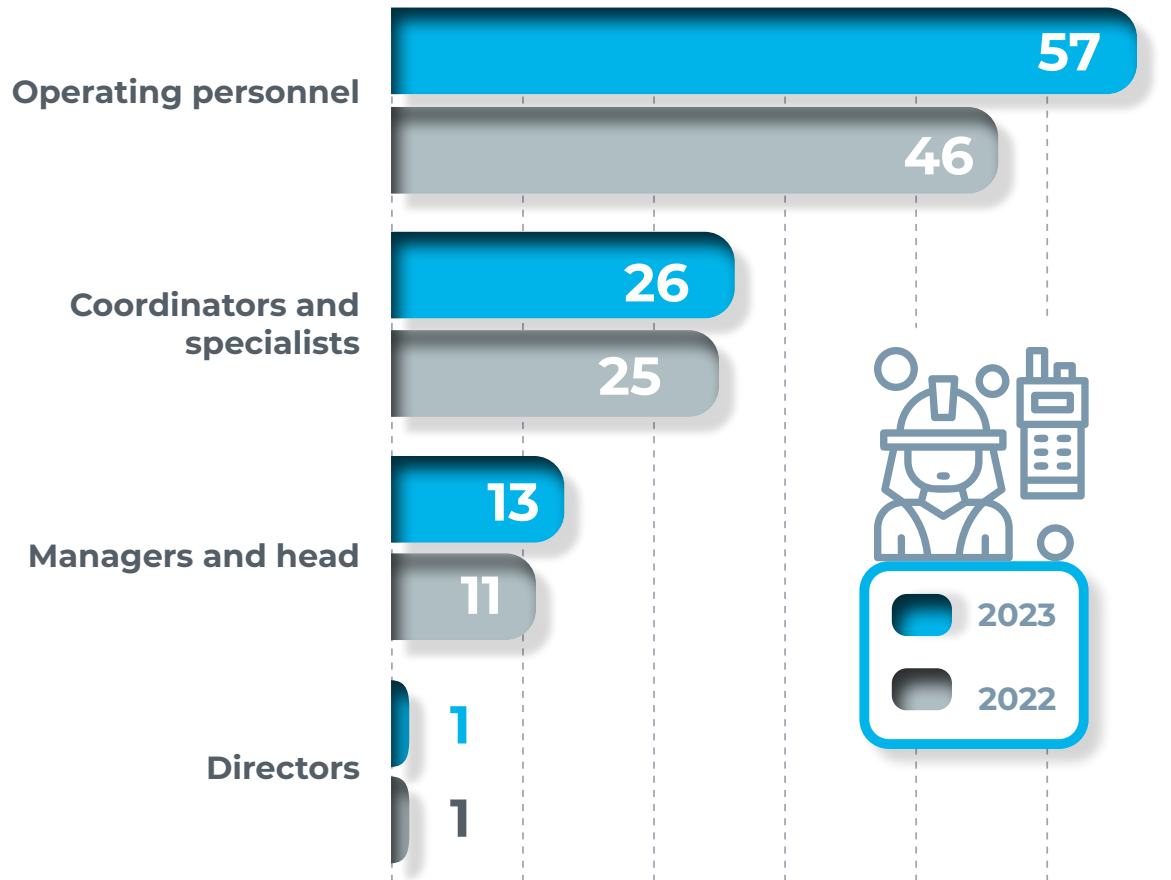
The number of female employees has increased by 16.9% compared to 2022, from 83 women to 97 in 2023.

It should be noted that the selection processes are carried out on the basis of blind resumes, which minimizes the risk of gender bias in the selection of personnel, and are based on the technical requirements and competencies detailed in the job descriptions.

All positions in the company are gender-neutral and contract types are in line with the needs of the airport business.



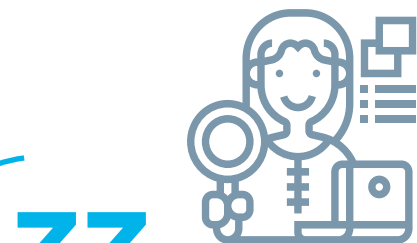
## JOB POSITIONS OCCUPIED BY WOMEN



## Women in STEM positions

### GRI 405-1

Equal employment opportunities for women in science, technology, engineering and mathematics (STEM) continue to be a challenge in Ecuador and around the world. Therefore, we encourage the search for female talent in these areas and we have a total of 33 female employees who have activities related to these fields in their positions.



# 33

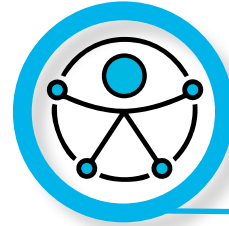
**EMPLOYMENT FOR**  
women in science, technology,  
engineering and mathematics.



## People with disabilities

GRI 405-1

Since the beginning of our operations, we have worked to be an inclusive company, providing decent and fair employment opportunities for people with disabilities. Last year, we employed 10 people with visual and physical disabilities, including 2 women.



**10**  
**VISUAL AND  
PHYSICAL  
DISABILITIES**

## Workers by ethnicity

GRI 405-1

In 2023, we maintained the level of workers representing Afro-Ecuadorian nationalities or indigenous peoples:

- 2 persons of indigenous nationalities or peoples.
- 2 persons of Afro-Ecuadorian descent.



## Employees by nationality

There are five employees of foreign nationality, representing 1.18% of the population. The company has no restrictions on foreign hiring. As of December 2023, we had employees from Honduras, Colombia, Cuba, and the United States.



## Safe company certification

### GRI 406-1

In November 2022, we received the Safe Company Seal, indicating that the company is free of violence and discrimination against women. According to the Chamber of Industry and Production, promoter of this recognition, it is the highest award for companies in Ecuador that promote non-violence against women and equal opportunities between women and men.

Throughout 2023, we continued to engage in conversations and awareness campaigns to maintain our position as a leading company free from discrimination and harassment in the workplace, including sexual harassment. We also conducted diversity and inclusion training in areas where women are represented in traditionally male-dominated roles.

## Training and education

### GRI 404-1; 404-2; 404-3

We are a company committed to the development and success of our employees. The company provides training to all employees without discrimination. To this end, we have an approved training procedure that provides guidelines for the development and implementation of the annual training plan.

In addition, we use an e-learning platform and have established a group of internal trainers to disseminate knowledge among our employees.

To deliver the training, we have strategic allies to teach topics related to airport operations: ACI, ICAO, ITAerea, ETAC and others.



The following are the pillars of our training plan:

# 1.

Mandatory technical courses to comply with aeronautical control entities.

# 2.

General mandatory courses to comply with regulatory changes in Ecuador.



# 3.

Developmental training to improve the competencies and behaviors of our employees.

# 4.

Technical training to develop specialized competencies for the duties of each position.

In 2023, we provided 36,486 hours of training compared to 35,216 hours in 2022. This is due to the fact that we resumed more classroom courses, which strengthened our airport expertise.

The average number of hours of training was 71.69 hours for women and 121.53 hours for men.

We invested US\$184,646 in training, an average of US\$543.08 and 107.31 hours per employee.

In 2023, we implemented an effectiveness evaluation for courses categorized as developmental training, with the goal of knowing the learning impact of courses taught in the workplace.

Within this category, we set a target of at least 80%; however, the result at the end of the year was an efficiency rating of 90%.

Among the most important programs in the year 2023, we can include the following:

- 'The Quiport Method': an airport management program'



## PROGRAMA DE FORMACIÓN EN GESTIÓN AEROPORTUARIA

### *El método Quiport*

In line with our strategic goal of keeping our employees "experts and engaged", we have developed an airport management program called, "The Quiport Method." This program is designed to keep our employees up to date with the technical knowledge required for airport operations.

The program began in the third quarter of 2023 and incorporated a series of airport technical knowledge courses, consisting of 13 technical theory modules and one practical module. We expect the program to be completed in 2024.

The course has been divided into two modules which are described below:

## A

**Theoretical module:** Theoretical module: where employees learn all the aeronautical regulations related to operations.

## B

**Practical module:** To participate in this program, an internal call was issued throughout the organization, and applicants had to meet certain requirements. 21 employees from different areas were selected.







## ● Diversity, equity and inclusion program

The Diversity, Equity and Inclusion (DEI) Program in 2023 was targeted at the organization's leaders and areas where the majority of employees are men. The program reached 40% employee participation.

The DEI approach is designed to sensitize all work teams to the importance of not having unconscious biases, both in their daily interactions at work and when recruiting new people for different areas, and to facilitate relationships and support in the performance of daily tasks.

Some of the topics covered in the program include:

- Leading diversity and inclusion (leaders).
- From self-blame to self-pity (women).
- DEI Workshop - Safe Company (Maintenance Area, due to the inclusion of women).
- Diversity multipliers (influential leaders).
- Diploma course in management skills for women.

The different processes of the company work with a DEI approach with the objective of raising awareness of the importance of non-discrimination, zero tolerance of harassment or violence and promoting diversity and inclusion in the different areas.

# Performance evaluation

It is important to mention that our performance evaluation model uses the 360-degree methodology and is aligned with annual objectives based on the company's culture and philosophy, which includes our competency model. This methodology is applied to all employees.

Employees who have been with the company for at least 6 months are evaluated; interns are not included. By 2023, 100% of employees included in this process had their performance reviewed on a regular basis.

The evaluation provides insight into what the employee's current

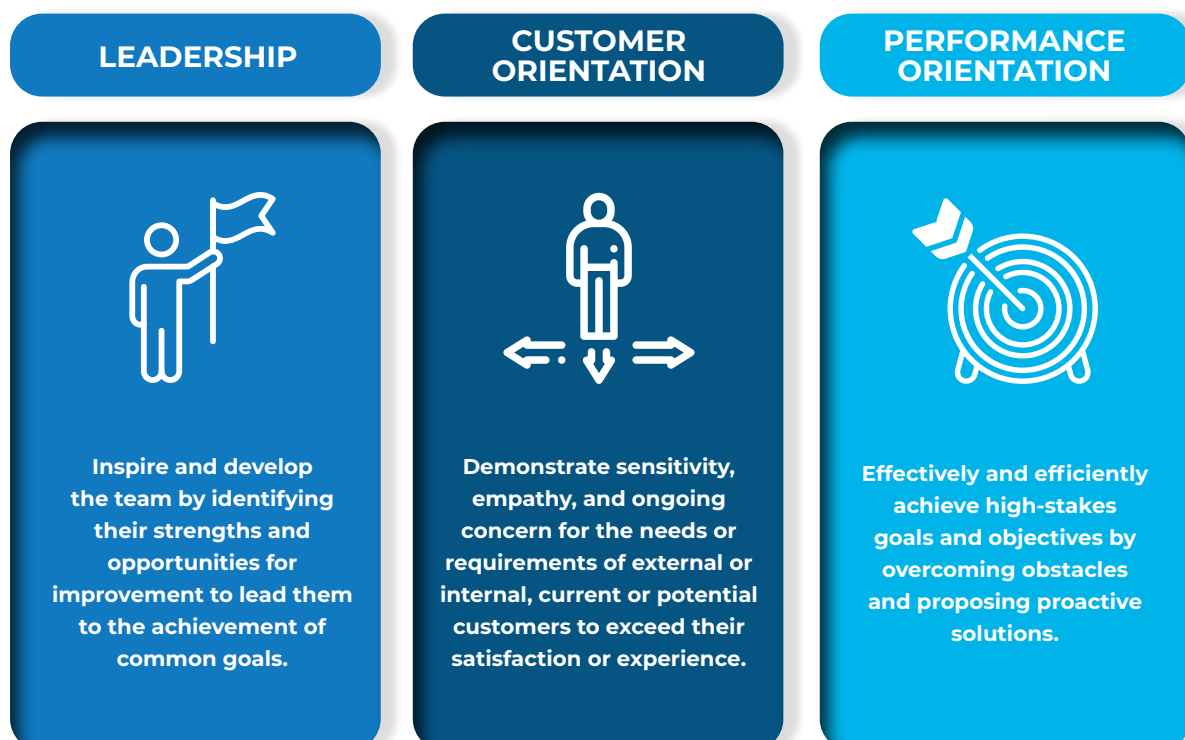
performance is compared to what the position requires.

Directors are also involved in this process, as well as in the review of compliance with the objectives carried out by our shareholders.

The performance assessment includes our organizational competencies, namely leadership, customer orientation and performance orientation, and our situational competencies, such as, resourcefulness, adaptability and proactivity.

Their respective definitions can be found below:

## ✔ Organizational competencies



## ✔ Situational competencies

### RESOURCEFULNESS



Suggesting and implementing improvements in processes, taking into account new situations, so that the changes generated add value to the company.

### ADAPTABILITY



Adapt behavior and performance when: difficulties arise, there are new processes or changes in the environment, understand and value different points of view to achieve organizational goals.

### PROACTIVITY



Take responsibility for making things happen by looking for new opportunities, setting goals, anticipating problems, and being persistent.





# Human rights and mental health

We promote and encourage equality in the work environment so that employees and suppliers have an excellent working relationship. We do not accept discriminatory attitudes based on race, color, culture, nationality, gender, sexual orientation, social or civil status, political opinion, ideology, religion, physical condition, economic status, birth, or any other condition.

Policies and strategies are aligned with internationally recognized

principles and rights in instruments such as the International Bill of Human Rights and International Labor Organization declarations.

We have a robust, comprehensive wellness program that addresses the physical, emotional and mental health of our employees and their families. This plan is implemented through a variety of activities and events, which are described below:



Workshops on topics including healthcare, nutrition, personal and family wellness, work/life balance, personal finance, and diversity and inclusion, among others.



Health fairs with various specialties to minimize health risks and prevent diseases.



Free online wellness platform for employees and their families, with unlimited access to exercise routines, nutrition and healthy eating tips, meditation, yoga, guides for expectant mothers, and active breaks, among others.



Physical therapy, intravenous fluid therapy, vaccination, treatment for parasites, and free preventive exams campaigns.





We motivate and reward employees for participating in each and every activity of the comprehensive health and wellness program.



Personalized and free counseling in psychology and nutrition.



In-house soccer championship with women's participation in each team.



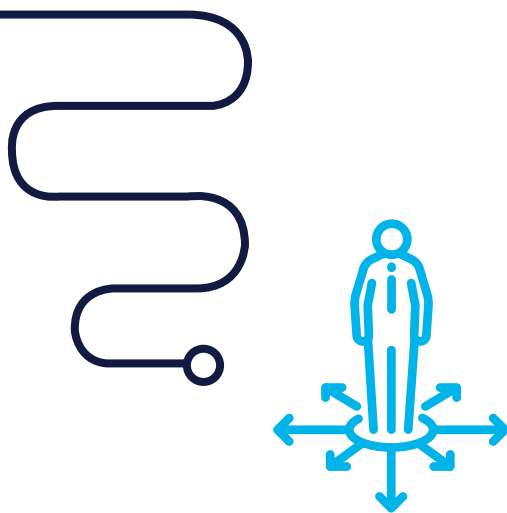
Free passes for cultural and sporting events.



# Occupational health and safety (OHS)

We are committed to the health and safety of all our employees. We believe that a safe and healthy work environment is essential to the well-being of all employees and the success of our business. We address this issue with rigor and attention, and establish measures to protect and care for the lives of our stakeholders and the communities in which we operate as a non-negotiable principle of our management.

Therefore, we have clear goals and objectives. We seek strategies and mechanisms to minimize the risks associated with work activities, with practices that ensure the well-being of people. We work with the firm purpose of maintaining zero fatalities, increasing the level of commitment, awareness and motivation to work safely in order to reduce absenteeism, improve process efficiency and consequently increase productivity.

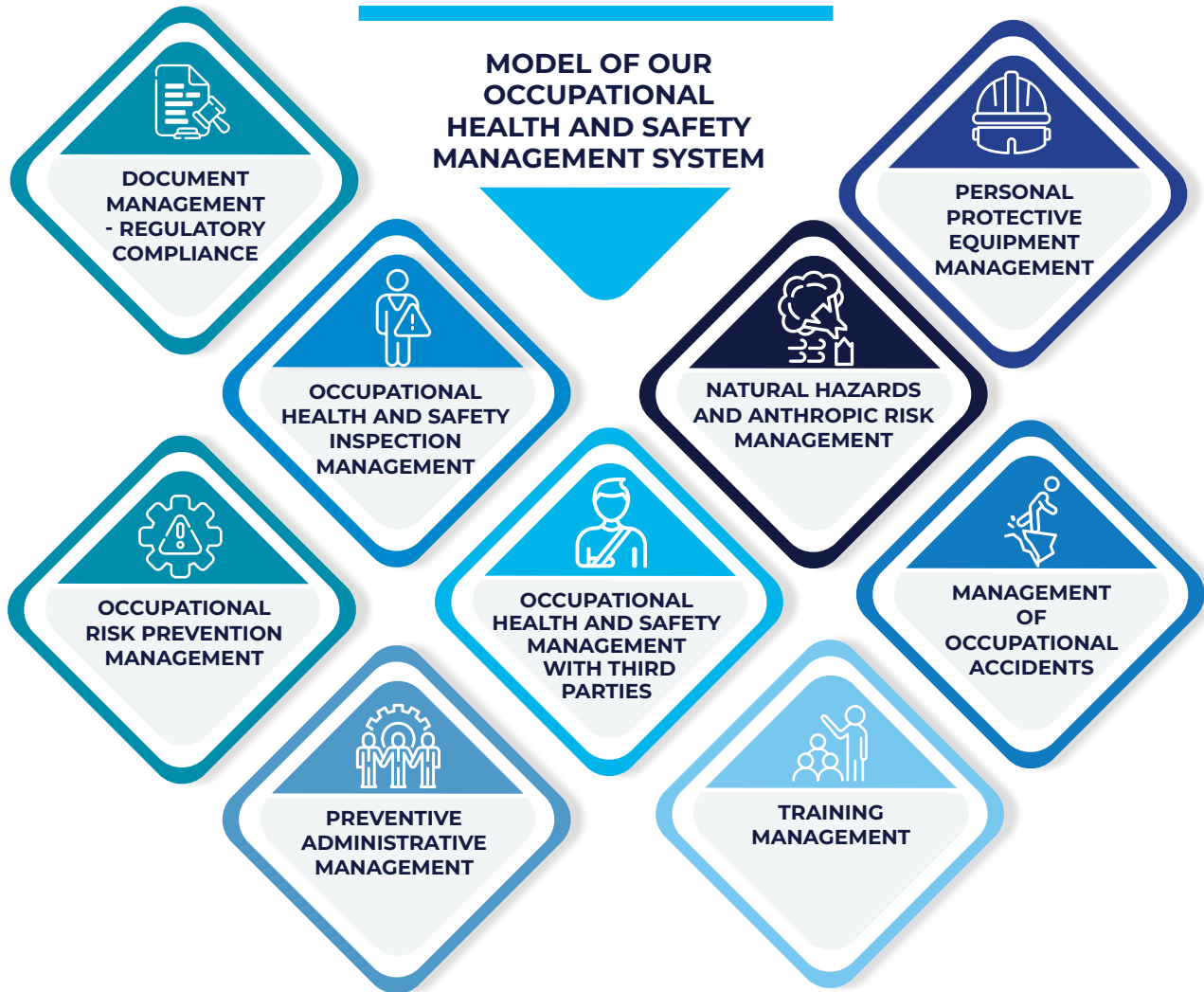


We have methodologies for identifying hazards, assessing and controlling risks in all workspaces.

## OHS management

GRI 403-1; 403-2; 403-5; 403-7; 403-8

We have implemented an Occupational Health and Safety Management System that complies with national regulations and international instruments in force. This system includes an integrated policy that confirms the commitment of the top management to develop strategies and programs aimed at caring for people, reducing risks and allocating financial, technical and human resources for this purpose, including 100% of our direct and indirect partners (suppliers and contractors).



We have a public policy posted on our website:

<https://www.quiport.com/sostenibilidad/buen-gobierno/politica-integrada-de-gestion/>

We have methodologies for identifying hazards, assessing and controlling risks in all workspaces, and have implemented prevention and emergency preparedness programs. These programs include regular training, emergency drills and emergency response teams.

Hazard identification, assessment, measurement and control

information is detailed and constantly updated in an occupational risk matrix.

We also have procedures for reporting and recording incidents, accidents and occupational illnesses to ensure that all incidents are reported in a timely manner and thoroughly investigated to determine the appropriate process

and personnel interventions and to track compliance with the defined actions.

One of the most important risk control measures is ongoing training and education on occupational health and safety issues, such as the use of personal protective equipment, high-risk work, load handling, ergonomics, etc.

Our housekeeping and safety standards provide employees with regulatory protection to stop or withdraw from work situations that may cause injury, illness and disease due to substandard acts and conditions in the workplace.

We have implemented programs to prevent and mitigate the effects of work situations on the health and safety of employees, in order to avoid accidents and fatalities.

We analyze and evaluate the effectiveness of the measures taken to take care of people, strengthening the culture of prevention, through action plans formulated with all the actors that make up the Occupational Health and Safety Management System.

In addition, we have a contractual annex, manuals and procedures defined for the activities generated by the operation, maintenance and construction of all airport facilities, including our collaborators, suppliers, contractors and commercial operators, with defined health and safety requirements to ensure the proper supervision and execution of their activities and high-risk work.

Occupational health and safety training programs are offered to all employees as a key prevention strategy. These programs are designed to provide the knowledge and skills necessary to maintain a safe and healthy work environment.

The induction program for contractors and suppliers enables them to learn about the structure of our health and safety management system, as well as the rights, duties, responsibilities, policies and procedures that ensure the safe performance of activities, according to the position and tasks to be performed.

**We have implemented programs to prevent and mitigate the effects of work situations on the health and safety of employees.**







In 2023, we provided the following occupational health and safety training and education to our employees:

- ✓ Environment, society and governance
- ✓ Qualified welding
- ✓ Labor competencies in occupational risk prevention
- ✓ Airport rescue and firefighting services
- ✓ Occupational Health and Safety Committee
- ✓ Defensive driving
- ✓ Guidelines that regulate the telework contract and the guidelines of the right to disconnect from work
- ✓ Diversity, equity and inclusion
- ✓ Educating children in safe and healthy environments
- ✓ Emergency preparedness and contingency planning
- ✓ Safe company
- ✓ Diversity with equity and inclusion
- ✓ Personal protective equipment
- ✓ Ergonomics
- ✓ Implementation of integrated management systems (ISO 45001)
- ✓ Lifting of loads
- ✓ Chemical handling
- ✓ Safe operation of forklifts
- ✓ Dangerous goods
- ✓ Healthy nutrition
- ✓ Aerodrome emergency plan
- ✓ Prevention of drug use and consumption in the workplace
- ✓ Prevention of occupational hazards: electrical energy
- ✓ Risk prevention officers
- ✓ First aid
- ✓ Respiratory protection
- ✓ Psychosocial risks
- ✓ Sexual and reproductive health
- ✓ Emergency drills
- ✓ High-rise work

The Occupational Health and Safety Management Manual for Third Parties ensures compliance with current labor and social security regulations by contractors, subcontractors, suppliers and commercial operators present at the airport facilities, as well as the training of their employees in good practices to prevent occupational hazards and risks.

We are rigorous in applying the rules that govern the system, according to the law and applicable airport best practices.



# Our performance

GRI 403-7, SASB SV-LF-250a.1

## Management system and guidelines

The self-assessment of the level of compliance of the Occupational Health and Safety Management System (OHSMS) according to the requirements of the Ministry of Labor contributes to the improvement of the system by identifying areas of opportunity, strengths and weaknesses. This enables the timely and effective implementation of corrective and preventive actions. In addition, these self-assessments foster a culture of self-examination and continuous improvement within the organization and encourage employee involvement and participation in occupational health and safety management. On average, the self-assessment was rated as having achieved 96% compliance.

We perform ongoing inspections of our facilities with a commitment to maintaining and improving policies that focus on the integral care of our

employees. We also conduct audits and inspections of the operations and facilities of our contractors and commercial operators.

In 2023, we conducted a diagnosis of the OHSMS according to ISO 45001-2018 with an external consultant to determine the maturity of our system and the path to implementation, and achieved 72% compliance.

We have achieved the goal of zero serious accidents and fatalities due to work-related injuries and occupational diseases among our employees and strategic allies, thanks to applying the OHSMS.

In 2024, our critical contractors will begin reporting on OHS performance indicators, including: man-hours worked; characterization of accidents, incidents and occupational illnesses; and man-hours of training.



**lo hacemos  
porque valoramos la**

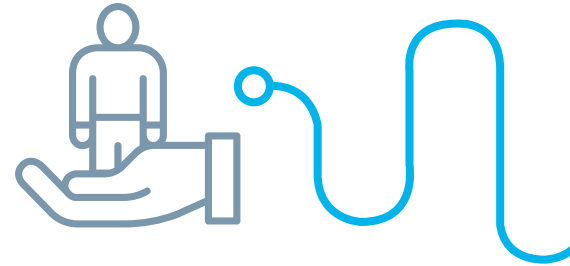
*bien*





# Occupational health and safety governance

GRI 403-4; 403-6



We have a process for consulting and communicating with our employees about occupational health and safety. This process includes newsletters and open communication channels through which employees can voice concerns or report unsafe acts and conditions. The commitment of senior management and the support of the OHS department were essential in analyzing and defining strategies to meet the needs of operations.

Senior management also monitors reported indicators and incidents, focusing on significant events, and reviews process improvement actions and lessons learned to mitigate risks to human integrity.

We have a committee made up of equal numbers of members elected by the employees and appointed by the employer. This committee meets once a month and on special occasions when the situation requires it. Members of the Occupational Health and Safety team act as advisors to the committee, facilitating its work and participation.

Its duties and responsibilities include:

Promoting compliance with occupational risk prevention regulations.

Analyzing, commenting on, and proposing reforms to the company's internal occupational health and safety regulations.

Carrying out inspections of the company's facilities, equipment and machinery.

Understanding the process of managing occupational accidents and diseases that occur in the company.

Participating in the implementation of risk prevention campaigns.

By 2024, we will form the OHS Committee with the participation of senior management and OHS managers to analyze and implement all aspects related to OHS governance.



## Risk management and action plans

GRI 403-2; 403-7; 403-8

By identifying mechanical, chemical, biological, physical, psychosocial and ergonomic risks, we are able to take care of our employees and contractors by developing action plans that allow us to prioritize, mitigate and quantify negative impacts on occupational health and the work environment.

Similarly, every month we analyze the accident rate indicators to review their variation, the relevant facts presented and the lessons learned as input to develop the best strategies and actions to reduce

the accident rate. This allows us to promote improvement processes and focus our efforts on achieving the objectives proposed in our action plans, thus strengthening the sustainability of the business.

As part of our occupational health and safety management system, we provide 100% coverage of medical care for our employees and contractors.

We are committed to providing a safe and healthy working environment for everyone who works at our facilities, regardless of their contractual status. In addition, we implement training and awareness programs for both our internal employees and our contractors to ensure that everyone is properly informed and prepared to comply with applicable health and safety standards.

## Culture

GRI 403-5

We offer up-to-date training programs that address best practices in occupational health and safety. By empowering our teams with skills and knowledge, we improve the work environment and promote healthy lifestyles outside of work, contributing to the overall well-being of our community.





# Health and safety of our employees and contractors

GRI 403-5; 403-7; 403-8; 403-9; 403-10, SASB IF-EN-320a.1; SV-LF-250a.2



## 2023 OHS INDICATORS



### COMMERCIAL OPERATORS / CONTRACTORS / SUPPLIERS

**2** Recordable accidents

**3** Recordable accidents

**5** Incidents  
IF= 0.66  
IG= 6.57  
TR= 7.50

TFCA / LTIFR = 3.29



**100** Facility and activity inspections

**+1,700** Inspections / audits

**9,067** Training hours

**1,589** Induction hours

**30** Unsafe conditions identified and corrected

**509** Unsafe conditions identified and corrected

**10** Unsafe acts identified and eliminated

**125** Unsafe acts identified and eliminated

# Occupational health and safety indicators

GRI 403-10, SASB IF-EN-320a.1

| Man hours worked     |            |            |            |            |            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|------------|------------|------------|
| 2018                                                                                                                                                                                                                                                                                                                                                            | 2019       | 2020       | 2021       | 2022       | 2023       |
| 700,955.88                                                                                                                                                                                                                                                                                                                                                      | 687,618.47 | 651,444.94 | 525,303.23 | 550,389.59 | 608,053.57 |

| Recordable accidents     |      |      |      |      |      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|------|------|------|
| 2018                                                                                                                                                                                                                                                                                                                                                                | 2019 | 2020 | 2021 | 2022 | 2023 |
| 1                                                                                                                                                                                                                                                                                                                                                                   | 4    | 6    | 1    | 2    | 2    |

| Recordable Lost Time Injury Frequency Rate (LTIFR) of collaborators     |      |      |      |      |      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|------|------|------|
| 2018                                                                                                                                                                                                                                                                                                                                                                                                                       | 2019 | 2020 | 2021 | 2022 | 2023 |
| 0.28                                                                                                                                                                                                                                                                                                                                                                                                                       | 1.16 | 1.84 | 0.38 | 0.73 | 0.66 |

| Severity Rate of collaborators     |       |      |      |      |      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------|------|------|------|
| 2018                                                                                                                                                                                                                                                                                                                                                                                  | 2019  | 2020 | 2021 | 2022 | 2023 |
| 0.57                                                                                                                                                                                                                                                                                                                                                                                  | 15.12 | 5.65 | 0.76 | 1.09 | 6.91 |

| Occupational Illness Frequency Rate (OIFR) of collaborators     |      |      |      |      |      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|------|------|------|
| 2018                                                                                                                                                                                                                                                                                                                                                                                                               | 2019 | 2020 | 2021 | 2022 | 2023 |
| 0                                                                                                                                                                                                                                                                                                                                                                                                                  | 0    | 0    | 0    | 0    | 0    |

IF o LTIFR = Injury Frequency Rate (# accidents x 200000 / total man hours)

SR = Severity Rate (# days lost x 200000 / total man hours)



In 2023, we maintained an injury frequency rate of 0.66 and an employee severity rate of 6.91.

Compared to 2022, the frequency rate for employees decreased by 10%, while the severity rate increased over the same period.

**10%**

**Frequency rate for employees decreased.**



## Strategic allies

Contractors, subcontractors, suppliers and commercial operators are a strategic part of our operations. Therefore, we have a high level of compliance and demand with the requirements of the occupational health and safety management system.

We have carried out a rigorous analysis of the results of the previous years in terms of accident

rates and have defined measures to improve the reported indicators.

There have been no fatalities among our allies; however, we continue to strengthen the culture of self-care and to generate greater awareness, involvement and commitment on their part, with the close monitoring of our occupational health and safety department.

## Our goals

- By 2024, we will strengthen our compliance with government regulations related to occupational health and safety.
- We will include OHS indicators in the contractual terms with each of our partners.
- We will standardize our OHS system by implementing ISO 45001-2018.
- By 2027, we intend to demonstrate a consolidated OHS culture among employees and contractors, which directly contribute to our goal of zero fatalities and a significant reduction in accident rates.

# Relations with local communities

GRI 2-29; 3-3; 413-1

## Overall strategy

We believe that the impact we can have on society as a company is defined not only by our economic and environmental performance, but also by the implementation of our social investment initiatives.

Our actions are focused on the communities within the airport's direct sphere of influence: Puembo, Pifo, Tababela, Yaruquí, Checa and El Quinche. In addition, we developed limited actions in the communities of Ascázubi, Cuzubamba, Guayllabamba, Tumbaco and Cumbayá, which are part of the zone of indirect influence. The communities of Oyacoto, Calderón and Carapungo are of geopolitical importance because they are located in the area of the North Pan-American Highway, one of the main accesses between Quito and the airport.





We have two main social responsibility management plans, which aim to manage good relationships with the community, strengthen corporate volunteering activities, promote circular economy projects and mitigate potential negative impacts such as noise, traffic congestion and insecurity.

The two plans are:

- Community Relations Plan
- Social Management Plan



## Community relations plan

### GRI 2-29

This is an important part of the company's Environmental Management Plan, which is a requirement for obtaining an environmental license to operate the airport. The Community Relations Plan has four components, which are described below:



## • Public consultation and participation plan

This is a two-way communication mechanism with the different social actors on issues related to the airport and the management of potential impacts. The positive impacts include the dynamization of the local economy, while the negative impacts result from the pressure of increased demand for utilities caused by the uncontrolled growth of population.

Through the Public Consultation and Participation Plan, several topics of interest to the various stakeholders in the community are shared, as well as topics of a clarifying nature that define Quipor's scope and competencies.

During 2023, 10,000 people from the direct and indirect areas of influence participated. The following is a list of community stakeholders and the topics discussed with each one.



## • Social investment plan

The plan includes four main programs related to education, training, addressing complaints, and monitoring.

### A

#### Environmental Education Program

We conducted virtual activities to showcase the airport's best practices in waste and water management. In 2023, we interacted with 3,587 participants, an increase of 30.44% over 2022.

**ENVIRONMENTAL  
EDUCATION  
PROGRAM**



**3,587** **participants**





## B

### Student Scholarship Program

Awarded to 82 recipients based on the following criteria:

- Regular scholarships for elementary and high school students in need.
- Exceptional scholarships for students with greater need.
- Special scholarships for students pursuing higher education who are not necessarily part of the educational institutions in the area, but who demonstrate outstanding student achievement.

## C

### Job Profile Database

In 2023, we began the process of automating the resumes of applicants. This innovation, which will be ready by February 2024, will allow us to comply with the law on the protection of personal data and to meet the needs of companies in the airport city when they need job profiles. In 2024, we will report on the management carried out.

## D

### Job Training Program

Free virtual training was one of the actions that Quiport continued during 2023, with schedules that were accessible to the different participants. A total of 17,725 people from the communities surrounding the airport participated in this training.

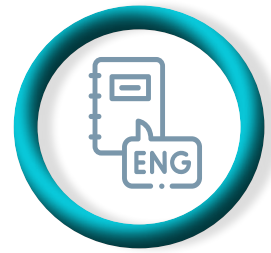




## ENGLISH

**5,278**  
participants

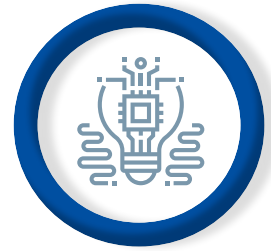
More than 50% of participants are students in local schools.



## INNOVATION, ENTREPRENEURSHIP AND BUSINESS

**7,011**  
participants

90% of those receiving training are students in the second year of elementary school in Pifo, Tababela, Checa and Ascázubi.



## CUSTOMER SERVICE

**4,076**  
participants

100% of participants were students from Checa.



## DIGITAL MARKETING

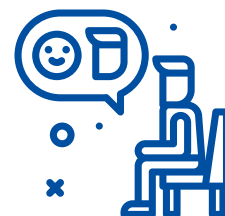
**1,306**  
participants

75% of those receiving training are students in the second year of elementary school from schools in Pifo, Tababela, Checa and Ascázubi. 25% of the participants live in the communities neighboring the airport.



## Psychological Support

4,940 people participated in this support program. This is an initiative promoted by Quiport as a positive contribution to mental health.



## Partnership with Junior Achievement

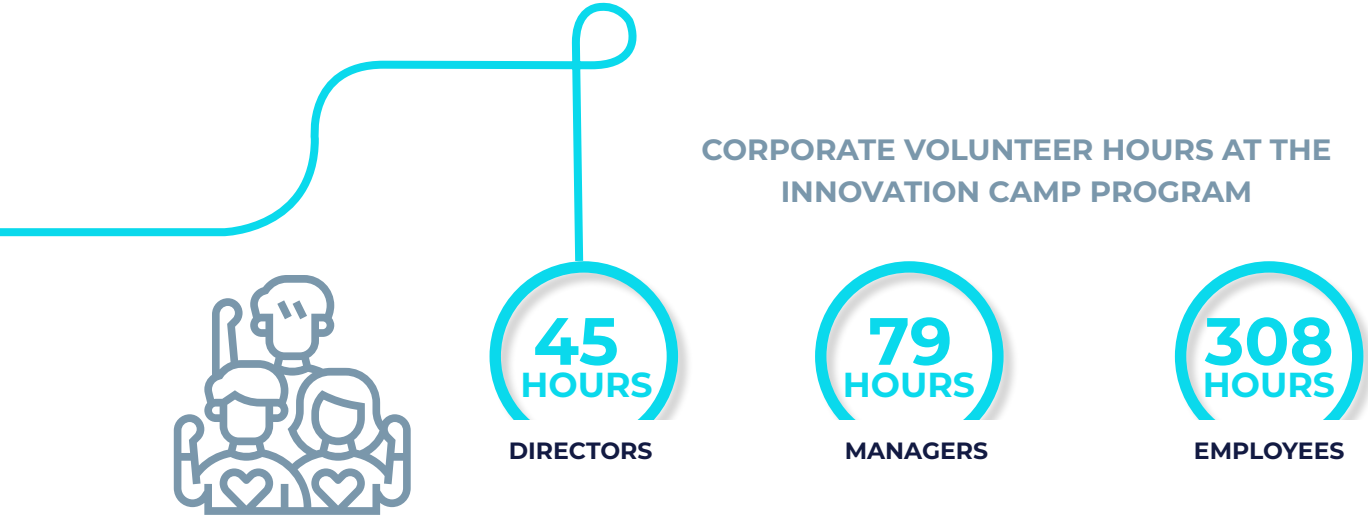
Quiport seeks to encourage the participation of students, teachers and, above all, volunteers of the corporation in activities aimed at strengthening entrepreneurship and innovation through innovative projects.

In this context, we formed a strategic alliance with Junior Achievement (JA) to implement the Innovation Camp program, in which students worked to develop and present a prototype application related to environmental protection and climate change mitigation. Quiport volunteers participated in the process to help the teams develop their projects.

There were 432 hours of voluntary contribution by 48 employees in

6 schools: Eduardo Salazar Gómez School (Pifo), Dr. Arturo Freire School (Tababela), Yaruquí Technical School (Yaruquí), Tres de Diciembre School (Checa), Cardenal de la Torre School (El Quinche), Ascázubi Technical School (Ascázubi).

After three months of participating, the Dr. Arturo Freire School was declared the winner with the proposed Gamefication application.



## Management of complaints

GRI 413-2; 2-25

Quiport has a mechanism for community services and complaints through its Corporate Affairs, Marketing and Social Responsibility Department. The complaints and suggestions handled by the department are related to the mitigation of potential socio-environmental conflicts generated by the operation of the airport in the communities.

During 2023, we did not receive any complaints and/or suggestions through the existing channels, especially the meetings of the Public Consultation and Participation Plan. We also did not record any displacement of people in the operation of the airport during this period.



Potential complaints and/or conflicts that were identified and could be part of potential management are related to:

## A

### Noise

Caused by the operation of aircraft, for which permanent monitoring allows us to mitigate this potential impact. The levels produced do not exceed those allowed by current regulations (65 decibels). For further information, please see pages 191 to 193 in the Environment chapter.

## B

### Traffic congestion

The increase in vehicles in the area around the airport is not a direct impact of the operation. However, in recent years there has been a significant increase in cargo vehicles from the north transporting flowers and light vehicles from the air terminal to the south of the city due to the demand for housing in the valleys. We do not have actual data on the impact of vehicular traffic. But in 2024 we will have comparative data to quantify this phenomenon.

## Social monitoring plan

This plan seeks to ensure that everything implemented in the Community Relations Plan is carried out in compliance with the established indicators, the desired goals and within the expected timeframe.

Monitoring allows the evaluation of the program's compliance with national regulations and international conventions through the implementation of the sub-plans of the Community Relations Plan, and commits to compliance with the Environmental Management Plan.

As a result of the 2023 management evaluation, specifically with regard to the Community Relations Plan, we determined that the objectives were 100% achieved, strengthening our relationship with the communities and allowing us to maintain the project's environmental license.

## Social management plan

The Social Management Plan is a strategic plan developed according to the needs of the community. In addition to permanent contact with the population and the authorities of the communities, we also conduct studies on them. For example, in 2023 we updated the social baseline of the six communities directly impacted by the airport in order to better understand the reality they live in and their needs, so that our social responsibility programs can be adapted to strengthen our strong relationship with the community and have a positive impact.

After analyzing the results, it was decided that the strategy for the next few years would focus on the following:

### A

#### Positioning

Strengthen Quiport's relationship with the various authorities, local leaders and stakeholders through community relations and social management plans.



### B

#### Education

Reinforce the training offer with the communities to improve workforce profile of residents, supporting the education of children and youth through scholarships and developing partnerships with institutions that allow them to continue their studies at the higher education level.

### C

#### Entrepreneurship and Innovation

Strengthen strategic alliances with organizations to promote a culture of entrepreneurship among young people in the region. One of the alliances established in 2023 and continuing in 2024 is with Junior Achievement.



## ● Labor Compliance Evaluations

This program allows us to monitor the compliance of commercial operators and contractors at the airport with applicable labor laws and regulations. In 2023, we conducted 32 inspections of commercial operators at the airport that seek continuous improvement in environmental, occupational health and safety, and labor issues. This monitoring focuses on continuous improvement that strengthens the value chain of companies providing services at the airport.

Additionally, a documentary verification of compliance with labor legislation was carried out with suppliers.

## ● Programs for good use of free time

Since 2015, we have been promoting sports training schools (soccer and basketball) in the six parishes in our area of influence. The aim of this project is to give children and young people in the area the opportunity to find an activity that allows them to spend their free time in a healthy way, while at the same time teaching them values such as solidarity, responsibility and teamwork.

In 2023, we had 3,618 participants in the soccer schools and 6,159 participants in the basketball school. The profile of the participants is made up of children and adolescents between the ages of 8 and 17.

Of the total number of participants in the basketball school, 44% were girls. In 2024, through our partnership with the Colibríes Training School, we will implement a new strategy for work and training impact for girls.



## ● Compartamos (Let's share)

This program allows us to manage used equipment and materials in good condition for reuse by various educational, medical and security institutions, as well as neighborhood and community organizations in the area of influence. The program is also implemented with other airport companies and allows us to have an impact on circular economy issues.

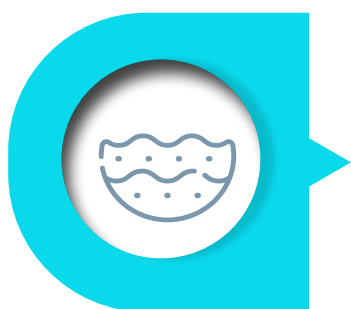


In 2023, we made 54 deliveries of goods thanks to the participation of four companies that are part of the airport community: Avianca, Latam, Wyndham Quito Airport and Novacargo, as well as personal donations from Quiport employees. The most important deliveries were:

- ✓ Due to preventive maintenance carried out at the airport during 2023, 1,800 cubic meters of milled material were delivered to the municipal governments of Puembo, Pifo, Tababela, Yaruquí, Checa and El Quinche and other areas of indirect influence such as Cuzubamba, Ascázubi, Tumbaco and Cumbayá. The material was used for paving secondary roads.
- ✓ Biological treatment of airport wastewater produces a byproduct (sludge) that is rich in nutrients such as nitrogen, phosphorus and potassium. In 2023, we made 8 deliveries of sludge from the wastewater treatment plant, or 17 tons of sludge. This compost allowed us to improve the green spaces in the communities of Puembo, Pifo, Cuzubamba and Ascázubi, as well as in educational institutions such as the schools of San Ignacio de Loyola and Ascázubi.
- ✓ 67 deliveries of construction materials, bedding textiles, and more to parish governments and educational institutions for reuse and improvements in community centers, Community Police Unit (UPC) offices, and school facilities.



AGRIPINA CHIRIBOGA STREET IN YARUQUÍ IMPROVED WITH MILLED MATERIAL DONATED BY QUIPORT



**1,800**m<sup>3</sup>  
MILLED MATERIAL



**17** tons  
SLUDGE RICH IN NUTRIENTS



**67** donations  
USED MATERIALS IN GOOD  
CONDITION





## • Donations

2023 became the year of cultural revitalization in the six parishes near the airport. This allowed a positive impact for the communities in terms of boosting the local economy and positioning the culture of the parishes. We speak of cultural revitalization because after the pandemic of COVID-19, the number of massive events decreased between 2020 and 2022, affecting several of the planned annual activities.

Our donations to communities, educational institutions, health institutions, sports leagues, neighborhoods, senior citizens, and other community groups were managed in accordance with all the processes set forth in the Company's Code of Ethics and Compliance Policy. This contribution enabled communities to receive 122 donations in 2023, benefiting and impacting 42,719 people with snacks, ice cream and candy at Christmas.

## • Reading club

This is a program to promote reading among children. In 2023, we held 30 meetings – on Wednesdays between 7:00 and 7:45 p.m. – with an average of 36 children and adolescents participating. We covered topics such as reading techniques, approaches to reading classic and contemporary authors, and virtual visits from guest authors. During 2023, we have the contribution of a volunteer, who dedicated 30 pedagogical hours (man hour).

## • Visits to the airport

We have a program of visits to our facilities to promote closer contact with airport operation. 750 participants from schools, colleges and universities visited the airport in 2023.





## Shared value

Through shared value programs, we implement activities that enhance innovation, community progress and the local economy. The projects implemented by Quiport are The Waste Management Center and Nuestra Huerta (Our Vegetable Garden).

### A

#### Waste Management Center

The operation of the Waste Management Center is a critical factor in the integrated management of solid waste as part of our efforts to combat climate change, because by upgrading it, we are reducing the greenhouse gases that would be emitted by conventional waste treatment. At the same time, we are diverting waste from landfills and contributing to the development of circular economy.

This initiative is an opportunity to boost the local economy by enabling a group of six small entrepreneurs to improve their income by sorting, handling and selling recyclable solid waste. In 2022, these entrepreneurs formed the communal company Ecorecicla S.A. In the second quarter of 2023, we conducted operational tests at the Waste Management Center and plan to start operations in the second half of 2024.

### B

#### Nuestra Huerta (Our Vegetable Garden)

Conceived as an entrepreneurial project derived from Quiport's Social Management Plan, with technical assistance from the Inter-American Development Bank (IDB), Nuestra Huerta, which began as an initiative to support small farmers in the area, has evolved into a shared value program.



Nuestra Huerta integrates small-scale agricultural producers from the airport's surrounding area into a community marketing chain in which airport employees and users participate and consume local produce.

2023 highlights include:

- ✓ The program had 150 products from 80 suppliers from the parishes near the airport.
- ✓ A new job was created in addition to the three existing direct jobs.

- ✔ We celebrated the sixth anniversary of the opening of the Nuestra Huerta store at the airport and the tenth anniversary of the overall shared value project.
- ✔ As part of the agreement signed in 2022 between Alpachaca Muyuverde –the community enterprise that runs the Nuestra Huerta Program– and the University of San Francisco de Quito (USFQ), 15 producers were advised by 28 agronomy students for 12 months to optimize agricultural production processes and strengthen the production of native species.
- ✔ We continued to train suppliers in areas such as good agricultural practices, occupational health and safety, entrepreneurship, and accounting.
- ✔ With Quiport's support, Alpachaca Muyuverde joined the Ecuadorian Global Compact network to voluntarily comply with the organization's principles. Their store also maintains its Green Spot Award, an incentive granted by the Ministry of Environment, Water and Ecological Transition for processes that optimize natural resources and reduce negative environmental impacts beyond what is required by law. In addition, the program is part of Quiport's strategies to reduce greenhouse gas emissions.





## Alliances for the community

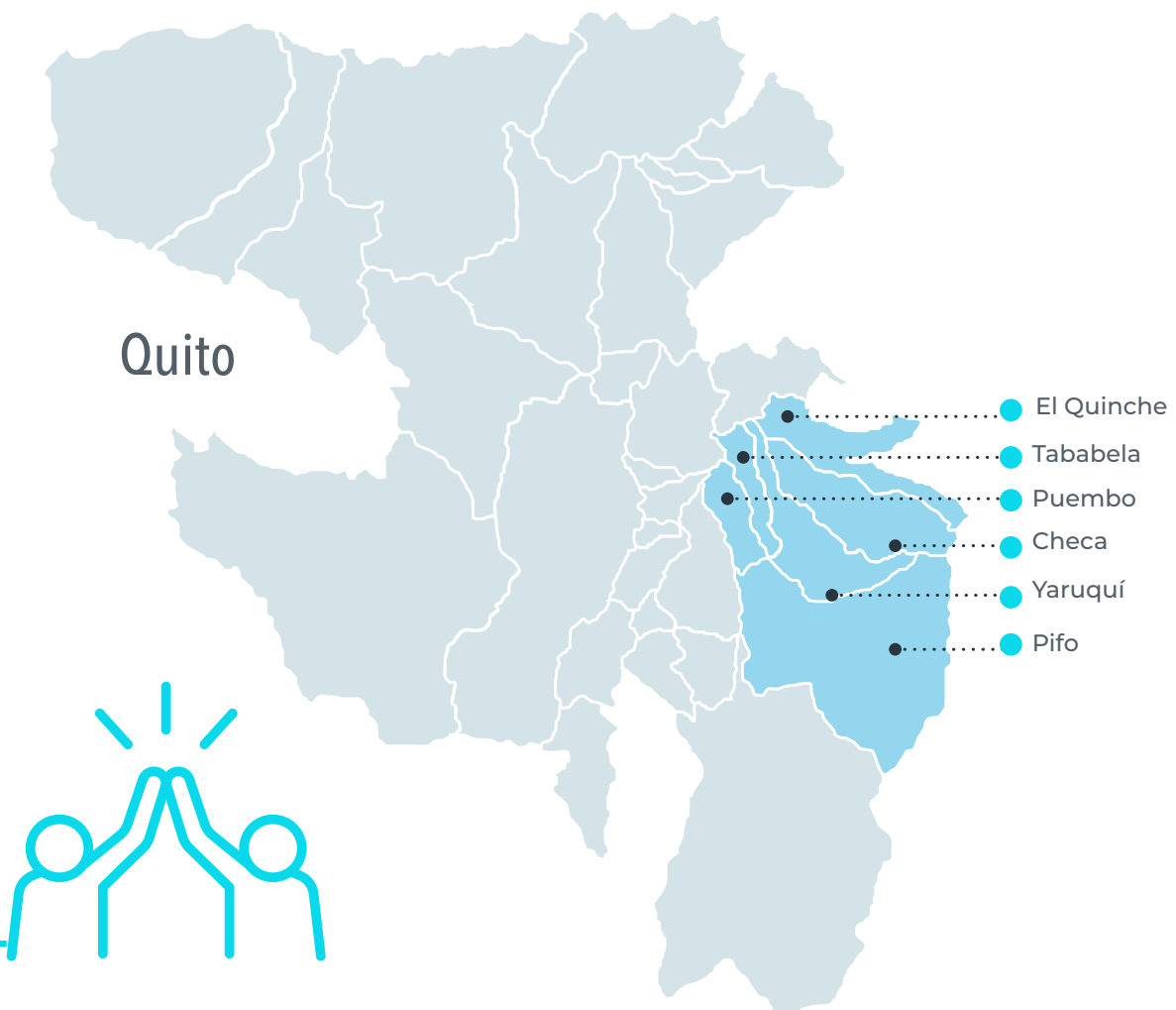
GRI 413-1

In order to carry out all the activities of the Social Management Plan, we have created several alliances with municipal governments, educational institutions, health institutions and neighborhood leaders. We highlight some of the most important ones:

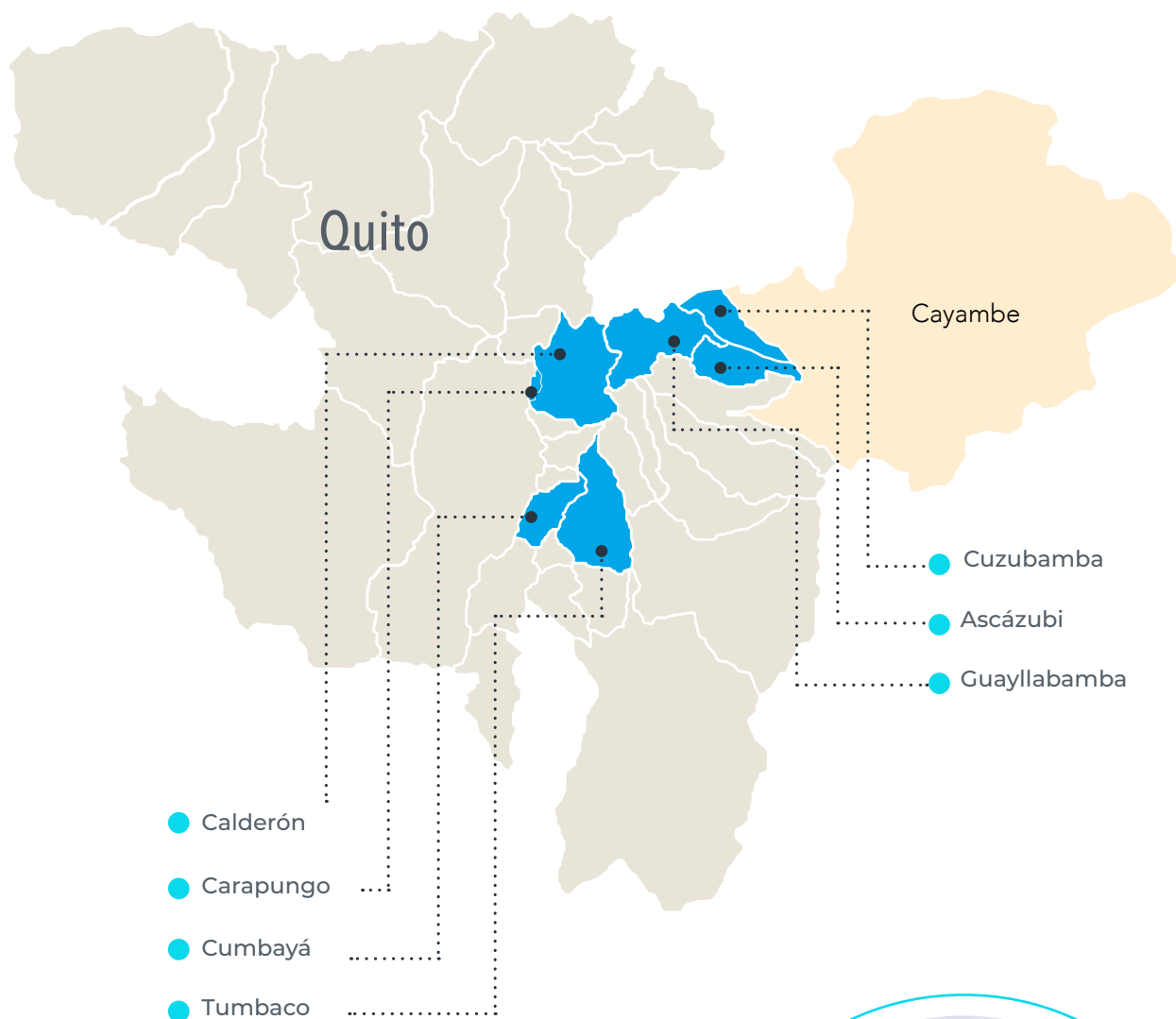
- Parish governments, town councils and communes



Parishes in the direct influence area



## Parishes in the indirect influence area



## Town Council

- Oyambarillo

## Commune

- Oyacoto







## ● Educational institutions by parish



- **Puembo**  
Antonio de Ulloa School.
- **Pifo**  
Ricardo Rodríguez School, Army Aviation School, Zamora Chinchipe School, Eduardo Salazar Gómez School, Pifo School.
- **Tababela**  
Dr. Arturo Freire School.
- **Yaruquí**  
Yaruquí Technical School, Luis Pallares School, Jesús Ordóñez Grijalva School, César Vallejo Guzmán School.
- **Checa**  
Santa Catalina Labouré School, Tres de Diciembre School, San Ignacio de Loyola School.
- **El Quinche**  
Cardenal de la Torre School, Julio María Matovelle School.
- **Ascázubi**  
Ascázubi Technical School.

### Town Council

- **Oyambarillo**  
Jorge Icaza School

### Commune

- **Oyacoto**  
Atahualpa School

## ● Health institutions by parish



### ● Yaruquí

Alberto Correa Cornejo Hospital

### ● Puembo

Health Sub-Center

### ● Pifo

Health Sub-Center

### ● Tababela

Health Sub-Center

*Note: Mainly for the delivery of donations of medical materials and support in health campaigns.*

## ● Non-Profit organizations



Junior Achievement Foundation Ecuador



# Relevant figures

GRI 413-1

The following are the types of contributions we made in 2023:



## DONATIONS

**US\$ 107,973.90**

We have made one-time and/or occasional charitable contributions in response to the needs of the communities.



## COMMUNITY INVESTMENT

**US\$ 123,798.80**

Long-term strategic investment, in line with our corporate action plans and objectives. Includes execution of social programs such as scholarships and training, contemplated in the Social Investment Plan.



## SHARED VALUE PROGRAM – NUESTRA HUERTA

**US\$ 30,715.00**

Program development.

Contributions were made in money and in kind. We detail below the amount invested by type of contribution:



**MONEY**

**US\$ 43,516.00**



**IN KIND**

**US\$ 218,971.70**



3





3

# ENVIRONMENT



# Environmental management

In 2023, we conducted the climate risk analysis in accordance with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD) and the recently published IFRS 2 standard, which requires the assessment of physical and transition risks in addition to the opportunities associated with climate change.

The risk assessment allowed us to identify, evaluate and prioritize the main threats related to climate change and airport operations.

We also identified the opportunities associated with the transition to low-carbon operations in the industry, as the airport has great capacity to adapt to the new climate context.



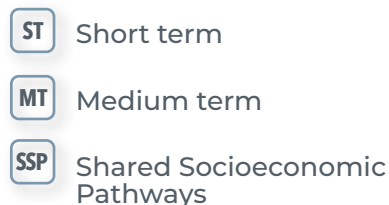
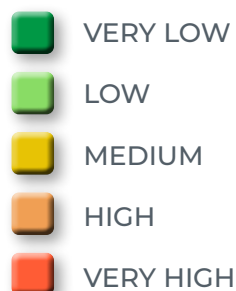
The risk assessment allowed us to identify, evaluate and prioritize the main threats related to climate change and airport operations.

# Analysis of physical risks associated with climate change

GRI 201-2, SASB: IF-RE 140a.1

In the physical risk analysis, we considered two scenarios, an intermediate (SSP2-4.5)<sup>1</sup> and a critical (SSP5-8.5)<sup>2</sup> scenario for global fossil fuel-based development, according to the Sixth Assessment Report of the IPCC (Intergovernmental Panel on Climate Change).

The primary physical risks we have identified for the airport are related to drought, precipitation, flooding and wildfires.



## CURRENT EXPOSURE



Droughts



Precipitation and flooding



Heat waves



Helical waves



Atmospheric discharge



Forest fires



Ash emissions



Increased wind speed

|                            | SSP4.5   |          | SSP8.5   |          |
|----------------------------|----------|----------|----------|----------|
|                            | ST       | MT       | ST       | MT       |
| Droughts                   | VERY LOW | LOW      | LOW      | LOW      |
| Precipitation and flooding | MEDIUM   | HIGH     | HIGH     | HIGH     |
| Heat waves                 | VERY LOW | VERY LOW | VERY LOW | VERY LOW |
| Atmospheric discharge      | LOW      | LOW      | LOW      | LOW      |
| Forest fires               | VERY LOW | LOW      | LOW      | LOW      |
| Increased wind speed       | VERY LOW | LOW      | LOW      | LOW      |
| Cold waves                 | VERY LOW | VERY LOW | VERY LOW | VERY LOW |

In the initial exposure assessment, ash emission was considered as an event that could affect airport operations in case of changes in wind direction and speed.

<sup>1</sup> SSP2-4.5: forecasts a global average temperature increase between 2.1 and 3.7 °C by 2050.

<sup>2</sup> SSP5-8.5: forecasts a global average temperature increase between 2.6 and 4.8°C by 2050.





We also conducted an assessment of physical climate vulnerabilities and risks to identify mitigation actions for current and future airport operations.



| HYDROMETEOROLOGICAL EVENT  | DESCRIPTION OF RISKS                                                                                                                                           | TYPE OF RISK | REDUCTION INITIATIVE                                                                                                                                                                                                               |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DROUGHT / WATER STRESS     | Power outages resulting from hydroelectric generation sources, affecting the supply to different areas and even affecting the entire nation.                   | Chronic      | Emergency power generation stations in place to generate electricity in the event of outages and the supply of the national power grid.                                                                                            |
|                            | Increased operating costs to keep water available at the airport due to a reduction in the capacity to supply this resource for basic operations and service.  | Chronic      | Focus on reducing the water footprint through the following actions: optimizing water consumption, reducing the impact of effluents on the natural environment and minimizing water risks.                                         |
| PRECIPITATION AND FLOODING | Temporary closures and flight delays resulting from flash flooding on the airport runways.                                                                     | Acute        | Rainwater collection and containment system independent of the plumbing system.                                                                                                                                                    |
|                            | High repair costs for runway damage due to increased rainfall.                                                                                                 | Chronic      |                                                                                                                                                                                                                                    |
| HEAT WAVES                 | Effects on workers resulting in exhaustion and dehydration.                                                                                                    | Acute        | Quiport's Sustainability Policy includes occupational health and safety criteria. Its internal safety regulations provide legal protection to workers by prohibiting them from working in contaminated and/or unsafe environments. |
|                            | Increased demand for energy/fuel for cooling systems.                                                                                                          | Chronic      | The airport has energy efficient and fuel saving actions in place.                                                                                                                                                                 |
| FOREST FIRES               | Temporary stoppages of operations due to low visibility caused by smoke.                                                                                       | Acute        | The aerodrome manual in force and accepted by the Directorate General of Civil Aviation contains the technical specifications for operation, as well as the Rescue and Fire Extinguishing Service (RFES).                          |
| INCREASE IN WIND SPEED     | Increase of particles and aerosols in the atmosphere due to the soil conditions where the airport is located, affecting flight operations and people's health. | Acute        | Related to air quality, reduction initiatives depend on joint actions to improve air quality.                                                                                                                                      |



# Analysis of transition risks associated with climate change

For the assessment of transition risks we considered the scenarios described by the International Energy Agency (IEA) in its World Energy Outlook 2022, namely the Net Zero emissions scenario and the Sustainable Policies Agreement (SPA).

The main transition risk factors we identified were:

- Water availability and water stress
- Transition to sustainable fuels
- Carbon capture technologies
- Achieving emission reduction goals
- Energy efficiency
- Proper waste management
- Transition to electric vehicles



## Identified opportunities

| IDENTIFIED OPPORTUNITY | DESCRIPTION                                                                                     |
|------------------------|-------------------------------------------------------------------------------------------------|
| PRODUCTS AND SERVICES  | Cooperation with users and airlines to reduce the impact of emissions.                          |
| MARKET                 | Access to new markets with sustainable aviation fuel (SAF) supply.                              |
| RESILIENCE             | Continued energy efficiency measures and working together with meteorological research centers. |
| ENERGY SOURCE          | Integrate the use of alternative energy sources.                                                |
| RESOURCE EFFICIENCY    | Energy optimization and efficient water management.                                             |
| CHAIN OF RESOURCES     | Integrated value chain risk management.                                                         |



# ENERGY

**GRI 302-1; 302-2; 302-3; 3-3,  
SASB: TR-AF 110a.3; TR-AL 110a.3 (1); SV-LF 130a.1 (1)**

Our electric power supply comes from 3 sources:

- ✓ National public power distribution grid.
- ✓ Photovoltaic system with solar panels that generate an annual average of 12,000 kWh, which is used in the maintenance and fire department building, with a monthly demand of 228,000 kWh.
- ✓ Emergency generators that run on diesel and are used only in case of power outages to keep the airport operational.





| ENERGY CONSUMPTION (GJ)                       | 2022      | 2023      |
|-----------------------------------------------|-----------|-----------|
| DIESEL CONSUMPTION (converted to GJ)          | 4,068.73  | 5,662.23  |
| GASOLINE CONSUMPTION (converted to GJ)        | 2,052.37  | 2,016.36  |
| ENERGY PURCHASED FROM THE NATIONAL POWER GRID | 78,770.22 | 85,853.19 |
| ENERGY INTENSITY PER PASSENGER                | 0.020     | 0.017     |

The recorded increase in overall energy consumption between 2022 and 2023 is mainly due to the increase in operations and passengers. However, energy intensity was reduced by 15%, which is calculated by taking into account energy consumption and the number of passengers.







# Reduction of energy consumption

GRI 302-4, SASB: IF-EN-410a.2

Actions we have taken to optimize our use of resources and achieve energy efficiency and carbon footprint reductions include technological changes in lighting, greater control of power consumption in processes, and ongoing work to raise awareness and educate our personnel.

The emission mitigation and reduction measures we have implemented have focused on the largest sources of electrical energy consumption, which historically account for more than 70% of the emissions included in the organization's carbon footprint.

One of the main energy consumers in the passenger terminal building is the HVAC unit responsible for supplying cold air. Currently this system accounts for 55% of the total energy consumption of the building, so we have integrated a building automation software (BAS) with the XOVIS people counting software to identify peak hours and points of highest passenger flow in the pre-boarding, migration, arrival and departure areas, in order to regulate and optimize the supply of chilled water to cool these areas.

As part of the continuous improvement process, we also evaluated the systems of the wastewater treatment plant (WWTP) in which we installed a frequency inverter linked to the blowers, which allow the injection of dissolved oxygen (DO) to accelerate organic matter degradation. The inverter regulates the air injection, lowering the motor power in order to maintain the oxygen concentration within the required range. This action reduced energy consumption by 50%, saving 214,620 kWh per year.

In 2023 we were able to obtain the Green Airport Recognition granted by Airports Council International (ACI) thanks to the implementation of these projects.





# WATER AND EFFLUENTS

GRI 303-1; 3-3

## Blue governance

We are committed to responsible water consumption and the conservation of water sources that are part of the supply and indirect discharge system of the airport's area of influence.

We have differentiated systems for the treatment of rainwater and wastewater, which favors compliance with the quality parameters required by current environmental legislation, thereby ensuring the reduction of water risks.

We regularly monitor the quality of water discharged into the sewer system and then into the receiving body of water (Santa Rosa river) to determine if the







airport's discharges are affecting the river and surrounding communities. To this end, we conducted monitoring activities of the river water upstream and downstream from the water discharge.

During 2023, no findings showed that discharges from the airport were affecting the quality of the receiving water body. Likewise, there have been no flooding or erosion problems at the facilities or in the immediate vicinity.

A key element in maintaining water quality results well below current standards has been the quality policy we have implemented since we began operations.

## Management of impacts associated with water discharges

GRI 303-2, SASB: IF-RE-140a.4

### Water Management

To manage potential water risks in airport operations, we implemented an integrated plan for the management of runoff water, as well as sanitary and industrial wastewater effluents.

We have differentiated systems for the treatment of rainwater and wastewater to comply with the quality parameters required by current environmental legislation.

| IDENTIFIED WATER RISKS                                    | PREVENTION AND/OR MITIGATION ACTIONS                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>FLOODING OF THE AIRPORT'S OPERATIONAL AREAS</b>        | Independent from the plumbing system, the rainwater collection and containment system is equipped with water-oil separation filters that flow into a 300,000 m <sup>3</sup> capacity reservoir. The reservoir counts on sedimentation chambers where water quality is duly monitored and discharged into the environment through a controlled discharge line to avoid erosion problems. |
| <b>CONTAMINATION OF INDIRECTLY RECEIVING WATER BODIES</b> | We have policies and procedures for the prevention, management and control of contamination generated by liquid discharges and chemical or hydrocarbon spills during operations, in addition to periodic monitoring.                                                                                                                                                                    |
| <b>ALTERATIONS IN WATER SUPPLY QUALITY</b>                | We entered into a strategic cooperation agreement with the Water Protection Fund (Fonag) for the conservation of the Ponce Paluguillo water reserve, which is part of the Guayllabamba watershed and the Papallacta integrated system.                                                                                                                                                  |
| <b>DROUGHT EVENTS IN WATER SUPPLY SOURCES</b>             |                                                                                                                                                                                                                                                                                                                                                                                         |

## Water abstraction

### GRI 303-3

The water we use is supplied by Empresa Pública Metropolitana de Agua Potable y Saneamiento de Quito (EPMAPS), and is further treated in an internal water treatment plant, from which it is

distributed by pumps to all airport facilities. To calculate consumption, meters are used to establish the monthly consumption volume.

| WATER ABSTRACTION BY SOURCE                                                        | UNIT OF MEASURE | YEAR 2023 |
|------------------------------------------------------------------------------------|-----------------|-----------|
| FRESH WATER ABSTRACTION FROM SURFACE SOURCES, INCLUDING WETLANDS, RIVERS AND LAKES | m <sup>3</sup>  | 0         |
| RAINWATER                                                                          | m <sup>3</sup>  | 794       |
| GROUNDWATER                                                                        | m <sup>3</sup>  | 0         |
| PRODUCED WATER                                                                     | m <sup>3</sup>  | 0         |
| WATER FROM THIRD PARTIES (MUNICIPAL AQUEDUCTS OR OTHER WATER UTILITIES)            | m <sup>3</sup>  | 207,925   |
| TOTAL WATER ABSTRACTION IN ALL AREAS                                               | m <sup>3</sup>  | 208,719   |





## Water discharge

GRI 303-4

### Effluent management

As part of our commitment to protecting the environment, quality of life and public health, we are responsible for the proper management of wastewater through sanitation infrastructures, accompanied by policies and programs that achieve the least impact on the environment, as detailed below:



- ✓ Effluent quality policy
- ✓ Groundwater and springs monitoring program
- ✓ Water quality monitoring programs. Quiport has a policy for proper effluent management and mandatory use of biodegradable products throughout the airport.
- ✓ Offsetting of the gray water footprint

In 2023 we met all the water quality parameters established for airports in Ecuador, thanks to our wastewater treatment plant (WWTP), which has a treatment capacity of 12 liters per second with a pollutant removal efficiency of over 95%.

We treated a total of  
**201,786 m<sup>3</sup>**  
 of wastewater through the  
 WWTP in 2023.



# Water consumption

GRI 303-5

## Saving and optimizing water consumption

We continued with the measurement and analysis of the gray and blue water footprints during 2023, with the purpose of responsibly managing water use. The passenger terminal has low consumption systems in all bathrooms, reducing water consumption per passenger by 54% compared to 2021.



| YEAR | WATER CONSUMPTION | WATER CONSUMPTION PER PASSENGER |
|------|-------------------|---------------------------------|
| 2021 | 196,158           | 0.083                           |
| 2022 | 202,503           | 0.047                           |
| 2023 | 207,925           | 0.038                           |

54%

We achieved a reduction in water consumption per passenger.





The passenger terminal has bottle-filling stations, which enables us to provide drinking water to our passengers and users, preventing the reliance on single-use plastics.



We save and optimize drinking water consumption by:

- ✓ Implementing water meters to measure consumption in all the buildings that comprise the airport facilities.
- ✓ Detecting and eliminating leaks in sanitary installations.
- ✓ Responsible use of water in the maintenance of green areas.
- ✓ Installation of water saving devices in all airport buildings.
- ✓ Reuse of rainwater in construction processes.

## Quality of rainwater drained from airport operations into the environment

AO4

We monitor the quality of rainwater leaving the reservoir in accordance with the Quality Criteria for the Aesthetic Use of Water in accordance with Ministerial Agreement 097-A and the maximum permissible limits of the sewage system for airport discharges.

During 2023, we reused 794 m<sup>3</sup> of rainwater in construction works for dust mitigation.



**We reused  
794 m<sup>3</sup>**  
of rainwater in construction  
works for dust mitigation.

## Initiatives for the protection, conservation and risk management of water sources

SASB: IF-RE-140a.4

In 2017 we began quantifying our water footprint using the methodology defined by the Water Footprint Network (WFN). Over the period 2018 - 2022 we carried out several remodeling works in the facilities of the airport, for example the automation of toilets and faucets with sensors to avoid water waste in the passenger terminal and corporate offices, allowing, among other actions, the reduction of more than 30% of drinking water consumption in 2023.

Between 2022 and 2023 we conducted a water risk analysis study where we identified that the airport is supplied by the Paluguillo drinking water plant, supplied in turn by the Papallacta integrated system, which flows from the eastern basins to the confluence with the Carihuaycu River, a stretch of excess water for the system, located within the Wildlife Refuge and the Ponce Paluguillo Water Protection Area in the northeastern axis of the intervention area of the Water Protection Fund (Fonag).

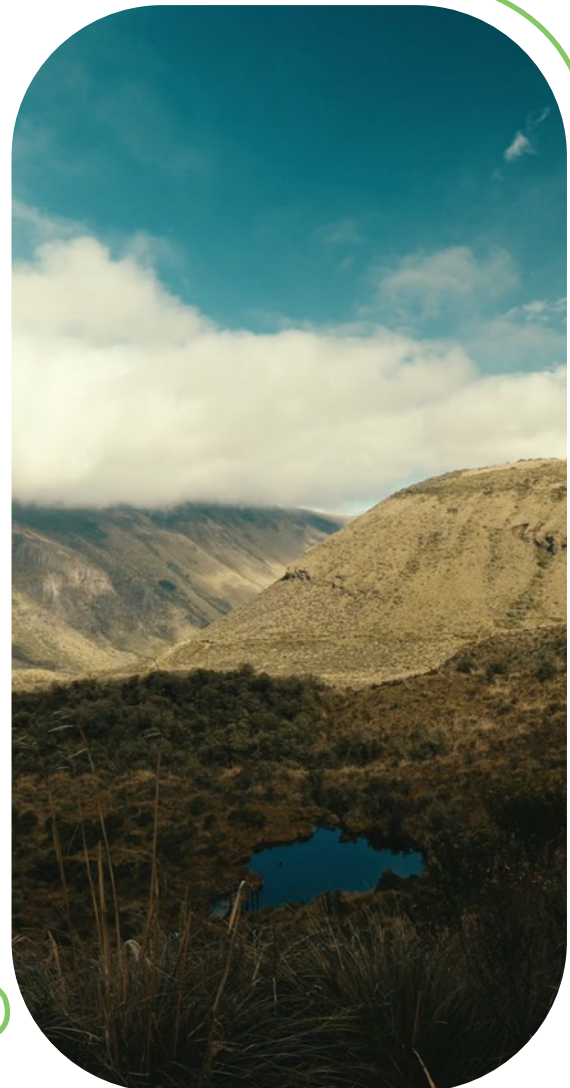




In 2023 we entered into an agreement with Fonag to replenish 100% of Quiport's blue water footprint and the airport's gray water footprint for 2022, making us the first airport in the country to replenish its water footprint. In 2024 we will begin replenishment activities at the Wildlife Refuge and Ponce Paluguillo Water Protection Area, under Fonag administration.

The replenishment consists of a contribution for the control and surveillance of the Cerro Puntas - Itulcachi corridor, including tours

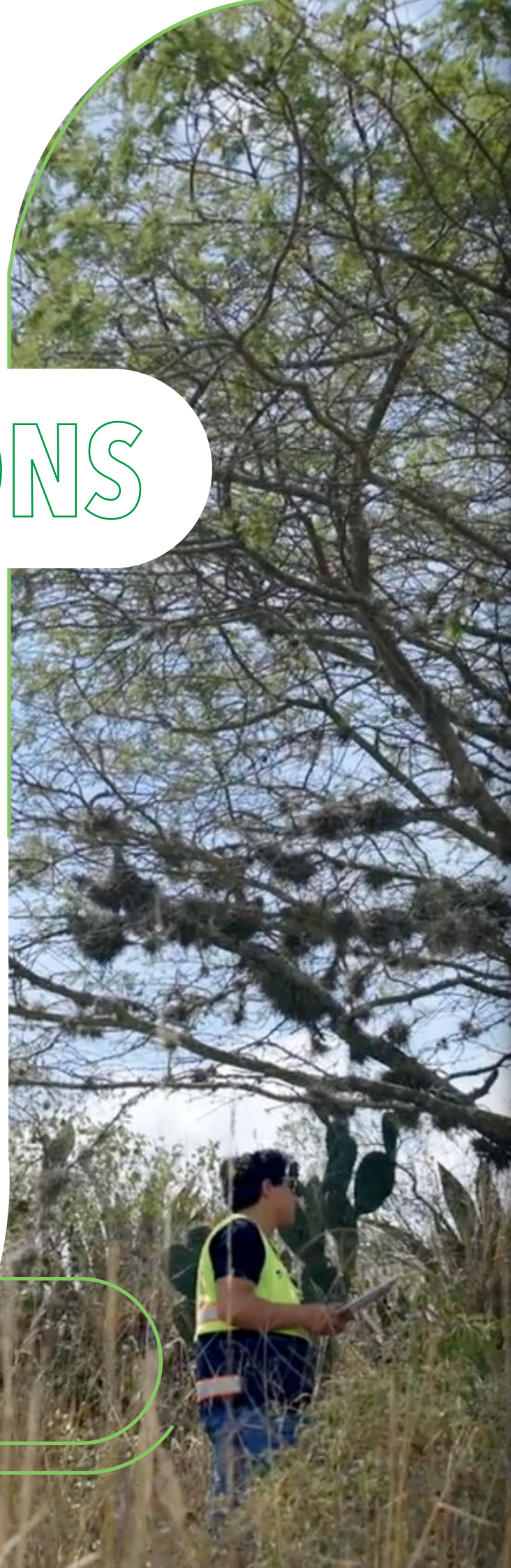
of the area, threat monitoring activities, recording of fauna, hiring of a permanent moor ranger, as well as the preparation of a management plan for the Ponce Paluguillo Water Protection Area-Wildlife Refuge and sustainable development activities focused on technified irrigation and agro-ecological production in the Tablón de Iguiñaro community, which is adjacent to the refuge.



# EMISSIONS

**GRI 305-1; 305-2; 305-3; 305-4; 3-3,  
SASB: TR-AF 110a.1; TR-AL 110a.1**

We are leaders in climate management under the Airport Carbon Accreditation (ACA) Program promoted by the Airports Accreditation Council (ACI), which positively impacts Quiport's position in local sustainability rankings and in the aviation sector. In addition, ESG ratings guide us in reducing risks and increase opportunities for indicator management.







Based on our management of climate change, we have received three certifications:



ISO 14064 certification issued by SGS in 2023



ACI level 3+: Neutrality certification valid until 2024



Carbon footprint reduction certification under the Zero Carbon Emissions Ecuador Program granted by the Ministry of Environment, Water and Ecological Transition (MAATE, for its acronym in Spanish)



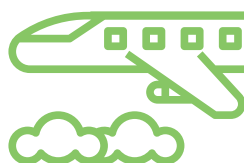
For the calculation of greenhouse gas emissions, we used the Greenhouse Gas (GHG) Emissions Protocol, the ISO 14064 Standard, the ACERT 6.0 tool, and the annual passenger parameter as the denominator of the emissions ratio and intensity.

In 2023, scope 1 emissions (direct emissions) increased by 15.5% compared to the previous year and scope 2 emissions (indirect emissions) increased by 14.37%. The final result is a 4.6% increase in both scope 1 and scope 2 emissions due to the increase in operations and passengers. However, when calculating emissions intensity, it can be seen that energy efficiency initiatives have allowed a 9.5% reduction in emissions per passenger in 2023 compared to the previous year.

# 9.5%

allowed reduction in emissions per passenger

| CO <sub>2</sub> EQUIVALENT TONS    |           |            |
|------------------------------------|-----------|------------|
| TYPES OF EMISSIONS                 | 2022      | 2023       |
| Scope 1 emissions                  | 720       | 708.5      |
| Scope 2 emissions                  | 1,989     | 2,576.2    |
| Scope 3 emissions                  | 1,095,218 | In process |
| Total Scope 1 and 2 emissions      | 2,709     | 3,284.7    |
| Total Scope 1, 2 and 3 emissions   | 1,097,927 | In process |
| Emission intensity (Scope 1 and 2) | 0.63      | 0.57       |



| GREENHOUSE GASES (GHG) |                 |                 |                  |
|------------------------|-----------------|-----------------|------------------|
| TYPES OF EMISSIONS     | CO <sub>2</sub> | CH <sub>4</sub> | N <sub>2</sub> O |
| Scope 1 emissions      | 646.1           | 0.107           | 0.064            |
| Scope 2 emissions      | 2,275           | 0               | 0                |

In 2023, for the first time, we quantified scope 3 emissions, which correspond to the fuel consumption of aircraft operating at the airport.

| TYPES OF EMISSIONS              | TON CO <sub>2</sub> EQ |
|---------------------------------|------------------------|
| Scope 3 emissions (LTO flights) | 969,201.37             |





# Reduction of GHG emissions

GRI 305-5

## Carbon footprint offsetting

Convinced that the climate crisis is a global problem, since carbon emissions reduction in a specific area in the Amazon biome contributes to reducing global

warming across the planet, we are motivated to participate in carbon offsetting programs through the following actions:



Protection and maintenance of 72 ha of dry Andean forest that are part of the airport property and capture 424 t of CO<sub>2</sub> equivalent.



Offsetting the carbon footprint of Scopes 1, 2 and 3 (executive flights) through 3,000 carbon offsets in the Anapu River-Pacaja REDD+ Project located in the Amazon biome.

## Pathway to the decarbonization of operations

SASB: TR-AF 10a.2; TR-AL 110a.2

We committed to an absolute reduction of 27.20% in scope 1 and 2 emissions by 2035, a target consistent with the 2°C scenario of

the Paris Agreement and the ACA program, taking into account the following considerations:

| TYPE OF TARGET                             | ABSOLUTE | TARGET SCOPES                                          | 1 AND 2  |
|--------------------------------------------|----------|--------------------------------------------------------|----------|
| Base year                                  | 2017     | Target year                                            | 2035     |
| Base year emissions (tCO <sub>2</sub> eq)  | 4,725.8  | Target emissions target per year (tCO <sub>2</sub> eq) | 3,440.15 |
| Amount to be reduced (tCO <sub>2</sub> eq) | 1,285.65 | IPCC Objective                                         | 2°C      |
| Percentage of reduction (%)                | -27.20%  |                                                        |          |



This commitment brings us even closer to the goal of achieving net zero emissions by 2050.

## Reduction initiatives

GRI 302-1, SASB: IF-EN-410a.1

We have also set these forward-looking targets to better manage our carbon emissions:

### Short term

- ✓ Obtain Level 4+: Transition certification under the Airport Carbon Accreditation (ACA) Program
- ✓ Offset emissions produced in 2023
- ✓ Evaluate the feasibility of energy efficiency projects and the progressive replacement of the administrative fleet with low-emission vehicles
- ✓ Integrated waste management with a goal of zero waste to landfill
- ✓ Develop the expansion of the terminal building under environmental and energy efficiency considerations for the certification of its sustainable management according to international standards
- ✓ Continue to offset gray and blue water footprints



## Medium term

- ✓ Analysis of the implementation of renewable energy sources for the airport
- ✓ Reduce absolute Scope 1 and 2 emissions by 27.20% in 2035 as compared to the base year 2017
- ✓ Achieve the goal of zero waste to landfill for waste generated at air side operations and passenger terminal

## Long term

- ✓ Align with the goals of the Paris Agreement and the Science Based Targets Initiative (SBTi) to achieve a more ambitious goal of keeping global temperature below 1.5°C
- ✓ Achieve zero effluent goal

## Emissions of Ozone-Depleting Substances (ODS)

### GRI 305-6

In 2018 and 2019, we fully replaced the R22 refrigerant in the passenger terminal's air conditioner system with new generation refrigerants that are less polluting to the ozone layer.

The change of refrigerants allowed us to reduce our carbon footprint due to the high warming potential of HCFC refrigerants such as R22.

## Nitrogen Oxides (NOx), Sulfur Oxides (SOx), and other significant air emissions

### GRI 305-7, SASB: TR-AF 120a.1

We focus on continuous monitoring of air quality indicators to reduce, detect and correct in a timely manner any changes in the parameters established by environmental regulations.

Among the main pollutant concentrations we measure are: particulate matter (PM), nitrogen oxides (NOx) and sulfur dioxide (SO<sub>2</sub>). Measurements are taken at different points in the airport's area of influence and include the following monitoring:

- Passive monitoring of settling particles – which are particulate matter with a diameter greater than 10 microns – at 8 strategic sites inside and outside the airport.
- Continuous short-term monitoring (24 effective hours: from 00:00 to 23:59) for the following parameters: PM<sub>10</sub>, PM<sub>2.5</sub>, CO, SO<sub>2</sub>, NO<sub>2</sub>, NO<sub>x</sub>, O<sub>3</sub>, and additionally: benzene, cadmium, and mercury, conducted from 8 receptor sites with maximum impact based on historical air quality data and wind direction.
- Annual monitoring frequency.



**20.71 ppm**  
total of SO<sub>2</sub>  
atmospheric  
emissions.

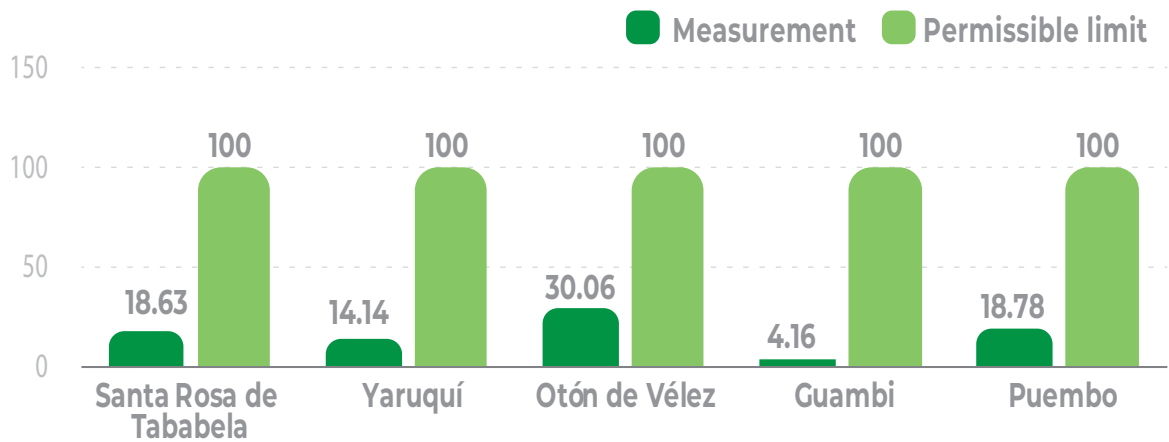
According to the results, for both fixed sources and air quality, there are no values that exceed the permissible limits established in Ecuadorian regulations for the parameters analyzed: PM<sub>10</sub>, PM<sub>2.5</sub>, SO<sub>2</sub>, NO, NO<sub>x</sub>, CO, O<sub>3</sub> and benzene.

Total PM<sub>10</sub> particulate matter emissions were 17.15 ppm; NO<sub>x</sub> atmospheric emissions were 37.84 ppm; and SO<sub>2</sub> atmospheric emissions were 20.71 ppm.

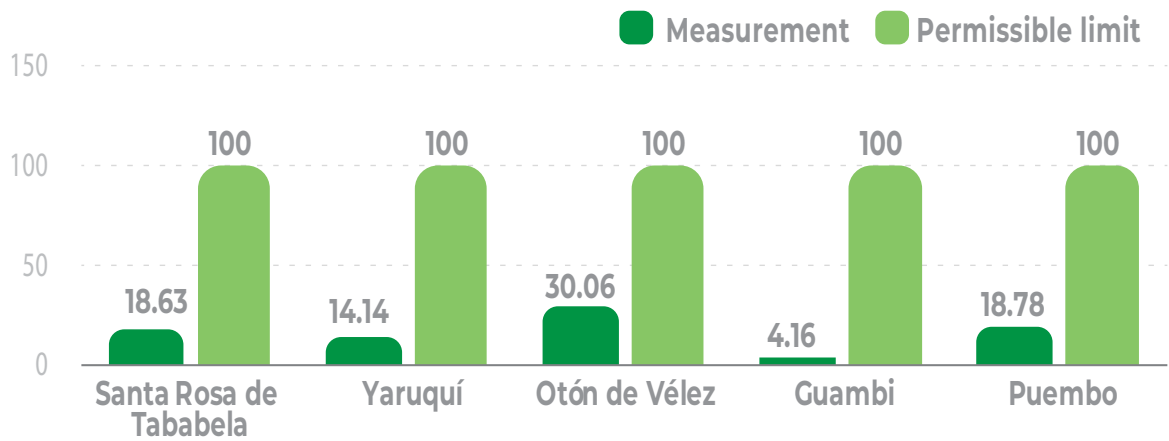




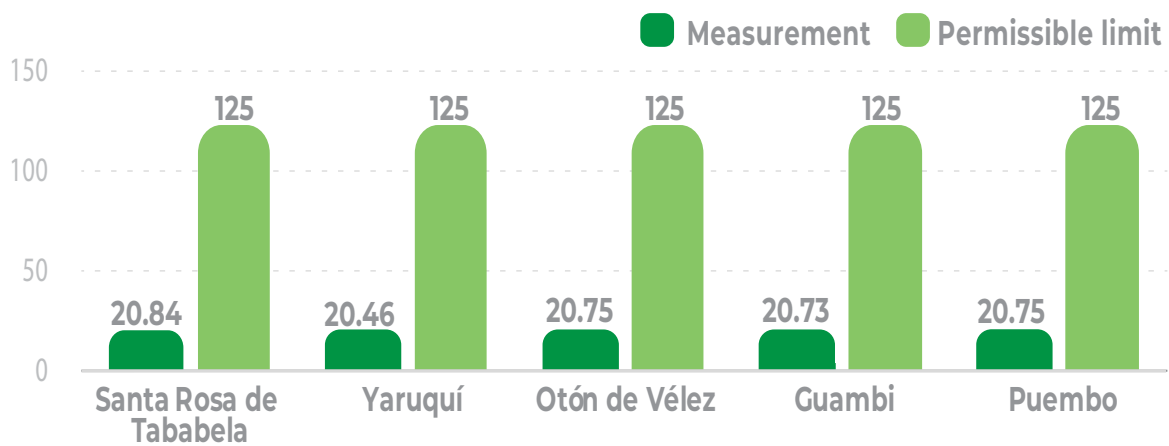
PM<sub>10</sub> Monitoring



NO<sub>x</sub> Monitoring



SO<sub>x</sub> Monitoring



A key element in the air quality results, which are well below current regulations, has been the air quality policy implemented since the start

of operations, which involves the companies operating at the airport through specific requirements:

- Periodic maintenance of vehicles and combustion equipment
- Monitoring of stationary sources by each of the companies
- Maximum engine age policy
- Programs for the progressive replacement of vehicles, engines and equipment with new, less polluting technologies

We are analyzing the feasibility of migrating our own and third-party vehicles operating at the airport to more environmentally friendly technologies.



Mobile laboratory for air quality measurement



# Acoustic impact



Our environmental noise management includes all preventive and corrective actions, as necessary, to reduce the noise levels to which people living below the landing and takeoff routes are exposed. To this end, we have implemented the following programs:

- Environmental noise monitoring programs
- Stationary source monitoring program
- Noise isophones program



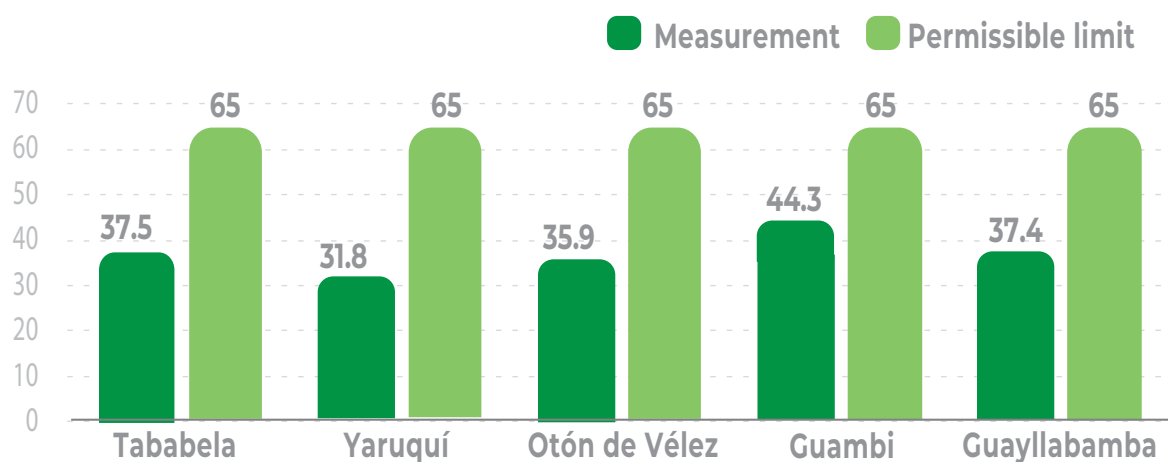
We have demonstrated compliance at the five monitoring points, which are located at strategic sites outside the airport.

We monitor environmental noise continuously and simultaneously for seven days at five locations outside the airport, which allows us to comply with current regulations. Continuous monitoring provides 100% confidence in the daily results, as noise measurements are taken every second, which means that at the end of the day we are working with 86,400 data points.

In the last period, we have demonstrated compliance at the five monitoring points, which are located at strategic sites outside the airport.



## Noise measurement results (dB)



Overall, the main noise-emitting activities identified from all sources were:



- 1 Aircraft landing and take-off, at certain locations below the approach routes
- 2 Vehicle traffic
- 3 Daily operation activities
- 4 Animals
- 5 Construction of civil works





To mitigate the impacts detailed above, we have several strategies in place:



- **Annual Environmental Noise and Stationary Source Monitoring Program:** We conduct this program with an environmental consultant and the owners of the properties where the monitoring stations are located. Thanks to this strategy, we are aware of the environmental noise situation in the surrounding area and neighboring communities. At the same time, we are able to comply with current environmental regulations.



- **Include noise-related issues in public consultations and participation events:** We do this together with local governments and the community. This strategy helps us keep community members informed about environmental noise issues.



- **Noise Isophone Modeling Program:** We developed this with a consulting firm to meet the requirements of the National Aviation Authority. In this way, we were able to obtain models of the noise levels generated by air traffic in the airport's area of influence for the medium term.

# WASTE

## Waste generation and significant waste-related impacts

GRI 306-1; 3-3

We are committed to developing a circular economy that promotes recycling and waste minimization at the source.

To facilitate the transition to a circular economy, we are guided by the Airport's Waste Management Plan, in addition to Ecuadorian environmental legislation and current international regulations.







The Waste Management Plan is mandatory for all companies operating within the airport.

The Waste Management Plan is mandatory for all parties that carry out their activities at the airport. It aims to prevent negative impacts on health and the environment.

We have shared all the guidelines and policies on source separation, collection centers and waste management with all the companies that are part of the airport ecosystem, and we carry out periodic inspections to verify compliance.

In the context of sustainable management and with the aim of implementing circularity criteria, we have launched two projects for the management of recyclable and organic waste:

## 1.

The operation of a waste management center managed by a community company, which will allow us to achieve the long-term goal of zero waste in the passenger terminal.

## 2.

The integral management of organic waste through the installation of twelve compost bins and five biodigesters to reduce the amount of waste sent to sanitary landfills.

# Management of significant impacts related to waste

GRI 306-2

## Identified impacts

- Temporary storage areas for hazardous waste
- Generation of vectors due to the accumulation of decomposing waste within the concession
- Alteration of final disposal processes due to improper segregation of wastes and residues

## Prevention and mitigation actions

- Delimit temporary storage sites for hazardous waste and place them in containment bins
- Regular inspections to verify proper storage, sorting and waste management
- Periodic inspections of temporary storage sites and reduction of storage time
- Workshops on the correct classification of waste and residues, and dissemination of the waste management plan







## Waste generation, disposal and recycling



GRI 306-3; 306-4; 306-5

In 2023, we managed 65.91 tons of hazardous and non-hazardous waste for recycling and co-processing.

We went from 728.05 tons of waste in 2022 to 1,272.37 tons in 2023 due to the increase in operations and passengers.

| TYPE OF WASTE (TONS) |        |          |
|----------------------|--------|----------|
| WASTE GENERATED      | 2022   | 2023     |
| Hazardous            | 37.39  | 21.65    |
| Non-hazardous        | 690.66 | 1,250.72 |
| Total                | 728.05 | 1,272.37 |

Last year, the total amount of waste not destined for disposal was 145.25 tons. These are the processes involved:

| WASTE NOT DESTINED FOR DISPOSAL                     | 2022 (TON) | 2023 (TON) |
|-----------------------------------------------------|------------|------------|
| Total hazardous waste not destined for disposal     | 6.9        | 4.06       |
| Preparation for reuse                               | 2.48       | 3.88       |
| Recycling                                           | 4.42       | 0.18       |
| Total non-hazardous waste not destined for disposal | 177.47     | 141.19     |
| Recycling                                           | 44.07      | 61.85      |
| Other waste recovery and recycling operations       | 133.4      | 79.34      |
| Total waste not destined for disposal               | 184.37     | 145.25     |



In 2023, the total amount of hazardous and non-hazardous waste not destined for disposal was 457.1 tons.

During the past year, the total amount of waste destined for disposal was 1,127.12 tons. The disposal processes included the following:

| WASTE FOR DISPOSAL                            | 2022 (TON) | 2023 (TON) |
|-----------------------------------------------|------------|------------|
| <b>Total hazardous waste for disposal</b>     | 30.49      | 17.59      |
| Incineration                                  | 29.89      | 15.39      |
| Hazardous waste landfill                      | 0.6        | 2.2        |
| <b>Total non-hazardous waste for disposal</b> | 513.19     | 1,109.53   |
| Incineration                                  | 257.25     | 315.91     |
| Landfill                                      | 165.18     | 161.65     |
| Authorized dumps                              | 90.76      | 631.97     |
| <b>Total waste for disposal</b>               | 543.68     | 1,127.12   |

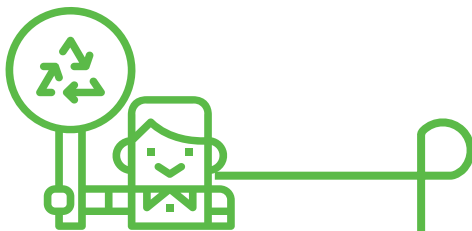


The reported waste data is verified by an independent third party.

**1 127.12  
TONS**  
of waste designated for  
disposal.

## Achievements

- ✓ **Second place in the regional Sacha Awards** under the Ecosystem Services category for the Carbon Capture Project in our airport forest
- ✓ **Second place in the GRI Infra Andean Awards** in the Biodiversity category for the project Migratory Birds and Climate Change.
- ✓ We received the **Green Airport Recognition**, awarded by the Airport Carbon Accreditation (ACI) for the Energy Efficiency Project at the WWTP and HVAC systems.
- ✓ **Carbon Footprint Reduction Certificate** under the Zero Carbon Emissions Ecuador Program led by the Ministry of Environment.







## Biodiversity conservation

GRI 304-1; 304-2; 304-3; 304-4; 3-3

We have protected habitats through stakeholder partnerships, such as the one we have with a wildlife control company that works with wildlife conservation organizations.

It is important to note that the airport and its area of influence are located in the semi-deciduous forest and shrubland ecosystem of the northern valleys, which, although not considered a protected area or of high biodiversity value, is the habitat of several species native and endemic to the country that are not recorded in any other ecosystem.

The significant impacts identified are related to species reduction and natural habitat transformation.





These impacts are reversible and we are working to fully mitigate them.

In the habitats that have been affected by airport activities, we have recorded 20 plant species, two of which are endemic to Ecuador and are in the LC (low concern) category on the International Union for Conservation of Nature (IUCN) Red List of Threatened Species and in the Red Book of Endemic Plants in Ecuador: the “mosquera” (*Croton elegans*) and the “tuna” or cactus (*Opuntia soederstromiana*).

In terms of fauna, we have recorded five species of mammals, 41 species of birds, three species of amphibians and two species of reptiles. Three of these species are endemic to Ecuador. According to the IUCN

Red List, one species is in the NT (Near Threatened) category and one species is in the VU (Vulnerable) category. According to the national red lists, four species are in the NT (Near Threatened) category and one in the VU (Vulnerable) category.

The rest of the species are in the LC (low concern) category and are therefore not considered threatened.



## PROTECTION OF HABITATS

through partnerships with stakeholders.

| SPECIES                              | SPANISH NAME                                                | ENDEMIC TO ECUADOR | IUCN RED LIST | NATIONAL RED LIST |
|--------------------------------------|-------------------------------------------------------------|--------------------|---------------|-------------------|
| <i>Croton elegans</i>                | Mosquera                                                    | Yes                | LC            | LC                |
| <i>Opuntia soederstromiana</i>       | Tuna (cactus)                                               | Yes                | LC            | LC                |
| <i>Reithrodontomys soederstroemi</i> | Ratón cosechador de Soderstrom (Soderstrom harvester mouse) | Yes                | LC            | LC                |
| <i>Sylvilagus andinus</i>            | Conejo andino (Andean rabbit)                               | Yes                | LC            | NT                |
| <i>Lycalopex culpaeus</i>            | Zorro andino (Andean fox)                                   | No                 | LC            | VU                |
| <i>Gastrotheca riobambae</i>         | Rana marsupial de Quito (Quito marsupial frog)              | Yes                | VU            | NT                |
| <i>Pholidobolus montium</i>          | Cuilanes de montaña (Mountain lizard)                       | No                 | NT            | NT                |
| <i>Stenocercus guentheri</i>         | Guagsa de Günther (Günther's whorltail iguana)              | No                 | LC            | NT                |

In response to this identification of endangered species of flora and fauna, it is important to note that no rescues or relocations were necessary during the year.

We have developed three Airport Wildlife Hazard Prevention Committees with the participation of the main stakeholders of the airport community, including entities such as the Metropolitan Public Company for Integral Solid Waste Management DGAC, the City's Secretariat of Environment and airlines, where we have presented the results of the joint work with government authorities in the management of wildlife attractions around the airfield.

In addition, we have two wildlife protection and conservation programs:

# 1.

## The Burrowing Owl conservation program

Using standardized methodologies such as fixed-band transect surveys, opportunistic observations, fecal pellet collection and analysis, we monitored the burrowing owl population in 19 previously surveyed territories in the vicinity of the airfield.

We recorded four active territories with 42 behavioral observations of seven individuals of the Burrowing Owl, which primarily inhabits the camp area. The absolute abundance and nest occupancy of this species has remained stable in the last three surveys we conducted, and we did not record them on the airside, where they could pose a risk to airport operations.

# 2.

## Environmental education program

We educated children and teenagers from schools in neighboring communities about biodiversity in the airport's area of influence.





The following is a summary of our conservation efforts:

- ✓ Reforestation with native plant species of the ecosystem in the conservation area.
- ✓ There are two conservation areas totaling 72 ha. These areas are located to the west of the Caraburo plateau and are monitored every year through a study of their community of flora and fauna.
- ✓ Prior to entering construction and operational areas, we conduct biological surveys to identify flora and fauna species. Often, individuals are relocated to the airport's conservation area or to captive facilities.
- ✓ We conduct inspections in conservation areas to verify ecological succession processes and monitor species that have been either translocated to ecosystems similar to those of their origin or reforested.



# Wildlife strikes

## A09

We assessed the risk to wildlife recorded in and around the airport using a matrix that measures the likelihood of each species being struck by an aircraft (averaging the number of strikes over the past 5 years) and the severity of that impact, calculated primarily by weight.

At the end of the assessment, we obtained a list of categorized species, according to the risk that each one represents for aerial operations. This information served as a guide to orient the fauna control program by allowing a better definition of priorities in control activities, directing them to the species at greatest risk.

| PROBABILITY |                                                                                       |                                                                                       |                                                                                       |                                                                                         |                                                                                         |
|-------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| SEVERITY    | VERY HIGH                                                                             | HIGH                                                                                  | MODERATE                                                                              | LOW                                                                                     | VERY LOW                                                                                |
| Very high   |  3 |  3 |  3 |  2 |  2 |
| High        |  3 |  3 |  3 |  2 |  2 |
| Moderate    |  3 |  3 |  2 |  1 |  1 |
| Low         |  2 |  2 |  1 |  1 |  1 |
| Very low    |  1 |  1 |  1 |  1 |  1 |

We analyzed 76 animal species recorded in the airport of which 59 are at risk level 1 (77.63%) and 17 are at risk level 2 (23.37%). There are no species at risk level 3 in the AIMS that require the adoption of additional management measures as a matter of urgency.

In the year under review, we recorded 13 strikes on wildlife by aircraft, which equates to 2.20 strikes per 10,000 operations.

Of these events, three involved unidentified birds, three involved the American kestrel (*Falco sparverius*), three involved Baird's sandpiper (*Calidris bairdii*), two involved the blue-and-white swallow (*Notiochelidon cyanoleuca*), one involved the Barn Owl (*Tyto furcata*), and one involved the eared dove (*Zenaida auriculata*).





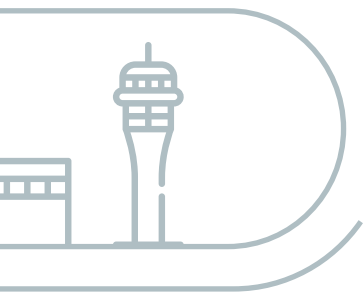
None of the strikes involved birds of high risk to airport operations, nor did they affect flights.

The wildlife control team remains vigilant in monitoring and managing wildlife risk in the restricted area.





# GRI Index & SASB





| GRI INDEX                                    |            |                                                                             |                    |                      |
|----------------------------------------------|------------|-----------------------------------------------------------------------------|--------------------|----------------------|
| GENERAL DISCLOSURES                          |            |                                                                             |                    |                      |
|                                              | Disclosure | Description                                                                 | Page(s)            | Reasons for Omission |
| GRI 1: Fundamentals 2023                     |            |                                                                             |                    |                      |
| GRI 2: General Contents 2023                 |            |                                                                             |                    |                      |
| The organization and its reporting practices | GRI 2-1    | Organizational details                                                      | 26, 28, 30, 33, 36 |                      |
|                                              | GRI 2-2    | Entities included in the organization's sustainability reporting            | 17                 |                      |
|                                              | GRI 2-3    | Reporting period, frequency and contact point                               | 17                 |                      |
|                                              | GRI 2-4    | Restatements of information                                                 | 69, 78             |                      |
|                                              | GRI 2-5    | External assurance                                                          | 17                 |                      |
| Activities and workers                       | GRI 2-6    | Activities, value chain and other business relationships                    | 26, 62             |                      |
|                                              | GRI 2-7    | Employees                                                                   | 116                |                      |
|                                              | GRI 2-8    | Workers who are not employees                                               | 116                |                      |
| Governance                                   | GRI 2-9    | Governance structure and composition                                        | 38                 |                      |
|                                              | GRI 2-10   | Nomination and selection of the highest governance body                     | 38                 |                      |
|                                              | GRI 2-11   | Chair of the highest governance body                                        | 38                 |                      |
|                                              | GRI 2-12   | Role of the highest governance body in overseeing the management of impacts | 38                 |                      |
|                                              | GRI 2-13   | Delegation of responsibility for managing impacts                           | 38                 |                      |
|                                              | GRI 2-14   | Role of the highest governance body in sustainability reporting             | 38                 |                      |

| GRI INDEX GENERAL DISCLOSURES    |            |                                                              |                           |                                                                                              |
|----------------------------------|------------|--------------------------------------------------------------|---------------------------|----------------------------------------------------------------------------------------------|
|                                  | Disclosure | Description                                                  | Page(s)                   | Reasons for Omission                                                                         |
| Governance                       | GRI 2-15   | Conflicts of interest                                        | 38                        |                                                                                              |
|                                  | GRI 2-16   | Communication of critical concerns                           |                           | Information not available<br>- Disclosure of information is at the Steering Committee level. |
|                                  | GRI 2-17   | Collective knowledge of the highest governance body          |                           | Information not available<br>- Disclosure of information is at the Steering Committee level. |
|                                  | GRI 2-18   | Evaluation of the performance of the highest governance body |                           | Information not available<br>- Disclosure of information is at the Steering Committee level. |
|                                  | GRI 2-19   | Remuneration policies                                        | 119                       |                                                                                              |
|                                  | GRI 2-20   | Process to determine remuneration                            | 119                       |                                                                                              |
|                                  | GRI 2-21   | Annual total compensation ratio                              | 122                       |                                                                                              |
| Strategy, policies and practices | GRI 2-22   | Statement of sustainable development strategy                | 8                         |                                                                                              |
|                                  | GRI 2-23   | Policy commitments                                           | 41                        |                                                                                              |
|                                  | GRI 2-24   | Embedding policy commitments                                 | 38, 41                    |                                                                                              |
|                                  | GRI 2-25   | Processes to remediate negative impacts                      | 64, 109, 154              |                                                                                              |
|                                  | GRI 2-26   | Mechanisms for seeking advice and raising concerns           | 41                        |                                                                                              |
|                                  | GRI 2-27   | Compliance with laws and regulations                         | 41                        |                                                                                              |
|                                  | GRI 2-28   | Membership associations                                      | 48, 50                    |                                                                                              |
| Stakeholder engagement           | GRI 2-29   | Approach to stakeholder engagement                           | 33, 45, 54, 105, 148, 150 |                                                                                              |
|                                  | GRI 2-30   | Collective bargaining agreements                             | 124                       |                                                                                              |





| GRI INDEX GENERAL DISCLOSURES |            |                                      |                                                                              |                      |
|-------------------------------|------------|--------------------------------------|------------------------------------------------------------------------------|----------------------|
|                               | Disclosure | Description                          | Page(s)                                                                      | Reasons for Omission |
| GRI 3: Material topics 2023   |            |                                      |                                                                              |                      |
| Material topics               | GRI 3-1    | Process to determine material topics | 18                                                                           |                      |
|                               | GRI 3-2    | List of material topics              | 18                                                                           |                      |
|                               | GRI 3-3    | Management of material topics        | They are reported throughout the sustainability report (see table by topic). |                      |

| GRI TOPICS                                |                |                                                                                                                                                                                                        |         |                      |
|-------------------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------------------|
| GRI Standard                              | GRI Disclosure | Description                                                                                                                                                                                            | Page(s) | Reasons for Omission |
| Economic Performance                      | 3-3            | Material topic                                                                                                                                                                                         | 56      |                      |
| GRI 201: Economic Performance 2016        | 201-1          | Direct economic value generated and distributed                                                                                                                                                        | 58      |                      |
|                                           | 201-2          | Financial implications and other risks and opportunities due to climate change                                                                                                                         | 172     |                      |
|                                           | 201-3          | Defined benefit plan obligations and other retirement plans                                                                                                                                            | 124     |                      |
|                                           | 201-4          | Financial assistance received from the government                                                                                                                                                      | 60      |                      |
| Air connectivity                          | 3-3            | Material topic                                                                                                                                                                                         | 66      |                      |
| GRI 202: Market Presence 2016             | 202-1          | Proportion of standard starting salary by gender in comparison with the local minimum wage                                                                                                             | 122     |                      |
|                                           | AO1            | Total number of passengers per year, broken down by passengers on domestic and international flights, and broken down by origin and destination and transfer passengers, including transit passengers. | 68      |                      |
|                                           | AO2            | Total number of aircraft movements during the year day and night, broken down by commercial passenger, commercial cargo, general aviation and public aviation flights.                                 | 69      |                      |
|                                           | AO3            | Total amount of managed cargo, broken down into in-bound and outbound cargo.                                                                                                                           | 78      |                      |
| Quality and development of Infrastructure | 3-3            | Material topic                                                                                                                                                                                         | 106     |                      |



| GRI TOPICS                              |                |                                                                              |          |                                                                           |
|-----------------------------------------|----------------|------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------|
| GRI Standard                            | GRI Disclosure | Description                                                                  | Page(s)  | Reasons for Omission                                                      |
| GRI 203: Indirect Economic Impacts 2016 | 203-1          | Infrastructure investments and services supported                            | 106      |                                                                           |
|                                         | 203-2          | Significant indirect economic impacts                                        |          | Information not available - expected to be reported in future disclosures |
| GRI 204: Procurement Practices 2016     | 204-1          | Proportion of spending on local suppliers                                    | 61,62    |                                                                           |
| Ethics and Anti-Corruption              | 3-3            | Material topic                                                               | 41       |                                                                           |
| GRI 205: Anti-Corruption 2016           | 205-1          | Operations assessed for risks related to corruption                          | 41       |                                                                           |
|                                         | 205-2          | Communication and training about anti-corruption policies and procedures     | 41       |                                                                           |
|                                         | 205-3          | Confirmed incidents of corruption and actions taken                          | 41       |                                                                           |
| GRI 206: Anti-Competitive Behavior 2016 | 206-1          | Legal actions for anticompetitive behavior, antitrust and monopoly practices | 41       |                                                                           |
| GRI 207: Tax 2019                       | 207-1          | Approach to tax                                                              | 60       |                                                                           |
|                                         | 207-2          | Tax governance, control and risk management                                  | 60       |                                                                           |
|                                         | 207-3          | Stakeholder engagement and management concerns related to tax                | 60       |                                                                           |
| Energy Efficiency                       | 3-3            | Material topic                                                               | 175      |                                                                           |
| GRI 302: Energy 2016                    | 302-1          | Energy consumption within the organization                                   | 175, 190 |                                                                           |
|                                         | 302-2          | Energy consumption within the organization                                   | 175      |                                                                           |
|                                         | 302-3          | Energy intensity                                                             | 175      |                                                                           |

| GRI TOPICS                        |                |                                                                                                                                           |         |                                                                           |
|-----------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------|---------------------------------------------------------------------------|
| GRI Standard                      | GRI Disclosure | Description                                                                                                                               | Page(s) | Reasons for Omission                                                      |
| GRI 302: Energy 2016              | 302-4          | Reduction of energy consumption                                                                                                           | 177     | Information not available - expected to be reported in future disclosures |
|                                   | 302-5          | Reductions in energy requirements of products and services                                                                                |         |                                                                           |
| Sustainable Water Use             | 3-3            | Material topic                                                                                                                            | 178     |                                                                           |
| GRI 303: Water and Effluents 2018 | 303-1          | Interactions with water as a shared resource                                                                                              | 178     |                                                                           |
|                                   | 303-2          | Management of water discharge-related impacts                                                                                             | 179     |                                                                           |
|                                   | 303-3          | Water withdrawal                                                                                                                          | 180     |                                                                           |
|                                   | 303-4          | Water discharge                                                                                                                           | 181     |                                                                           |
|                                   | 303-5          | Water consumption                                                                                                                         | 182     |                                                                           |
| Biodiversity Care                 | 3-3            | Material topic                                                                                                                            | 204     |                                                                           |
| GRI 304: Biodiversity 2016        | 304-1          | Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | 204     |                                                                           |
|                                   | 304-2          | Operational sites owned, Significant impacts of activities, products and services on biodiversity                                         | 204     |                                                                           |
|                                   | 304-3          | Habitats protected or restored                                                                                                            | 204     |                                                                           |
|                                   | 304-4          | IUCN Red List species and national conservation list species with habitats in areas affected by operations                                | 204     |                                                                           |
|                                   | AO9            | Total annual number of wildlife collisions per 10,000 aircraft movements.                                                                 | 208     |                                                                           |





| GRI TOPICS               |                |                                                                                                                          |         |                                                                   |
|--------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------------------------------|
| GRI Standard             | GRI Disclosure | Description                                                                                                              | Page(s) | Reasons for Omission                                              |
| GHG Emissions Management | 3-3            | Material topic                                                                                                           | 186     |                                                                   |
| GRI 305: Emissions 2016  | 305-1          | Direct (Scope 1) GHG emissions                                                                                           | 186     |                                                                   |
|                          | 305-2          | Energy indirect (Scope 2) GHG emissions                                                                                  | 186     |                                                                   |
|                          | 305-3          | Other indirect (Scope 3) GHG emissions                                                                                   | 186     |                                                                   |
|                          | 305-4          | GHG emissions intensity                                                                                                  | 186     |                                                                   |
|                          | 305-5          | Reduction of GHG emissions                                                                                               | 189     |                                                                   |
|                          | 305-6          | Emissions of ozone-depleting substances (ODS)                                                                            | 191     |                                                                   |
|                          | 305-7          | Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions                                          | 191     |                                                                   |
|                          | AO7            | Number and percentage of changes of address of people living in areas affected by noise generated by airport operations. |         | Not applicable - no changes of address due to noise were recorded |
| Circular Economy         | 3-3            | Material topic                                                                                                           | 198     |                                                                   |
| GRI 306: Waste 2020      | 306-1          | Waste generation and significant waste-related impacts                                                                   | 198     |                                                                   |
|                          | 306-2          | Management of significant waste related impacts                                                                          | 200     |                                                                   |
|                          | 306-3          | Waste generated                                                                                                          | 201     |                                                                   |
|                          | 306-4          | Waste diverted from disposal                                                                                             | 201     |                                                                   |
|                          | 306-5          | Waste directed to disposal                                                                                               | 201     |                                                                   |
|                          | AO4            | Quality of rainwater draining from airport operations into the environment.                                              | 184     |                                                                   |

| GRI TOPICS                                      |                |                                                                                                    |               |                      |
|-------------------------------------------------|----------------|----------------------------------------------------------------------------------------------------|---------------|----------------------|
| GRI Standard                                    | GRI Disclosure | Description                                                                                        | Page(s)       | Reasons for Omission |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1          | New suppliers that were screened using environmental criteria                                      | 64            |                      |
|                                                 | 308-2          | Negative environmental impacts in the supply chain and actions taken                               | 61            |                      |
| GRI 401: Employment 2016                        | 401-1          | New employee hires and employee turnover                                                           | 123           |                      |
|                                                 | 401-2          | Benefits provided to full-time employees that are not provided to temporary or part-time employees | 119           |                      |
|                                                 | 401-3          | Parental leave                                                                                     | 119           |                      |
| GRI 402: Labor/Management Relations 2016        | 402-1          | Minimum notice periods regarding operational changes                                               | 119           |                      |
| Operational Safety                              | 3-3            | Material topic                                                                                     | 84            |                      |
| GRI 403: Occupational Health and Safety 2018    | 403-1          | Occupational health and safety management system                                                   | 138           |                      |
|                                                 | 403-2          | Hazard identification, risk assessment and incident investigation                                  | 138, 144      |                      |
|                                                 | 403-3          | Occupational health services                                                                       | 119           |                      |
|                                                 | 403-4          | Worker participation, consultation and communication on occupational health and safety             | 143           |                      |
|                                                 | 403-5          | Worker training on occupational health and safety                                                  | 138, 144, 145 |                      |
|                                                 | 403-6          | Promotion of worker health                                                                         | 143           |                      |



| GRI TOPICS                                       |                |                                                                                                               |                    |                      |
|--------------------------------------------------|----------------|---------------------------------------------------------------------------------------------------------------|--------------------|----------------------|
| GRI Standard                                     | GRI Disclosure | Description                                                                                                   | Page(s)            | Reasons for Omission |
| GRI 403:<br>Occupational Health and Safety 2018  | 403-7          | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 138, 142, 144, 145 |                      |
|                                                  | 403-8          | Workers covered by an occupational health and safety management system                                        | 138, 144, 145      |                      |
|                                                  | 403-9          | Work-related injuries                                                                                         | 145                |                      |
|                                                  | 403-10         | Work-related illnesses                                                                                        | 145, 146           |                      |
| GRI 404:<br>Training and Education 2016          | 404-1          | Average hours of training per year per employee                                                               | 130                |                      |
|                                                  | 404-2          | Programs for upgrading employee skills and transition assistance programs                                     | 130                |                      |
|                                                  | 404-3          | Percentage of employees receiving regular performance and career development reviews.                         | 130                |                      |
| GRI 405:<br>Diversity and Equal Opportunity 2016 | 405-1          | Diversity of governance bodies and employees                                                                  | 126, 127, 128      |                      |
| GRI 406:<br>Non-discrimination 2016              | 406-1          | Incidents of discrimination and corrective actions taken                                                      | 130                |                      |
| Community Relations                              | 3-3            | Material topic                                                                                                | 148                |                      |
| GRI 413:<br>Local Communities 2016               | 413-1          | Operations with local community engagement, impact assessments and development programs                       | 148, 163, 167      |                      |

| GRI TOPICS                               |                |                                                                                              |         |                      |
|------------------------------------------|----------------|----------------------------------------------------------------------------------------------|---------|----------------------|
| GRI Standard                             | GRI Disclosure | Description                                                                                  | Page(s) | Reasons for Omission |
| GRI 413: Local Communities 2016          | 413-2          | Operations with significant actual and potential negative impacts on local communities       | 154     |                      |
| GRI 414: Supplier Social Assessment 2016 | 414-1          | New suppliers that were screened using social criteria                                       | 62      |                      |
|                                          | 414-2          | Negative social impacts in the supply chain and actions taken                                | 61      |                      |
| Passenger Experience                     | 3-3            | Material topic                                                                               | 98      |                      |
| GRI 416: Customer Health and Safety 2016 | 416-1          | Assessment of the health and safety impacts of product and service categories.               | 110     |                      |
|                                          | 416-2          | Incidents of non-compliance concerning health and safety impacts of products and services.   | 110     |                      |
| GRI 417: Marketing and Labeling 2016     | 417-1          | Requirements for product and services information and labeling                               | 105     |                      |
|                                          | 417-2          | Incidents of non-compliance concerning to product and service information and labeling       | 105     |                      |
|                                          | 417-3          | Incidents of non-compliance concerning marketing communications                              | 105     |                      |
| GRI 418: Customer Privacy 2016           | 418-1          | Substantiated complaints concerning breaches or customer privacy and losses of customer data | 109     |                      |





| SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) |                                    |              |                                                                                                                                                                                    |         |
|--------------------------------------------------|------------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| Standard                                         | SASB Topic                         | Code         | Activity Metric                                                                                                                                                                    | Page(s) |
| Services                                         | Data Security                      | SV-PS 230a.1 | Description of the approach to identifying and addressing data security risks                                                                                                      | 93      |
|                                                  | Data Security                      | SV-PS 230a.2 | Description of policies and practices relating the collection, usage and retention of customer information                                                                         | 109     |
|                                                  | Data Security                      | SV-PS 230a.3 | (1) Number of data breaches, (2) percentage involving customers' confidential business information or personally identifiable information, (3) number of customers affected.       | 109     |
|                                                  | Workforce Diversity and Engagement | SV-PS 330a.1 | Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees                                                               | 116     |
|                                                  | Workforce Diversity and Engagement | SV-PS 330a.2 | (1) Voluntary and (2) involuntary turnover rate for employees                                                                                                                      | 123     |
|                                                  | Professional Integrity             | SV-PS 510a.1 | Description of the approach to ensuring professional integrity                                                                                                                     | 41      |
|                                                  | Energy Management                  | SV-LF 130a.1 | (1) Total energy consumed, (2) percentage of grid electricity and (3) percentage renewable                                                                                         | 175     |
|                                                  | Customer Safety                    | SV-LF-250a.1 | (1) Fatality rate and (2) injury rate for customers (This shall include a description of serious incidents, consequences and corrective actions implemented in response to these). | 142     |
|                                                  | Customer Safety                    | SV-LF-250a.2 | Percentage of facilities inspected for safety, percentage of facilities that failed inspection                                                                                     | 145     |

| TABLA SASB     |                                |                               |                                                                                                                                                                                     |           |
|----------------|--------------------------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Estándar       | Tópico SASB                    | Código                        | Descripción                                                                                                                                                                         | Página(s) |
| Transportation | GHG Emissions                  | TR-AF 10a.2/<br>TR-AL 110a.2  | Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and analysis of performance against those targets                 | 189       |
|                | GHG Emissions                  | TR-AF 110a.1<br>/TR-AL 110a.1 | Scope 1 global gross emissions                                                                                                                                                      | 186       |
|                | GHG Emissions                  | TR-AF 110a.3/TR-AL 110a.3 (1) | Fuel consumed, percentage (a) natural gas and (b) renewable                                                                                                                         | 175       |
|                | Air Quality                    | TR-AF 120a.1                  | Emissions of the following pollutants:<br>(1) NOx(excluding N2O),<br>(2) SOx, and (3) particulate matter (PM10)                                                                     | 191       |
|                | Accident and Safety Management | TR-AF 540a.1                  | Description of the implementation and outcomes of a Safety Management System                                                                                                        | 84        |
|                | Accident and Safety Management | TR-AF 540a.2                  | Number of aviation accidents                                                                                                                                                        | 84        |
|                | Internships                    | TR-AL 310a.1                  | Percentage of active workforce covered under collective bargaining agreements                                                                                                       | 124       |
|                | Internships                    | TR-AL-310a.2                  | (1) Number of work stoppages and (2) total days idle (This will include a description of the reason for each work stoppage, the effect on operations and corrective actions taken). | 116       |
|                | Internships                    | TR-AF-310a.2                  | Total amount of monetary losses as a result of legal proceedings associated with labor law violations                                                                               | 116       |



| TABLA SASB                |                                |              |                                                                                                                                                            |           |
|---------------------------|--------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Estándar                  | Tópico SASB                    | Código       | Descripción                                                                                                                                                | Página(s) |
| Infraestructura           | Occupational Health and Safety | IF-EN-320a.1 | (1) Total recordable incident rate (TRIR) and (2) fatality rate for a) direct employees and b) contract employees                                          | 145,146   |
|                           | Climate Change and Air Quality | IF-EN-410a.1 | Number of (1) commissioned projects certified to a third-party multi-attribute sustainability standard and (2) active projects seeking such certification. | 190       |
|                           | Climate Change and Air Quality | IF-EN-410a.2 | Discussion of process to incorporate operational-phase energy and water efficiency considerations into project planning and design                         | 177       |
|                           | Climate Change Adaptation      | IF-RE 140a.1 | Description of the analysis of climate change risk exposure, degree of systematic exposure of the portfolio and strategies to mitigate risks               | 172       |
|                           | Water Management               | IF-RE-140a.4 | Description of water management risks and discussion of strategies and practices to mitigate those risks                                                   | 179, 184  |
| Activity Metrics Services | Activity Metrics               | SV-PS-000.A  | Number of employees by: (1) full-time and part-time, (2) temporary and (3) contract                                                                        | 116       |
|                           | Activity Metrics               | SV-PS-000.B  | Employee hours worked, percentage billable                                                                                                                 | 116       |
|                           | Activity Metrics               | SV-LF-000.B  | Number of customer-days                                                                                                                                    | 14        |

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