



Aeropuertos **Argentina 2000**


**SUSTAINABILITY
REPORT
2018**



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SUSTAINABILITY
REPORT
2018

Bienvenido
Welcome
Bem-vindo
Willkommen
Bienvenue
Benvenuto
Բարի գալուստ
欢迎

 Aerpuertos **Argentina 2000**

Juli landed at 7 AM at Ezeiza Airport. Apart from being a passenger, she is also a team member working for AA2000. She is happily coming back after visiting her sister.

OUR VIEW ABOUT SUSTAINABILITY

A person is seen from behind, their hands raised to form a heart shape against a bright, golden sunset sky. In the distance, an airplane is visible in flight. The overall mood is warm and hopeful.

In Aeropuertos Argentina 2000, we center our attention on people and the environment in which we live. We set our focus on management, taking as a basis satisfaction of our passengers, their companions, and our team members. We do so to ensure we provide world class services, leading-edge infrastructure, security, and accessibility so that we may all have a pleasant experience inside our terminals.

In addition, we have developed programs in cooperation with key stakeholders to meet the demands of the communities where our airports are located in a more comprehensive way; thus promoting education, arts, and culture as tools for social knowledge. At the same time, we also safeguard the environment through a strategy focused on carbon footprint reduction and responsible management of natural resources. Therefore, with our business, we connect millions of people, and we undertake our role as a key stakeholder in our country, guided by our commitment to sustainable development.

IMPACT INDICATORS

	2017 ⁽¹⁾	2018
FINANCIAL CAPITAL		
INVESTMENT	\$5,908,435,787	\$6,492,605,431 ↑
EBITDA	\$8,500,387,977	\$10,272,114,501 ↑
YEAR RESULT	\$3,467,098,400	\$1,023,716,997 ↓
INDUSTRIAL AND INTELLECTUAL CAPITAL		
NUMBER OF PASSENGERS	35,935,768	38,350,466 ↑
CARGO MOVEMENT (TN)	230,276	238,902 ↑
AIRCRAFT MOVEMENT	404,181	429,466 ↑
ACTIVE AIRLINES	61	65 ↑
AIRPORTS	35	35
AVERAGE HOURS PER EMPLOYEE	18.22	18.72 ↑

(1) Data restated as of December 2018.

IMPACT INDICATORS

	2017 ⁽¹⁾	2018
HUMAN CAPITAL		
NUMBER OF EMPLOYEES	2,279	2,448 ↑
PEOPLE FROM VULNERABLE GROUPS INCLUDED	6	6
PERCENTAGE OF COVERED POSITIONS PER EMPLOYEE	68%	68%
WAGES AND SOCIAL SECURITY PAYMENTS	\$2,023,869,059	\$2,634,710,442 ↑
SOCIAL AND RELATIONAL CAPITAL		
LOCAL VENDORS	92.7%	86.1%
PRIVATE SOCIAL INVESTMENT	\$15,615,650	\$19,020,872 ↑
NATURAL CAPITAL		
INVESTMENTS AND OTHER ENVIRONMENTAL EXPENSES IN PESOS (ARS)	\$151,550,542	\$ 234,228,338 ↑
TOTAL ENERGY CONSUMPTION IN GJ1 ⁽²⁾	440.20	403.94 ↓
GREENHOUSE EMISSIONS IN TCO2e	⁽³⁾	12,684

(1) Data restated as of December 2018.

(2) Scope: Every airport managed by AA2000.

(3) There is no data available for 2017.



MARTÍN EURNEKIAN

President of Aeropuertos Argentina 2000

Engineer in Information Technology graduated from Universidad de Belgrano. He is the CEO of Corporación América Airports (CAAP). He has more than 17 years of experience in the international field managing different businesses in 7 countries, mainly in Latin America and Europe. He leads airports in Uruguay, Peru, Ecuador, Brazil, and Italy. He is the President of Aeropuertos Argentina 2000 since 2017. Moreover, he was appointed President of the Airports Council International (ACI) in 2018, and was previously appointed President of the Airports Council International for Latin America and the Caribbean (ACI-LAC), and President of the Aviation, Travel, and Tourism Committee of the World Economic Forum (WEF).

We are proud to introduce our Sustainability Report 2018, where we disclose the most relevant actions adopted within the framework of our sustainability strategy.

The goal envisaged by Aeropuertos Argentina 2000 is **to facilitate connection among people, goods, and cultures in our endeavor to make a better world**. A better world is a connected world, where exchange among tourists or businesses makes it possible to share interests among different cultures, and get to know each other better. It invites us to be increasingly more sympathetic, eradicate hatred, and avoid conflicts, while maintaining harmony around the globe.

Our mission is to make connections easier.

We are a team made by more than 2400 people who, day in day out, make their best to attain what we have defined as our ambition: **To lead and be a leading figure in our industry, gain recognition among our customers, employees, and stakeholders alike, and eventually be sustainable in the long term.**

We have included sustainability as part of our most important strategic goal because we strongly believe that in the world we all live in, companies have a responsibility that goes beyond the mere creation of an economic value for their shareholders. Furthermore, we must create value for the society, and we must make our contribution to preserve the environment.

Such goal is only possible if we establish a relationship and work hand in hand with other parties, including governments, peers in the industry, and NGOs. We will find a number of examples of our cooperation efforts below.

I am excited to see our achievements and this is why, I challenge my team to go farther, to work jointly with the different groups of interest, to make a larger impact, and to create a shared value, thus serving the communities where we operate.

Thank you for accompanying us in the pursuit of our ambition.



MATÍAS PATANIAN

CEO, Aeropuertos Argentina 2000

He studied International Trade at Universidad Argentina de la Empresa (UADE). He has been working for the company since 2000, when he served as Acquisitions and Contracts Director. He has been the company's CEO since 2013.

For seventh consecutive year, I have the pleasure of sharing with you our Sustainability Report 2018.

This document was prepared following the Standards set forth by the Global Reporting Guidelines (GRI), Essential option. At the same time, we presented our Communication on Progress (COP) 2018, which accounts for our commitment and compliance with the principles set forth by the United Nations Global Compact.

It is worth mentioning that we have adopted other international guidelines as our own guides for Sustainability management, including, among others, the ISO 26000 Standard on Social Responsibility, the LEED Certification (Leadership in Energy & Environmental Design, a sustainable building certification system), and the Sustainable Development Goals (SDG).

The year 2018 was very significant, despite the challenging macroeconomic context. Our revenues level had an interannual growth of 16.4%, reaching a figure of \$24,097,584,102. The net year results had profits for \$1,023,716,997, and net worth as of that date climbed to \$22,732,528,411.

In addition to these economic results, and guided by our ambition to be better day after day, we work very hard to redefine our corporate identity.

Besides, we are supported by our strong investment in infrastructure, new technologies and innovation, and by the establishment of alliances that help us articulate programs and processes within the airport ecosystem in our constant effort to offer the people that come to our airports a distinguishing service.

One of our milestones this year was the formal opening of El Palomar, the first low-cost airport in Argentina. As such, it has created more than 500 direct and indirect jobs, giving more than 130,000 people the opportunity to board a plane and fly for the first time.

I invite you to go through this Sustainability Report and learn more about these and many other subjects that reflect the hard work of all the people who, day in and day out, contribute to make Aeropuertos Argentina 2000 a company strongly committed to the present and to the construction of a better future for all.

INTRODUCTION

We are the largest airport operator in the country. We set our focus on customer experience, but also on the modernization, transformation, and extension of both infrastructure and services at our airport terminals to connect the communities through an efficient and sustainable network, while also preserving and caring for the environment, and developing Argentina's aeronautical industry.

Sisters Julia, María, and Sofia meet at AEP at 5 PM. They are flying to CRD for a family reunion.

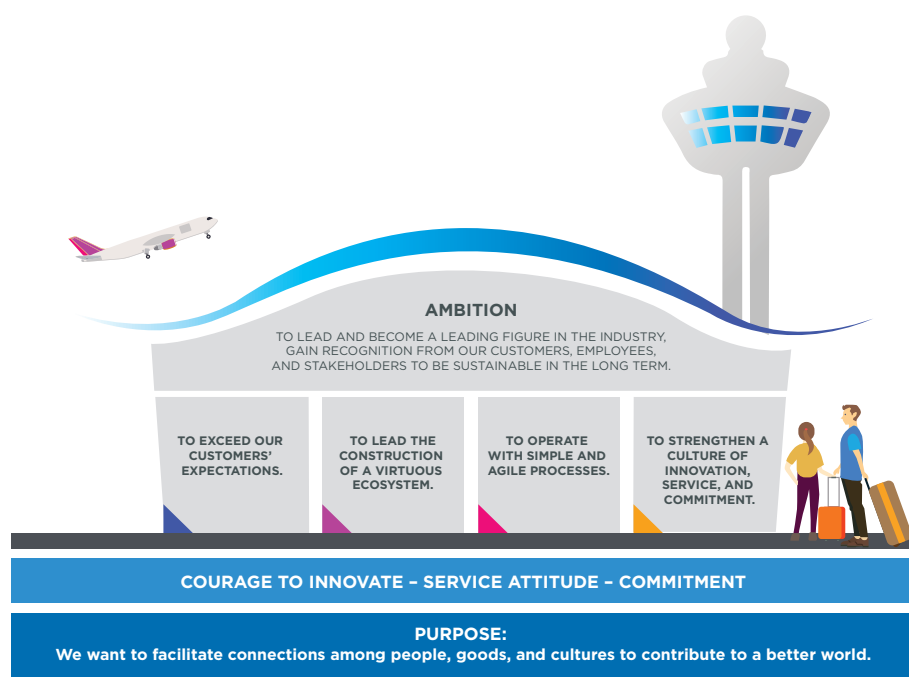
OUR COMPANY

Our goal is “To facilitate connection among people, goods, and cultures, making our contribution for a better world.”

This is the essence of Aeropuertos Argentina 2000 S.A. This is why we exist. We believe that a free and increasingly connected world is the best and the only way to bring about progress, as well as social and economic development for humankind.

We want to lead and become a leading figure in our industry, gain recognition among our customers, employees, and groups of interest. Following that line of thought, in 2018, we fostered a business strategy whereby we have defined our goal, our ambition, and our values: Courage to innovate, service attitude, and commitment. To that end, we are determined to comply with four objectives:

- Exceeding our customers' expectations.
- Leading the construction of a virtuous ecosystem.
- Operating with simple and agile processes.
- Strengthening a culture of innovation, service, and commitment.



LAUNCH OF “MI AEROPUERTO” / “MY AIRPORT”



Martín Eurnekian,
President, AA2000.



Leaders' Meeting,
November 2018

“Mi Aeropuerto” or “My Airport” is a cultural transformation program devised with a view to facilitating the achievement of our ambition: to lead and become a leading figure in the industry, gain recognition among customers, employees, and groups of interest, and be sustainable in the long term.

This is how we launched our new identity, which has been defined with a focus on passengers' experience. It is the result of the teamwork carried out by our organization's leaders who, through a strategic planning process, succeeded in defining the purpose, the ambition, the strategic pillars, and the values of our company.

In an attempt to have our workforce get familiar with - and involved in - this cultural transformation, we worked on different communication processes with the management and leading teams throughout the year. In addition, we organized a launch event, we held more than 40 meetings, and reached 75% of the staff. Moreover, we have a work schedule under way to disclose personally this new identity to our team members across the country.

At the same time, we launched an intensive training process for leaders. It is known as “Hosts,” and is intended to potentiate their capacities to inspire and commit the members of their teams to live and experience “Mi Aeropuerto” or “My Airport” everyday, and have a positive impact, not only internally but also on our operations, and on customer satisfaction.

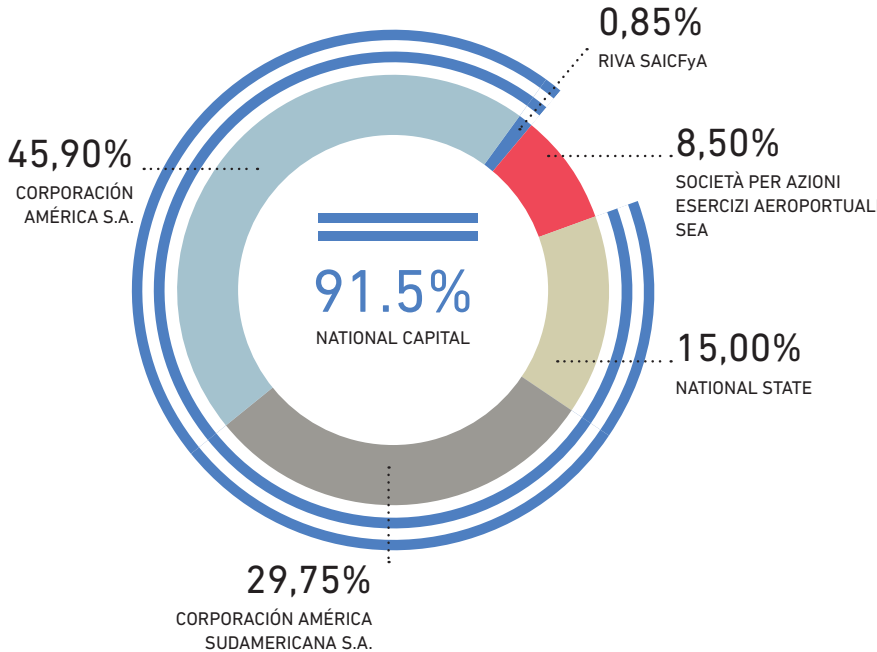
SHAREHOLDING STRUCTURE AND CONTROLLED COMPANIES

Our company's share capital is 91.5% national. Corporación América Group owns 85% of the ordinary shares and voting rights in the company, while the remaining 15% is held by the National State, which, in turn, holds 100% of the preferred shares.

Aeropuertos Argentina 2000 S.A. Is a closed corporation. As such, it is subject to the public offering regime following the negotiable papers issued by the company.

As of the date this report is published, the company controlling AA2000, Corporación América Airports, is quoting in the New York Stock Exchange, under the CAAP ticket. Corporación América Airports operates 52 airports in 7 countries, and has turned into the largest private airport operator in terms of the number of airports managed.

SHAREHOLDING STRUCTURE



ECONOMIC PERFORMANCE

The net result had profits for \$1,023,716,997 and revenues for \$24,097,584,102. This implies a 16.4% rise with respect to the previous year.

On the other hand, and accompanying the number of passengers who passed by our terminals, which experienced a 6.7% growth when compared against last year, we marked another milestone in investments made, with \$6,492,605,431.



We run the concession for the 34 airports included in Group A of the National Airport System of the Republic of Argentina since 2008.



MAIN ECONOMIC-FINANCIAL INDICATORS

	2017 ⁽¹⁾	2018
SALES	\$20,694,374,688	\$24,097,584,102
EBITDA	\$8,500,387,977	\$10,272,114,501
YEAR RESULT	\$3,467,098,400	\$1,023,716,997
YEAR OPERATING GAIN	\$6,249,879,344	\$7,464,400,959
TOTAL CAPITALIZATION		
NET WORTH	\$21,629,002,903	\$22,732,528,411
NON-CURRENT LOANS	\$10,927,488,606	\$13,603,356,026
CURRENT LOANS	\$221,433,127	\$1,683,497,126
BASIC GAINS PER SHARE ATTRIBUTABLE TO THE COMPANY'S SHAREHOLDERS (\$ PER SHARE)	\$13.35	\$3.91

(1). Data restated as of December 2018.

ECONOMIC VALUE

	2017 ⁽¹⁾	2018
FINANCIAL COSTS	\$770,141,970	\$ 5,239,114,483 ↑
PAYMENTS TO PROVIDERS	\$7,835,882,660	\$ 11,670,617,599 ↑
INVESTMENT	\$5,908,435,787	\$ 6,492,605,431 ↑
EMPLOYEES WAGES AND SOCIAL BENEFITS	\$3,303,818,892	\$ 3,659,427,608 ↑
CUSTOMERS INCOMER FROM COMMON ACTIVITIES	\$20,694,374,688	\$ 24,097,584,102 ↑
COMMUNITY PRIVATE SOCIAL INVESTMENT	\$ 15,615,650	\$ 19,020,872 ↑
COMMUNITY - INVESTMENT	\$ 5,908,435,787	\$ 6,492,605,431
ENVIRONMENT - TOTAL EXPENSES	\$ 56,498,324	\$ 64,131,191 ↑
GOVERNMENT - RATES AND TAXES	\$ 3,222,629,571	\$ 1,833,599,146 ↑

(1). Data from 2017 restated as of December 2018.

MANAGEMENT TEAM:

The Shareholders' Meeting represents our highest ruling body. It appoints the members of the Board of Directors. The latter is made by eight directors, out of which four are independent directors pursuant to the standards set forth by the National Securities and Exchange Commission (Comisión Nacional de Valores).

Furthermore, we have a Management Committee made by area directors. They are selected by the President and the CEO. The different management divisions supervise the company's daily operations. They ensure the general strategic goals are implemented. Moreover, they report to the President and CEO about their performance.

DIRECTORS ⁽²⁾

POSITION	NAME AND SURNAME	AGE GROUP	CAPACITY	DATE OF APPOINTMENT
PRESIDENT	MARTÍN FRANCISCO ANTRANIK EURNEKIAN	30-50	EXECUTIVE	04/26/2017
VICE-PRESIDENT	ANTONIO MATÍAS PATANIAN	30-50	EXECUTIVE	04/21/2014
REGULAR DIRECTOR	MÁXIMO LUIS BOMCHIL	+50	NON-INDEPENDENT	04/24/2009
REGULAR DIRECTOR	ORLANDO J. FERRERES	+50	INDEPENDENT	04/25/2016
REGULAR DIRECTOR	JORGE GONZÁLEZ GALÉ	+50	INDEPENDENT	4/25/2016
REGULAR DIRECTOR	RAÚL FRANCO	+50	EXECUTIVE	3/22/2013
REGULAR DIRECTOR	LUIS RAMÓN FREIXAS PINTO	+50	INDEPENDENT	4/25/2016
REGULAR DIRECTOR	EDUARDO PABLO BRAUN	+50	INDEPENDENT	4/25/2016
ALTERNATE DIRECTOR	GUSTAVO PABLO LUPETTI	+50	EXECUTIVE	V5/29/2008

The Auditing Commission is made by regular Administrators, namely: Patricio Alberto Martín, Tomás Miguel Araya, and Rodrigo Sebastián Miguel. Alternate Administrators: Francisco Martín Gutiérrez, Alejandro Esteban Messineo, Javier Rodrigo Siñeriz.

(2). All the members of the Board of Directors are Argentine citizens.

MANAGEMENT COMMITTEE⁽³⁾

DIVISION	NAME AND SURNAME	AGE GROUP
PRESIDENT	MARTÍN FRANCISCO ANTRANIK EURNEKIAN	30-50
CEO	ANTONIO MATÍAS PATANIAN	30-50
ADMINISTRATION AND FINANCE	GONZALO RICCI	30-50
LEGAL AFFAIRS	GUSTAVO PABLO LUPETTI	> 50
OPERATIONS & MAINTENANCE	MARIANO ANDRÉS MOBILIA	30-50
CUSTOMER EXPERIENCE	MANUEL JOSÉ AUBONE	30-50
INFRASTRUCTURE	MARCELO JORGE MINOLITI	> 50
HUMAN RESOURCES	VERÓNICA RODRÍGUEZ BARGIELA	30-50
COMPLIANCE & INTERNAL CONTROL	GUSTAVO NIGOHSIAN	30-50

BUSINESS UNIT GENERAL MANAGEMENT DEPARTMENTS

POSITION	NAME AND SURNAME	AGE GROUP
AEROPARQUE BU GENERAL MANAGEMENT	MARTÍN LEAL	30-50
EZEIZA BU GENERAL MANAGEMENT	DANIEL MARCOS KETCHIBACHIAN	30-50
TCA GENERAL MANAGER TCA	ALEXANDER BOOT	30-50
WEST BU GENERAL MANAGER	SERGIO RINALDO	> 50
SOUTH BU GENERAL MANAGER	NICOLAS POSSE	> 50
NORTHWEST BU GENERAL MANAGER	ESTANISLAO ALEMAN	30-50

CHANGES IN TCA ADMINISTRATION

By the end of 2018, Alexander Boot was appointed TCA General Manager. Thus, he presented a new management structure. This new structure included the creation of the Operations Management Department and the inclusion of the former Legal Affairs Management Department as Directorate under the Management and Finance Management Division.

(3). All the members of the Management Committee are Argentine citizens. Data as of December 31st, 2018.

AA2000 CORPORATE ADMINISTRATION MANAGEMENT

MEETINGS

The board of directors meets every month to conduct budget control and to receive the reports on business management progress from each area division. The corporate CEO and the Director of Administration and Finance participate in these meetings. They inform the Board of Directors about compliance with the goals defined, as well as with any other relevant issue concerning daily operations and the general strategic goals. The Board of Directors analyzes and approves the financial statements of the company on a quarterly basis. Then, they are submitted to the controlling agencies (ORSNA, National Securities and Exchange Commission, Buenos Aires Stock Exchange, and Electronic Open Market) and to the Luxemburg Stock Exchange).

APPOINTMENT AND COMPENSATION

The corporate Shareholders' Meeting appoints the CEO. In addition, it appoints the members of the Board of Directors and the Auditing Commission. On his part, the CEO is responsible for approving the Recruitment and Compensation Policy for the company's area directors. In addition, he approves the Policy on the assignment of their duties. Besides, we have selection processes in place to ensure we recruit the best talents, and that they match the profile envisaged for the relevant positions. The Human Resources Department applies them when hiring personnel, while the Talent Acquisition Management follows the specific guidelines foreseen for each position.

TRAINING AND COMPETENCES

Directors are professionals with a vast experience, specially qualified for their positions. Besides, they are familiar with the latest information. They participate in sector meetings, international forums, and other peers and business boards' events.

To maintain a fluent dialog, and an open and transparent discussion, in 2018 all AA2000 leaders met in Buenos Aires. They did so in the months of May and November, in two events. Different subjects were addressed there, from cultural transformation and the new performance management process, to the results of the Climate Survey, and other business topics. In addition, external speakers were invited to talk about different issues to nurture and enrich the leaders' views.

On the other hand, we do rely on the International Aeronautical Training Institute (Instituto de Capacitación Aeronáutica Internacional – ICAI) to train the Management Committee and AA2000 coworkers at large. Its goal is to train all employees in the competences required to work at the different airport areas with a systematic view. Besides, directors also participate in both national and international seminars.

This year, we have focused on the launch of a training program on ethics and integrity in both a virtual and a physical format. Accordingly, we developed the first stage of the Integrity Program, the Code of Conduct, and other Related Policies directed to the members of the board of directors, managers, and airport administrators. It consists of five days of nurturing exchanges of experiences that include actual cases, discussions, and conclusions. We plan to extend these meetings to the divisions in 2019.

COMMUNICATIONS WITH GROUPS OF INTEREST

We have different communication channels and tools available to the area directors. They help them get into direct contact with the groups of interests, which are crucial for the company. They produce reports that are subsequently submitted to the Board of Directors concerning the impact made and the impact of the actions taken by the groups of interest on management.

In addition, we have a website available where information of interest is posted - e.g. flight information. There we receive get queries and suggestions from users. We have also subscribed to ACI ASQ (Airport Service Quality) survey program. The goal is to get an insight about passengers' experiences, and detect opportunities for improvements.



TRANSPARENCY IN MANAGEMENT



We want to ensure transparency, clarity, and seriousness in our processes. This is why we created the Compliance and Internal Control Division in 2017. It reports to the Auditing Committee of the Controlling Corporation and the CEO. The Integrity Department and their respective officers are responsible for the development, implementation, and monitoring of AA2000 Integrity Program. It comprises the following tools:

Renewed Code of Conduct. It contemplates certain aspects of transparency, the fight against corruption, confidentiality of information, work atmosphere, career development and equal employment opportunities, diversity and inclusion for all AA2000 members, including directors, administrators, members of the different committees, employees, and any group of interest.

Integrity Policies: Prevention of Conflicts of interest, Guidelines concerning Gifts, Attentions and Due Diligence, Prevention of Undue Use of Privileged Information, and Transactions with Related Parties.

1,813

Employees have adhered to the Code of Conduct

New Channel for Complaints and its Corporate Policy. Its main pillars are confidentiality, anonymity, non-retaliation, recourses, and a protocol defined for the investigation of any complaint, according to the nature of any incident reported.

Training program in compliance and integrity for the entire personnel, with both physical and virtual classes to members of the board of directors, executive directors, managers, key personnel, and administrators of all airports in the country.

Communications plan to disclose integrity policies, guidelines, and initiatives in a clear, direct, and transparent way.

Risk assessment and monitoring. The Program was built taking risk assessment as a basis. External auditors check the main performance items on an annual basis.

+600

Hours of training in person. The President of AA2000, Martín Eurnekian, and members of the board of directors, the CEO, Matías Patanian, as well as executive divisions, management departments, and every airport administrator from all over the country have participated in such seminars.

NATIONAL AND INTERNATIONAL COOPERATION

AA2000 believes it is very important to share its experience and extend its Compliance practices to other stakeholders in the market. This is why in 2018 we:

- **Represented** the country before the Integrity and Compliance Commission of the B20 held in Paris. The transparency guidelines discussed there were subsequently presented to the G20.
- **Cooperated** with the Anti-corruption agency, making our contribution to the guidelines for the new Act on legal entities' criminal responsibility.
- **Trained** on International Compliance Certification, which is offered at CEMA University.
- **Shared** our practices as lecturers at the Professional Council of Economic Sciences of the City of Buenos Aires (Consejo Profesional de Ciencias Económicas) and FORUM.

INTERNAL CONTROLS

In 2018, through the Compliance and Internal Control Division, the Board of Directors conducted a deep review of the processes that support their financial information.

This process, which is applicable to the companies listed in New York Stock Exchange, comprised mapping the processes in terms of scope. In addition, it assessed their design, cured any deviation, and monitored the operational effectiveness of the controls of every critical process during the current year. To do so, the process owners responsible for curing any deficiency, and implementing controls were formally identified. The task, which strengthens the internal control level of the company's financial information, was audited by both internal and external auditors. Thus, it could be verified that 100% of the controls mitigating significant risks were effective. This milestone attained in 1 year makes it possible to increase our reliability as a company, both in Argentina and in the external markets where our group operates.



Our reputation is one of our main assets. Therefore, in 2018 we centered our focus on transparency in management. We created the Compliance and Internal Control Division. We redefined the Code of Conduct; we implemented Integrity policies and we put in place an ongoing training plan

RISK MANAGEMENT

We keep on making progress in the development and the consolidation of comprehensive risk management. The Risk Management, Standards, and Procedures Management Department is dependent on the Compliance and Internal Control Division. Therefore, it is in direct communication with the Auditing Committee.

In 2018, we launched the Corporate Risk Management Policy. It safeguards the continuity of our business, protects our shareholders' interests, creates value, and preserves our equity and our good standing. To such end, it commits the corporate administration to:

- Maintain the activity within a reasonable risk level;
- Conduct systematic risk management;
- Give priority to preventive management;
- Provide the necessary resources to accomplish such goals; and
- Train the staff to act responsibly in such regard.

Based on such policy, we succeeded in improving corporate risk management using new proposals and processes. Among other actions, we:

- Designated a corporate member as the individual responsible for Risk Management, together with his Work team;
- We made a map of risks, and surveyed all the tasks carried out in the different areas of the company;
- Identified 72 high-level manageable risks;
- Drew a map of risks posed by standards; and
- Introduced risk management software associated with the company's processes. They are periodically controlled by the Auditing Committee.

With reference to the review of the Standards and Procedures, we conducted an exhaustive analysis that has led us to make improvements in more than 60 standards in force and applicable to the operations of both the corporation and the different business units.



Martín Eurnekian opening the Compliance and Internal Control sessions.



The Management Team in one of the five sessions held in 2018.

TERMINAL DE CARGAS ARGENTINA (TCA)

We offer comprehensive storage and logistics services through Terminal de Cargas Argentina (TCA) to foreign trade agents who import and export goods by air, as well as to cargo operators in general, and to customers from the private sector. We do so at Ezeiza, Jorge Newbery (best known as Aeroparque), Mar del Plata, Córdoba, Mendoza, and Tucumán international airports.

The works linked to the services offered for chilled cargo in our fiscal warehouse at Ezeiza have contributed to attain sustainable improvements in our storage and temperature control services for the cargo received. We built a chilling chamber for the imports area with an area of 750 m² and 920 posts. In addition, we extended the exports chamber to reach 600 m² in area and 940 stow posts. Furthermore, we equipped this last sector with a semi-mechanized aeronautical pallets transportation system. This has made it possible for us to comply with the international standards, increase the number of pallets operated, enhance their management, and rely on export operations that meet the highest international operations standards. Moreover, the new layout and the new chilling system ensure cargo preservation before it is exported.



16,719

CUSTOMERS

236,623 TN

IN CARGO MOVEMENT A YEAR

24 HOURS

OF OPERATIONS, 365 DAYS A YEAR

+4.72%

INTERANNUAL CARGO MOVEMENT

573

TEAM MEMBERS

SUSTAINABILITY

In order to accomplish our goal of “facilitating connection among people, goods, and cultures to make our contribution for a better world,” Aeropuertos Argentina 2000 has implemented sustainable management as a key element of our business. Our view is focused on the people and the environment in which we live. We boost the creation of alliances with key stakeholders to meet the demands of our groups of interest in a more comprehensive way, while undertaking to make our contribution to sustainable development in our country and worldwide in a responsible way.

MILESTONES IN SUSTAINABILITY MANAGEMENT

2005 Adhesion to the local Network of the United Nations Global Compact	2011 Production of the First Sustainability Report by AA2000	2013 Creation of the CSR area, under the Division of Institutional Relations	2014 First dialog with external Groups of interest to define relevant topics for AA2000 sustainability management	2016 Analysis of the contribution made by AA2000 to the Sustainable Development Goals (SDG)	2017 Presentation of four cases on the SDG-CEADS platform including AA2000 action intended to comply with the SDG	Participation in the Project known as Caring for Climate, an initiative of the United Global Compact, Argentine Network	2018 Emissions estimate under the Airport Carbon Accreditation (ACA) Survey plans concerning accessibility, implementation of improvements and education for employees
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COMMITMENT TO SUSTAINABILITY

To make our contribution to sustainable development from our business and to position our company as a sustainable brand with a purpose, in 2018 we began to define a new Sustainability Strategy. We plan to launch it in 2019. Thus, supported by innovation and transparency, it will improve customer's experience, bringing about an airport ecosystem featured by a high social and environmental value. Accordingly and particularly focusing on the World Agenda 2030, we want to connect Argentina with other countries.

RECOGNITION IN SUSTAINABILITY

- Premio Emprendedor Solidario (Caring Entrepreneur Award) to Aeropuertos Argentina 2000 Orchestra Plan, by the Social Ecumenical Forum.
- Premio al Mejor Reporte Social de Empresas de la Argentina 2017 (Best Social Report of an Argentine Company Award) to the Sustainability Report 2017, by the Social Ecumenical Forum.
- Mention awarded by Consejo Empresario Argentino para el Desarrollo Sostenible or CEADS (Argentina's Business Council for Sustainable Development) during the presentation of the Report 2018 "Connecting companies with SDG" for our contribution to SDG#8 of the United Nations Agenda 2030: "Promote inclusive and sustained economic growth, employment, and decent work for all."

OUR CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS

Since we subscribed the United Nations Sustainable Development Goals in September 2015, we moved ahead to analyze the Agenda 2030 and their goals to assess the impact of our business on these significant challenges to which Argentina and other 193 countries worldwide have adhered.

To such end, we made an exercise to identify the Sustainable Development Goals (SDG) that are material for our company concerning any current and future action with which we may produce a larger impact on sustainable development. In addition, we conduct ongoing diagnosis of the situation, and we work with performance indicators to measure our progress.

SIGNIFICANT SUSTAINABLE DEVELOPMENT GOALS FOR AA2000





RELATIONSHIP WITH OUR GROUPS OF INTEREST

In order to communicate with our groups of interest in a clear, transparent, and agile way, we identified their profiles and advanced certain customized channels taking into account their individual needs. We use different means of communication and dialog that are constantly updated to attain ongoing improvement.

GROUP OF INTEREST	MEANS OF ESTABLISHING A RELATIONSHIP
EMPLOYEES	Internal communications via e-mail; signs; reports, intranet, performance assessment platform, training and meetings in person; the climate survey.
TRADE UNIONS	Meetings and working sessions.
SHAREHOLDERS	Information available on CNV, corporate web, market and sustainability reports, and Shareholders' meetings.
AIRLINES	Meetings through the relevant chambers or boards concerning the signature of agreements and alliances.
CONTRACTORS AND VENDORS	Meetings on occasion of subscription of agreements or contracts, web service for service providers, reversal letters, and subscription of the Code of Conduct.
PASSENGERS	Communication through the corporate web, Mobile App, social media, Customer Service, telephone, the Book of "Complaints and Suggestions", Satisfaction Surveys; advertising; information at the airports, and awareness campaigns.
CUSTOMERS	Meetings concerning the subscription of agreements and contracts, reversal letters ⁽⁵⁾ , information at the airports, corporate web, e-mails, and awareness campaigns.
COMMUNITY	Information at the airports, and awareness campaigns, communication through the corporate web and social media, advertising, development of programs with a social impact, gifts and support to social actions.
MEDIA	Interviews, information about our actions upon request or through publications, the corporate web, and the social media.
CHAMBERS, PUBLIC SECTOR, INTERVENING AGENCIES ⁽⁶⁾	Meetings concerning the subscription of agreements or contracts, training, physical events, and production of reports about the activities conducted and the company's results.

⁽⁴⁾ Employees, trade unions, shareholders, airlines, contractors, and providers, passengers, customers, community, means of communication, chambers, public sector, and intervening agencies.

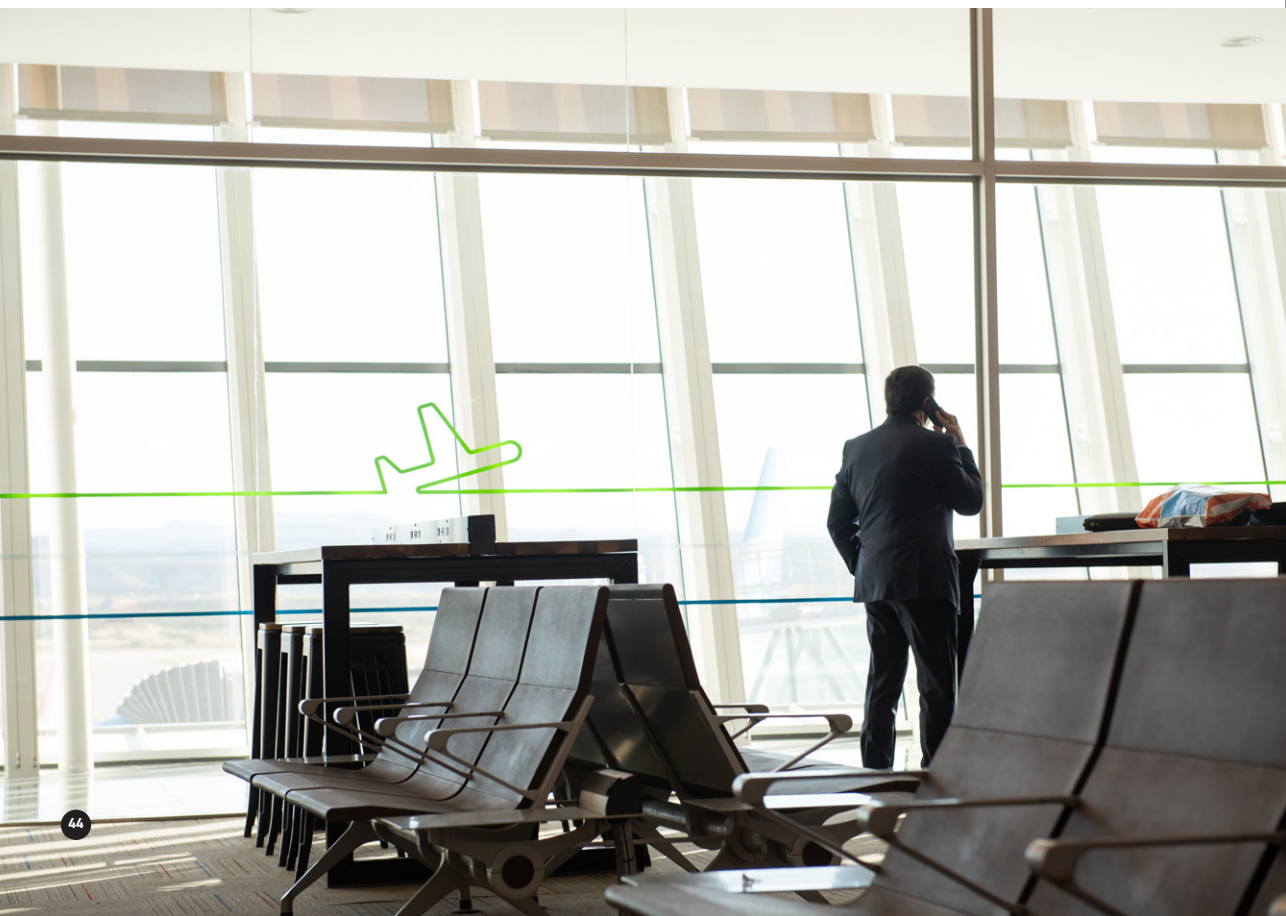
⁽⁵⁾ Used in the engagement process for both parties' understanding.

⁽⁶⁾ The National Airports System Regulatory Agency (Organismo Regulador del Sistema Nacional de Aeropuertos, ORSNA), the Ministry of Transportation, the Airport Security Police Force (Policía de Seguridad Aeroportuaria, PSA), the National Immigration Division (Dirección Nacional de Migraciones - DNM), the General Customs General Division (Dirección General de Aduanas, DGA), the National Civil Aviation Administration (Administración Nacional de Aviación Civil - ANAC), EANA, and the like.

DEFINITION OF KEY ISSUES FOR SUSTAINABLE MANAGEMENT

The new launch of our purpose as a company and our effort to update the Sustainability Strategy - the definition of which will be concluded this year - have led us to review the relevant topics for our business that advance sustainable development. We did so in a materiality analysis process pursuant to the principles of the "GRI 101 Standard: Foundation 2016" (materiality, participation in groups of interest, sustainability context, and exhaustiveness) of AA1000SES Accountability Standard, under the ISO 26000 Standard on Social Responsibility, for the 10 principles set forth by the United Nations Global Compact and the Sustainable Development Goals (SDG).

Thus, we are carrying out a systematized process focused on the following phases:



1 IDENTIFICATION

We reviewed the list of AA200 material topics taking internal sources as a basis (previous materiality reports, the launch of "My Airport" ("Mi Aeropuerto") with renewed business goals, new processes and policies, the new Code of Conduct, the climate survey, among other reports) and external sources (the international guidelines in place, the good practices from the sector, and certain leading sustainability cases). Thus, and supported by the Management Committee, we produced a list with the 18 material topics we identified.

2 PRIORITIZATION

The Management Committee, represented by 17 Directors and 442 representatives from the groups of interest (304 team members, 63 passengers, 7 airlines, 19 vendors, 8 licensees, 10 business chambers, NGOs and academia, 7 State and control agencies, 3 means of communication, 9 sustainability leaders, and 12 people from other groups of interest) have individually selected the 6 topics that, as they believe, are of utmost importance. The methodology adopted for dialog was an online survey based on the guidelines of the Global Report⁽⁷⁾ Initiative and the Accountability AA1000SES⁽⁸⁾ standard. As a result, we obtained a new Materiality Matrix that sets the framework for both sustainable management and the contents for this 2018 Sustainability Report. In addition, we also selected the standards included in the GRI Contents Index published at the end of this document.

3 VALIDATION

The Materiality Matrix was validated when drafting our Sustainability Report 2018.

4 REVISION

After publishing the Report, we invited both internal and external groups of interest to send us their opinion about the contents, as well as their expectations with respect to the company's accountability.

(7). www.globalreporting.org
(8). <http://accountability.org/aa1000ses>

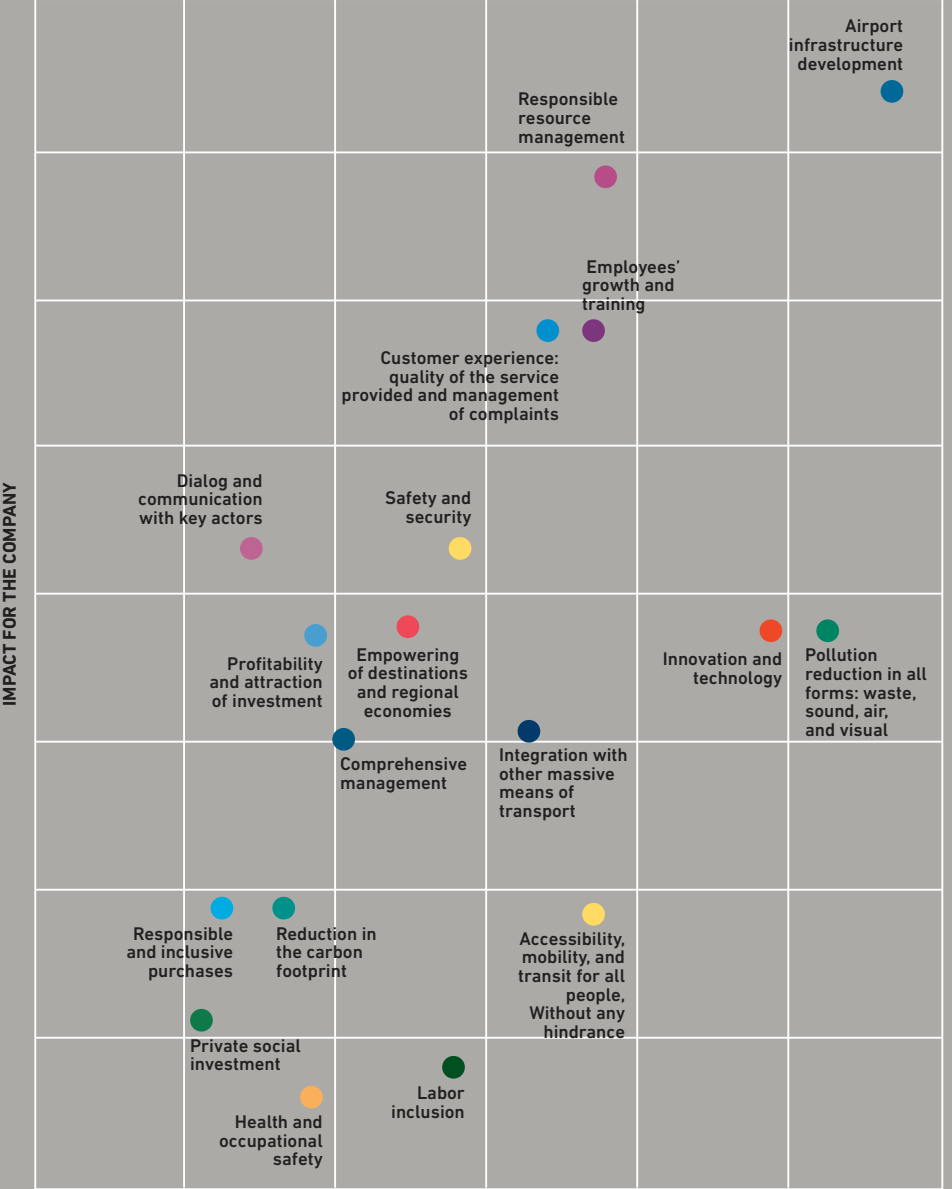


Ana and Agustin, workmates, fly to Comodoro Rivadavia.



46 Marin, Juli, and Ceci fly to Salta for Fatí's wedding, a friend from their childhood.

MATERIALITY MATRIX



OPINION OF THE GROUPS OF INTEREST

MATERIAL TOPICS	GRI RELATED SUBJECTS ⁽¹⁾	SDG	IMPACT
Comprehensive risk management	Our own topic: Comprehensive risk management	-	Internal
Profitability and investment attraction	Our own topic: Profitability and investment attraction	8	Internal
Airport infrastructure development	GRI 203: Indirect economic impact GRI 205: Anti-corruption GRI 415: Public policy	3, 8, 9, 11	Internal and external
Employees' growth and training	GRI 404: Education and learning	4, 8	Internal
Labor inclusion	GRI 401: Employment GRI 405: Diversity and Equal Opportunities 406: Non-discrimination	5, 8	Internal and external
Health and occupational safety	GRI 403: Health and job security - Our own topic: Continuity in business and readiness for an emergency	3, 8	Internal
Accessibility, mobility, and transit for all people, without any hindrance	Our own topic: Accessibility	9, 11	External

MATERIAL TOPICS	GRI RELATED SUBJECTS ⁽¹⁾	SDG	IMPACT
Integration with other massive means of massive transport	GRI 203: Impactos económicos indirectos Intermodalidad	8, 9, 11, 17	External
Customer experience: quality Of the service provided and management of complaints	GRI 417: Marketing and labeling – Our own topic: Customer experience	16, 17	External
Innovation and technology	GRI 203: Indirect economic impacts	8	Internal and external
Safety and security	GRI 416: Customers' health and safety GRI 419: Socioeconomic compliance Our own topic: Continuity in business and readiness for an emergency Our own topic: Customer experience	3, 8	Internal and external
Responsible and inclusive purchases	GRI 204: Acquisition practices GRI 308: Vendors' environmental assessment GRI 414: Vendors' social assessment	5, 8, 12	Internal and external
Empowering of destinations and regional economies	GRI 413: Local communities	4, 11, 17	Externo
Dialog and communication with key stakeholders	Our own topic: Dialog and communication with groups of interest	17	Interno y externo
Responsible resource management	GRI 301: Materials GRI 303: Water GRI 302: Energy	6, 7, 12, 13	Interno y externo
Reduction in carbon footprint	GRI 305: Emissions	7, 11, 12, 13	Interno y externo
Pollution reduction in all forms: waste, sound, air, and visual	GRI 306: Effluents and waste Noise	6, 11, 12	Interno y externo
Private social investment	GRI 413: Local communities	4, 11, 17	Externo



48 Dante flies with his parents.

REFERENCES



(1). In addition to the GRI Standards associated with the material topics, the Index of Contents includes the 407 Standards on Freedom of Association and collective bargaining, the 408 Standard concerning Child Labor, and the 409 Standard concerning forced and mandatory labor in compliance with the requirements of the Communication on the Progress of the United Nations Compact.

CUSTOMER EXPERIENCE

We work on Customer Experience focusing on our passengers. Through “courage to innovate,” “the service attitude,” and “the commitment,” we try to enhance the way in which we meet their needs, boosting their satisfaction level. To have a positive experience with us is of utmost importance. Therefore, we are constantly devising plans to enhance our assistance and contact with the key public.

RESULTS OF OUR ONGOING AND INCREASING MOVEMENT

In 2018, the total number of passengers reached 38.3 million, thus recording a rise of 6.7% with respect to the previous year. In the domestic area, the rise represented 11.7%, while the international sector had a slight decline of 1.4%.

Concerning the volume of international passengers, Ezeiza had a 4.6% rise (following AEP relocation). Córdoba, Mendoza, Tucumán, and Bariloche were the airports with the largest growth. In addition, local operations started from El Palomar Airport in February 2018.

The process to relocate regional flights implemented at Jorge Newbery City Airport (best known as Aeroparque) started in May 2018. This means that more than 50% of regional flights operating at Aeroparque (except those flying to and from Uruguay) were transferred to Ezeiza during the year. The relocation of the 50% of the flights still remaining is scheduled to be completed in May 2019.



PASSENGERS' MOVEMENT



DOMESTIC
INTERNATIONAL
IN TRANSIT
TOTAL

2017	2018
21,197,296	23,680,104
13,604,508	13,414,260
1,133,964	1,256,102
35,935,768	38,350,466

CARGO MOVEMENT (TN)



DOMESTIC
INTERNATIONAL
POSTAL SERVICE
TOTAL

7,852	7,335
212,592	222,626
9,832	8,941
230,276	238,902

AIRCRAFT MOVEMENT



PASSENGERS' AIRCRAFT
CARGO AIRCRAFT
OTHER
TOTAL

298,704	327,314
4,419	4,257
101,058	97,895
404,181	429,466

CUSTOMERS REGISTERED IN THE BUSINESS SPACE ADMINISTRATION SYSTEM



TOTAL

(1)

841



PASSENGER'S EXPERIENCE

In our endeavor to see our passengers have the best possible experience inside our airports, we lay the emphasis on being acquainted with their needs so that we may offer an excellent service to all the people passing by.

Having that purpose in mind and guided by the importance of measurement for management, we started a series of processes for improvement, where active listening to our customers is a key element. Getting to know their insight and understand their needs help us create customized and significant experiences for each of them. Thus, to make it happen we need to undertake the commitment transversally from all the different company areas.

In 2018, we started to measure our management and to listen to our customers in a simple and direct way. We did so using a series of surveys oriented to understanding their needs. In addition, we launched the ASQ Program (Airport Service Quality) implemented by ACI (Airports Council International). This methodology helps us understand what our customers value and expect from us. Moreover, it lets us identify areas for improvement. At the same time and in line with that same purpose, we implemented a first training project on innovation for employees in our quest for new results that may serve to enhance customer experience. This was carried out in the innovation laboratory called "THE HANGAR."

These, as well as other initiatives, are intended to provide the valuable information required to identify opportunities and lines of work for the different Business Units.

IMPROVEMENTS IMPLEMENTED IN OUR BU IN 2018

Contact with our passengers: We increased and, in some cases, even doubled our customer service staff. We assigned personnel in strategic places to give immediate response. We implemented the “host” figure to provide information before entering the pre-boarding area. To be more connected, we opened new queries and response channels in our Contact Center: Facebook and Twitter.

We opened a new Information Stand at Terminal C, Ezeiza airport. In addition, we created the “Brazilian-Friendly Airport” program to improve customers service for passengers of such nationality. As we want to make transit by our terminals a memorable experience, and to make waiting times more pleasant for families with children, we also rely on the “Kids Space” at Ezeiza airport with an entertainment area for the youngest ones. They are fitted with baby carriages and interactive games. These and a number of activities shape our so-called Ezeiza Experience program.



Gastronomic services: We extended our offering. We launched a new “low cost” food offering with promotional menus and food vending machines. We also extended our food offering at Aeroparque, with new stores featured by different food options. As far as Ezeiza airport is concerned, we created the Experience Card, which offers discounts and additional promotions.



Activations: To enhance customer experience, we organized different activation events at our airports. The idea is to establish an emotional connection with our customers through programs and entertainment activities that maximize your travel experience. Some examples include: Valentine’s Day, Women Day, Farewell to the National Soccer Team on its way to 2018 World Cup Russia, the Youth Olympic Games, Christmas, and many others.



Other services: We installed e-gates at Ezeiza for automated immigration services. They are available for Argentine passengers, and speeds up the process when landing in the country.





Parking: As far as traffic inside the terminals is concerned, and in an effort to provide more comfort to our users, we put in order the authorized transport sector in Ezeiza parking area. Besides, we designated a new area to pick up rented cars. We additionally installed special spaces to pick up baggage carts and introduced Toll tag technology (locally known as Telepase) at Aeroparque.



Smoking area: We designated exclusive smoking areas both at Ezeiza and Aeroparque for smokers. They are located along the terminal sidewalk areas in an effort to have smoke-free accesses.



Accessibility: We want to see all passengers move freely and without hindrance around and under an inclusive light. Thus, we have trained our team members working at Aeroparque, Ezeiza and El Palomar to facilitate operations for passengers with special mobility needs or with a disability. The course organized by ALPI Foundation (PMR) and Señas en Acción Foundation (sign language) provided tools to enhance passengers' experience. We continue with an intensive sign language program at Aeroparque. To advance our goal, we improved there the existing signs and signaling with the introduction of new pieces of communication for better orientation.



On the other hand and guided by the same criteria, we launched **a new layout for the flight information screen** at the national level that enhances identification using colors suitable for color blind people and differentiating each screen for each process and information stand.



Spotter Day: Thinking about airplane lovers, some of our airports have organized the "spotter day." This is a special event to offer the community the chance to be as closer as possible to airplanes on the runway, so that they may take pictures. In addition, we held the first Spotter Day for teenagers - the Spotter Teens - at Ezeiza airport.





Contingency plan: We developed a Contingency Plan in an effort to contain passengers and/or users in the event of a situation that may affect airport operations, irrespective of whether they are the Concessionaire's fault or whether they are beyond its control (mobilizations, weather conditions, roadblocks, etc.). Guided by the spirit of cooperation, we engaged all stakeholders (agencies, airlines, service providers, etc.) to take actions, including:

- Agreements with food stores to make discounts, increase staff, extend operation hours, and ensure product availability.
- With carriers, to have vehicles for short, medium, and long distance services available.
- Free product distribution, courtesy of AA2000.
- Identification of control areas for families traveling with children and/or people with disabilities.
- Guidelines for discounts or payment exemptions in our parking lots.
- Reallocation of spaces (public and/or sterile areas).
- Relationship with Chambers, Councils and Governmental Offices to give support to the users inside and outside the airport.

We adjusted the plan for the winter season at Bariloche airport. Accordingly, we introduced the children's entertainment kit, typical products tasting events, blankets and weatherproof protectors in case passengers are to spend the night at the airport. A drill was conducted in June 2018, with the participation of local and national authorities, airlines, service providers, and public agencies.

VIP Lounge Services: We started to offer benefits, discounts,



and more payment options. Moreover, we enhanced the services offered at the VIP Lounges. We implemented a new web access system to let the user have a better experience to book, purchase on line, access to reports, and check his account status, while optimizing response times.

- Training: Aeroparque approached different training areas for the VIP services focusing on participation and team building.
- Gastronomic offering: We improved our gastronomic offering at Ezeiza and Aeroparque. We introduced new alternatives and variety, with a positive echo from the users.
- New Lounge: Comodoro Rivadavia airport has been included in the VIP service.
- West Business Unit (BU): We saw better operation management after the creation of the West BU, which included lounges at Mendoza, Salta, Tucumán, San Juan, and San Luis airports, with the resulting enhancement in the scope of the gastronomic services offered.

CAMPAIGN "DONDE TUS EMOCIONES TOMAN VUELO" - (WHERE YOUR EMOTIONS TAKE OFF)

We launched the campaign "Donde tus emociones toman vuelo" (Where your emotions take off), where we disclosed the stories that take place at our airports. The main idea was to capitalize the emotions of reunions, farewells, celebration, tears, and the like, from real life. We see those stories in AA2000. We live them as our own stories. Therefore, we wanted to share them. The campaign showed 3 real-life stories that took place at Ezeiza, Mendoza, and Córdoba airports. In addition, we organized two contests, one of them an external and massive one, while the other was an internal one only for employees, from which we selected two new stories. The winners were given the possibility to bring a loved-one back to the country.



In 2018, our priority was a better customer experience. Therefore, we doubled our staff and opened more service channels, extended our gastronomic offering, offered benefits, discounts, and more payment options. Moreover, we reorganized signaling for better orientation at the airports, and enhanced the services offered at the VIP Lounges, among other measures focused on enhancing passengers' satisfaction.

MEASURING PASSENGERS' SATISFACTION



Manuel Aubone, Customer Experience director

In an effort to keep on improving the experience of every passenger passing by our airports, we subscribed the ASQ (Airport Service Quality) - a global service survey program that measures passengers' satisfaction when they pass by an airport. It offers both information and tools that help understand their view and what they want regarding the products and services offered. At the same time, we can see how our passengers' satisfaction evolves, and compare it to the experience at other airports from the region or worldwide.

Approximately 375 airports from more than 85 countries from the five continents are participating in the program.

We make this measurement using a customer survey in the pre-boarding area. There, passengers score, using a 1-5 scale, more than 30 items included as their experience at the airport, including accesses, check-in, security, immigration, infrastructure, and airport services, among others.

In 2018, we launched such measurement at 7 airports. Then, we could see the following general scores: Ezeiza (4.04/5), Aeroparque (3.88/5), Córdoba (3.93/5), Mendoza (3.89/5), Salta (3.69/5), Bariloche (3.95/5), and El Palomar (3.91/5) ⁽⁹⁾.

Other 10 airports managed by the concession will be included in this program in 2019.

FROM RESULTS TO ACTION

In certain cases, in order to get a deeper understanding of the scores obtained and develop specific plans of action to address the results -for instance, under the category food price/quality at Ezeiza airport- we conducted a directed survey focusing on the subject that led us reach certain conclusions. This helped us redefine the gastronomic offering at the airport.

When analyzing these main conclusions, we could see that passengers who did not eat there had a worse opinion about the price/quality ratio when compared to those who actually did. This was certainly influenced by the myth that claims the airport is expensive. Another relevant result came up when passengers were asked to compare food prices at the airport against prices in their city. Then, those who ate in private stores see they are remarkably more expensive than those who did in well-known branded stores.

These data helped us guide the commercial offering toward a larger presence of brands that are well known to the public in an effort to show an improvement in 2019 as far as the major indicators of gastronomic licensees are concerned, with the resulting rise in ticketing numbers and turnover. In addition, in 2019 we will determine if this has brought about an improvement in passengers' satisfaction, in line with the ASQ indicator.



Understanding what the passenger thinks and feels when he is at our airports helps us implement more certain plans of action and have a positive impact on their experience.

CASE

FIRST INTERNAL INNOVATION LABORATORY: EL HANGAR (THE HANGAR)



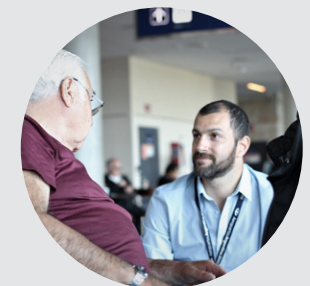
Martin Ciccarello, "Hangar Member" 2018 [EZE]

El Hangar or The Hangar is AA2000 first innovation laboratory. It was conceived to help participants learn “hands-on,” incorporate innovation methodologies, discover unmet needs and business opportunities, and boost their potential. The goal of this program is to help team members address problems and challenges, devise innovative ideas and solutions to improve users’ experience at our airports throughout the process, while also profiting from a myriad of resources that can be applied to their everyday jobs.

On its first release, 21 team members from different areas and profiles participated. They worked using agile and design-thinking approaches to solve situations that will enhance passengers’ experience. For three months, our employees met on a weekly bases to participate in different workshops and training sessions. Meanwhile, they interviewed passengers at the airports. Then, after hearing their needs and using the theoretical tools acquired, they devised different proposals.



In 2018, we carried out El Hangar Initiative (The Hangar). This is an “innovation laboratory” oriented to promote a creative way of thinking among employees that may lead to new ideas, better services, and a better understanding of our passengers’ needs.



DIGITAL CHANNELS FOR A BETTER EXPERIENCE

Supported by innovation and new technologies, we developed applications and software to continue improving services and communication channels with our passengers, their companions, and the society at large. At the same time, we enhanced our systems to offer enhanced security and better services.

Social media

We added Twitter social media to our Customer Service this year. Therefore, we are now offering a user response service, 24/7, every day.

Web site

We renewed our web page, which had 9,297,390 visits in 2018, and 23% new users. Besides, we added the possibility of purchasing the long-stay parking service at Ezeiza.

Mobile App

We improved the design for our application. We added the possibility of paying for the parking service. We introduced flight search with voice commands, and other useful tools for passengers (e.g., the possibility of making check lists). We also enhanced our notices service, and its effectiveness reached 90%. The app had 6,552,459 visits, with an average duration of 07:49.

Free Wi-Fi

We rely on the latest network infrastructure to offer top-quality free Wi-Fi Internet services at our airports. We have world-class security equipment to protect service users. We work hard to offer suitable service operations through ongoing improvement and assessment of the service on a monthly basis, and we implement improvements based on demand. At present, we have more than 550 antennas, 36 Internet links, and 40 Firewalls to provide Internet access to more than 129,000 users at the same time, and more than 1,000,000 monthly connections across the airports included in the concession.

Operations Control Centers

We have put in place the Operations Control Centers at AEP and EZE, thus gathering all airport information in one single site to improve the decision-making process.



FACEBOOK

55,000

AA2000 OFFICIAL FOLLOWERS



TWITTER

27,000

FOLLOWERS



LINKEDIN

54,600

FOLLOWERS



INSTAGRAM

32,600

FOLLOWERS

FIDS (PASSENGERS' INFORMATION DISPLAYS)

We enhanced the design of the 1,216 displays currently deployed, in line with the corporate image, to distinguish arrivals and departures better. We also added an option to send customized messages, give accurate information to the passenger, and show videos.

Analysis of passengers' flows:

We carried out a project to become acquainted with statistics that may help us eradicate high traffic and congestion hours, while making projections to anticipate such times and act proactively. Thus and based on different state-of-the-art technologies, we detected passengers' flows, area occupation, stay times, and other relevant variables to improve customers and passengers' experience at our airports. This year, we laid the emphasis on Terminal A-Departures, at Ezeiza airport and succeeded in attaining the precision we wanted as far as number of people, state, and area occupation percentage are concerned.

COMPLAINT MANAGEMENT

We offer our passengers and users different options to file complaints and make questions.

Book of complaints and suggestions

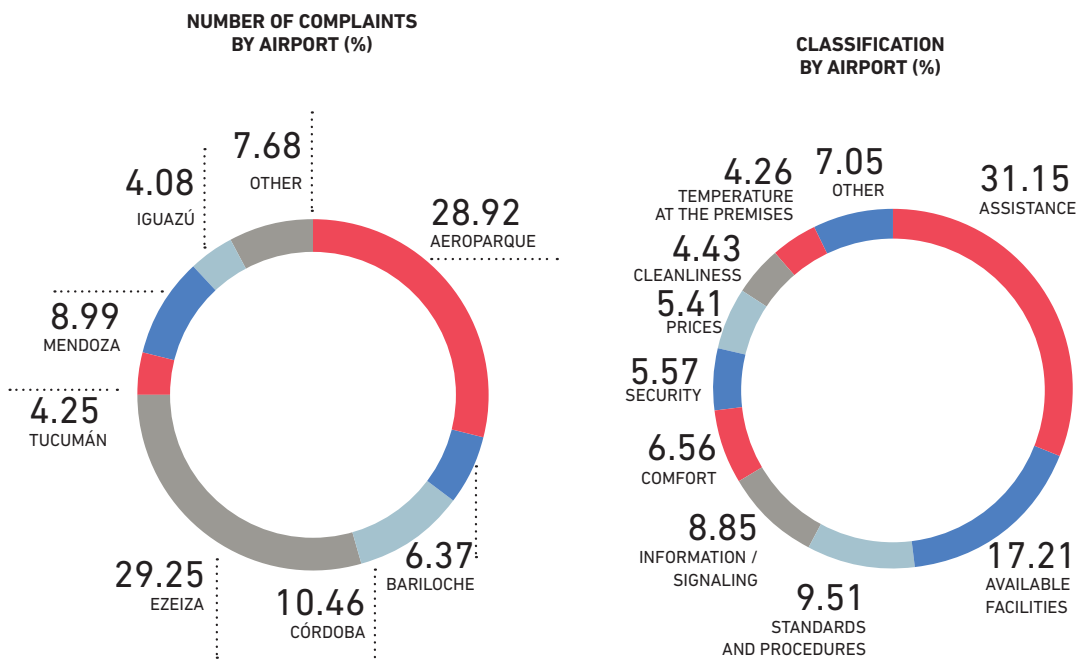
It is available in each information stand at Ezeiza, Aeroparque, Córdoba, Mendoza, Iguazú, and Bariloche airports. The other airports have a book of complaints available at the operations office.

Book of complaints for service providers and parking service

For any group of interest that may prefer to contact us by phone, we have a call control and recording system in place at Jorge Newbery (Aeroparque) and Ezeiza airports. In addition, we make our website and social media available as digital channels to do so.

The number of complaints received at Jorge Newbery City Airport (Aeroparque) fell 18%. According to ORSNA Resolution 155/2002, the time to give passengers a response should not exceed 10 days.

In 2018, we had 612 complaints per book recorded at our airports.



TCA SERVICE QUALITY VIS-À-VIS CUSTOMER SATISFACTION

TCA Quality Management Program is intended to improve customer satisfaction. To do so, we count on different communication channels available to rely on a frank, fluent, and close dialog. They include meetings and work breakfasts with airlines, cargo agents, importers, exporters, customs agents, chambers or councils from the sector and multi-sector chambers or councils; and our website, which includes every self-service application available for our customers.

This year, our business management department defined the roles for SPOC (Single Point Of Contact) to provide enhanced services to importers and exporters, airlines, customs and cargo agents. In addition, we organize meetings with airlines under the ACDM (Airport Collaborative Decision Making) approach, from which we try to find solutions hand in hand with a customer. Moreover, we launched new services to meet the needs of diverse industries.

As we do every two years, we conducted the satisfaction survey 2018 this year, both in person and over the phone among 60 customers.

We also received the visit of our customers at our facilities to show them our warehouses, taking their demands into account. In such cases, we have an Audio Guide and a Mobil App available to provide information to the 1,000 visitors that come to TCA every year. Visitors are not only companies but also students and official agencies who come to see our facilities.

INFRASTRUCTURE

Strongly determined to attain our ambition, we work hard to modernize, transform, and extend airport infrastructure in our quest to lead and become a leading figure in the industry, facilitating connections among people, goods, and cultures through an efficient and secure network. Yet, our vision goes well beyond: we have also undertaken to build our projects in a more sustainable way.

CASE

EL PALOMAR CELEBRATES ITS FIRST YEAR IN OPERATION



In just one year, the first low-cost airport in Argentina has turned into the tenth airport in the country in terms of movement. From the beginning of its operations, a total of more than 764,000 people have flown from there, out of which 130,000 did so for the first time.

El Palomar connects 15 destinations⁽¹⁾. It became an international airport in December 2018. Since then, it connects destinations such as Punta del Este, Uruguay; Santiago de Chile; and Asunción del Paraguay. Its opening had an impact on job creation, as it created 500 new direct and indirect jobs. Moreover, it is expected to exceed one point five million passengers in 2019.

 +500
NEW DIRECT AND
INDIRECT JOBS WERE CREATED



DESIGNING AIRPORTS RESPONSIBLY

In 2018, the Infrastructure Division developed projects and built works, thus meeting goals, scopes, and commitments, both internal and external. We introduced sustainability criteria from the beginning taking into account consultation with experts in each area.

The projects and works carried out during the year included construction, extension, and refurbishment of buildings, parking areas, runways, taxiways, and aprons, and they were carried out to extend capacity, refurbish and/or update existing facilities, update flows, increase security, and introduce new operations and other actions aimed at constantly improving airport infrastructure.

Projects are carried out in phases, not to affect airport activities and taking into account the highest safety, technology, and passenger comfort standards worldwide. Furthermore, every projects requires ORSNA's approval before execution.

AA2000 has identified and introduced the best practices adopted by the most qualified world operators for every functional aspect. Yet, it has adjusted them to the uses and customs of the Argentine culture in our strive to excel and scale up, and to advance our business.

We conduct environmental, waste management, and liquid effluent management audits, in addition to environmental and social impact studies. Every construction project requires an environmental study. The study is submitted to the National Airport System Regulatory System (Órgano Regulador del Sistema Nacional de Aeropuertos, ORSNA) for each phase of the project. In such report, we account for compliance with and adhesion to those aspects. In addition, we reflect our contribution to sustainable development and social welfare.



Strongly committed to sustainability, we strive to refurbish, transform, and extend airport infrastructure. Accordingly, we have invested \$4,973 million in 2018 to do so.



THE MOST RELEVANT PROJECTS AND WORKS AT OUR AIRPORTS



EZEIZA INTERNATIONAL AIRPORT

COMPLETED

- Extension of the baggage claim sector at Terminal A (international arrivals).
- Construction of a new medium voltage substation, Chivatos.
- Reconditioning of threshold 29, taxiway to threshold 35 (phase 1), including markers, facilities apron, Zulu position, and lighting.

UNDER WAY

- New control tower.
- Marker ring and main power substation.
- New lightning in the access to the Waste Area
- New departures terminal - Hall B.
- Metal structure, glasses, and BHS for the internal for the departures building (Zeppelin).
- Terminal A refurbishment.
- Multilevel parking lot.v

1,208

NEW JOBS CREATED FOR
INFRASTRUCTURE PROJECTS

24,363

PEOPLE WORK AT EZEIZA



JORGE NEWBERY CITY AIRPORT (AEROPARQUE)

COMPLETED

- Extension of the check-in hall in Building IV, new vertical circulation core
- Refurbishment of ARSA Offices.
- Installation of a telescopic corridor on fixed bridge.

UNDER WAY

- Demolition of Terminal C - construction of new marker substations and control systems, and the South apron, Phase 1.
- Industrial apron extension.
- Sidewalks improvement.
- Landscaping.
- Coastal landfill.



CÓRDOBA AIRPORT

COMPLETED

- Reconditioning of runway 18-36.
- Renewal of the airport access station.



IGUAZÚ AIRPORT

UNDER WAY

- Passengers' terminal remodeling and extension.
- Construction of a new parking area.
- Runway marking and repaving.
- Taxiways reconditioning.
- Extension of the commercial apron.



COMODORO RIVADAVIA AIRPORT

UNDER WAY⁽¹⁾

- Construction of the new passengers' terminal and the new parking lot, developed in accordance with LEED Guidelines (Leadership in Energy & Environmental Design) - the sustainable building certification system.



EL PALOMAR AIRPORT

COMPLETED

- Comprehensive reconditioning of the Terminal and Fire station.
- Surface and marker's reconditioning on the runway, taxiways, markers and commercial apron.
- Security stretch leveling
- Construction of a new office building for the State Agencies, and a satellite pre-boarding area.
- Extension of the arrivals sector.



FORMOSA AIRPORT

COMPLETED

- Execution of the turning docks project on the runway.



BARILOCHE AIRPORT

COMPLETED

- Construction of a new sewage treatment plant.

UNDER WAY

- Reconditioning and extension of the terminal, and extension of the remote apron.

⁽¹⁾ The work complete as of the date the report is concluded.



TUCUMÁN AIRPORT

UNDER WAY

- Project to refurbish the passengers' terminal.



SANTA ROSA AIRPORT

COMPLETED

- PAPIs and perimeter fence installation project.



SAN FERNANDO AIRPORT

UNDER WAY

- Projects devised to enhance storm and sewage drain infrastructure.
- * Projects for the new passengers' terminal, hangars, and the new fire station.



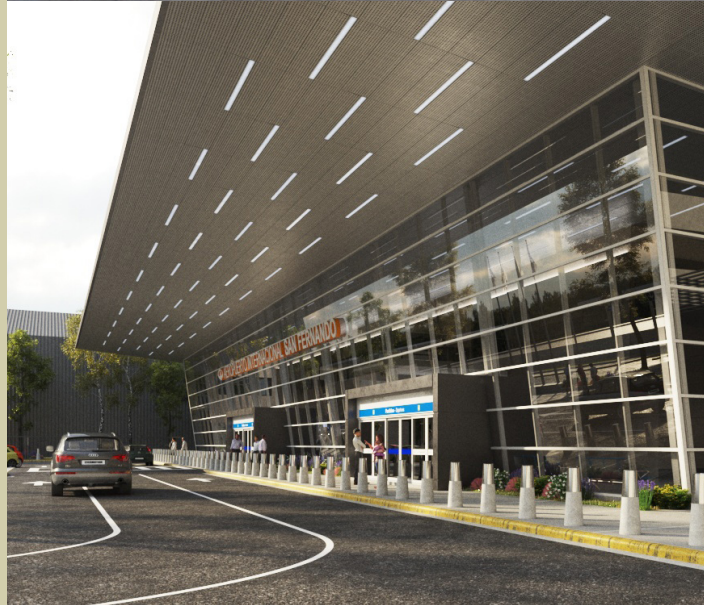
SAN JUAN AIRPORT

COMPLETED

- New parking area

UNDER WAY

- Passengers' terminal remodeling.



JUJUY AIRPORT

COMPLETED

- New technical building

UNDER WAY

- Integral passengers' terminal refurbishment.
- New parking area, roads, and control tower.



ESQUEL AIRPORT

COMPLETED

- New technical building.

UNDER WAY

- Integral passengers' terminal refurbishment.
- New parking area and control tower.



SALTA AIRPORT

COMPLETED

- Vertical circulation core for both domestic and international arrivals.
- Repaving of the main and the secondary runways
- Taxiways repaving
- Extension of the commercial apron.

ACCESSIBLE AIRPORTS



New Departures Terminal Render - Ezeiza



New Departures Terminal Render - Ezeiza

The project for the New Departures Terminal at Ezeiza Airport is being developed as a model to be followed in terms of accessibility in any further project to be undertaken by AA2000 Infrastructure Division. Currently under way, it has been designed to be fully used by any individual with a disability or reduced mobility.

All the levels foreseen in the project are connected using accessible circulation - both vertical and horizontal - without ramps or steps. In addition, it will have a minimum circuit indicated with feet-tactile tiles. This will help blind people walk as independently as possible in a safe and accessible way all over the terminal.

This comprehensive project will include spaces for assistant dogs. In addition, it will have the so-called "sensory rooms" conceived to accommodate people with autism or PDD and their families, and offer them a peaceful waiting area. The Terminal includes accessible modules in restrooms that take into account individuals who may need to be accompanied and assisted, as well as water fountains in two levels at the entrance.

Concerning furniture, it has been specifically designed considering the comfort of both passengers and employees with a disability and/or reduced mobility to favor inclusion and equality in an aesthetic way.

Touch-sensitive plans will be available at the Terminal's entrance. They will help people locate themselves in space. They have been carefully designed to include legends in Braille so that they can be both detected and understood by people affected by any visual impairment.

Rides and circulation will be suitably signaled using visible signs that can be easily detected from a distance. Moreover, they will have the suitable contrast and they will be made using the right materials.

The entire project will be accompanied by accessible technological developments



AIRPORT SECURITY

We care for the security of our team members, passengers and all the people passing by our airports. We do this with the support of new technologies, innovation, and the commitment we have undertaken to be better in our business day after day. We do this jointly with both public and control agencies, with which we work on an ongoing basis to ensure smooth operations.

SAFETY SYSTEMS

With reference to Safety, we work hard to adopt measures that help us improve safety levels, in accordance with ICAO Standards (International Civil Aviation Organization) and ANAC Standards (from Spanish: Administración Nacional de la Aviación Civil, the National Civil Aviation Administration). We conduct preventive and reactive controls with these agencies for further enforcement in our area of incumbency for protection against crime, unlawful interference, fire, and other emergency neutralization measures. On the other hand and jointly with the Airport Security Police Force (PSA, from the Spanish: Policía de Seguridad Aeroportuaria), we implement actions intended to minimize risks, optimize resources, train airport key stakeholders, correct any weakness, and strengthen security levels. In addition, we conduct airport services efficiency follow-ups on an ongoing basis, and we are always in contact with the stakeholders involved in that area.

With reference to safety, we continue applying preventive control premises, as they internally promote the right conditions for safe air operations in each airport managed by the concession. In addition, we started a joint process with the National Civil Aviation Administration (ANAC) to conduct ICAO certification (Internacional Civil Aviation Organization) process at Mendoza Airport. The certification is intended to make the airport meet the standards provided for by ICAO, Annex 14. The certification process will be completed in 2019. Upon completion, Mendoza will be the first certified airport in the country.

Other news this year is the launch of the Projects' Bulletin. Its purpose is to keep safety levels during Airside projects' execution, and keep pilots up-to-date about conditions in the movement area during the execution of such projects. Thus, Safety risks are minimized while such activities are under way.

Finally, and specifically concerning information security, we have adopted a set of policies and standards. In addition, we have established a Computer Science Security Committee responsible for designing and conducting a high-level assessment of the directives that rule the organization's actions in this area.

To work hand in hand with police authorities and control agencies, we make our resources available to ensure security at our airports and provide top-quality services guided by the processes conceived taking the most stringent standards in place in the industry as a basis. Within this context, we responsibly meet the guidelines set forth by the applicable national and international standards, namely: IRAM (Instituto Argentino de Normalización y Certificación, Argentina's Standardization and Certification Institute); ICAO (Internacional Civil Aviation Organization); NFPA (National Fire Protection Association), and the provisions set forth by the Work Sanitation and Security Act.

Our Control Operations Center (COC, from the Spanish: Centro Operativo de Control) at Ezeiza and Jorge Newbery City Airports (best known as Aeroparque) cooperates 24/7, 365 days a year, with the Airport Security Police Force (PSA) in the detection of any act, either criminal or otherwise, that may hinder normal airport activities. Apart from safeguarding the integrity of all passengers, their companions, licensees, and property in general, the center carries out preventive, deterrence, and active actions. It relies on closed television loops (CCTV) at Ezeiza, Aeroparque, and San Fernando Airports.

We keep CCTV in suitable operating conditions by means of preventive, predictive, and corrective maintenance programs. There were 5,204 controls at Ezeiza and 1,439 controls at Aeroparque in 2017.

Besides, there is an Access Control System in place at Ezeiza, Aeroparque, Córdoba, Mendoza, and Santiago del Estero Airports - known as Mifare - featured with avant-garde technology for gates' electronic control.



CASE

CONTRIBUTION TO ORGANIZE THE G20 SUMMIT



In 2018, we undertook the challenge of giving our welcome to the heads of State and their delegations on occasion of the G20 Summit held in the City of Buenos Aires. Aeropuertos Argentina 2000 cooperated with those aspects relative to the organization of the different G20-related meetings held across Argentina and throughout the year to that effect.

We cooperated with the G20 Organizing Committee and Argentina's Foreign Affairs Office on occasion of the Presidents' Summit held in the City Buenos Aires. To such effect. We coordinated the measures required to reach the highest service and security standards vis-à-vis an event of such significance.

Our performance met the expectations of the different national and international agencies and security forces, and made it possible to have a successful Summit without incidents.



EMERGENCY NEUTRALIZATION AND EVACUATION PLAN

Each Terminal has an Evacuation Plan in place that contributes to the Airport Emergency Plan. The latter is under the exclusive jurisdiction of the National Civil Aviation Administration (ANAC), as approved by ORSNA. They provide clear and basic guidelines to conduct complete or partial evacuation procedures safely, if needed, to preserve physical integrity of everyone at the airport. In addition, the Plan provides the information that the security personnel and the staff at large should be acquainted with concerning critical situations inside airports. They include malfunctioning of aircraft while flying, structural fires, sabotage, bomb-threats, unlawful appropriation of aircraft, incidents at the Airport, and different considerations both "During an Emergency" and "After an Emergency."

We test the effectiveness of our Prevention, Emergency Neutralization, and Evacuation Plans through different drilling actions. At the same time, we train our personnel and the members of the different stakeholders in the airport community to act in a coordinated and efficient way, hand in hand with the relevant agencies. Then, we analyze the reaction and response times of all the stakeholders involved to attain a good multidisciplinary integration and allow for an effective action in case of an emergency. The results are then included in a report that states any strong and weak point observed.

Concerning the amendments to the emergency neutralization and evacuation plans for 2018, we drafted 19 amendments in total. We are introducing for the first time the Plan for "El Palomar" Airport as an "issuance" and not as a revision. Furthermore, we conducted 17 evacuation drills, out of which, the one conducted at San Fernando International Airport was audited by ORSNA. Written reports were produced for all drills. They showed the different "strong" and "weak" points observed in an effort to leverage from the critics made by the observers and apply them to any future drill at the terminals.

On the other hand, Airports with projects under way underwent a series of assessments of the systems to be implemented to ensure they meet the performance and operations suitability goals for which they have been conceived.



OPERATIONS CONTROL CENTERS (CENTROS DE CONTROL OPERATIVO, CCO)



We put in place the Operations Control Centers at AEP and EZE airports. This way, we centralize each and all airport information in one single place to advance the decision-making process.

The CCO team is aware of every activity occurring at the airport.

Its mission is to manage the impact of any planned or unplanned change proactively, thus ensuring a world-class service to the largest number of customers possible.

It integrates information and areas real-time to guarantee:

- Suitable determination of priorities.
- Swift decision-making.
- Efficient resource management.
- Early detection of any conflict.
- Merger of the entire community's efforts.
- Operations' monitoring, 24 hours a day

It provides the airport community with:

- Centralization of both information and complaints.
- Events' follow-up (Ticketing)
- Unified criteria.
- Predictive identification of events and cooperative effort to solve them.
- Co-working among agencies.
- Performance report open to the community to advance solutions to common problems and pursue excellence in operations.



SECURITY AT TCA

We have the tools and skilled personnel required working at our facilities to ensure the security and integrity of the cargo entrusted to us. Among the actions adopted in 2018, the following can be highlighted:

- Training to the security personnel from Securitas company as X-ray equipment operators at the Higher Airport Security Institute (Instituto Superior de Seguridad Aeroportuaria, ISA).
- Refurbishment of the closed television loop (CCTV or Circuito Cerrado de Televisión), with the replacement of 9 security cameras at Córdoba and Mendoza airports, and 10 cameras at Mar del Plata Airport. In all these cases, we have introduced the latest IP technology to allow remote monitoring from TCA facilities at Ezeiza.
- Meetings with the directors of the different areas of the Airport Security Police Force (Policía de Seguridad Aeroportuaria, PSA), for example, NATIONAL AVSEC (aviation security), UOSP EZEIZA (Preventive Security Operations Unit) and any PSA additional service.
- Establishment of the intelligent credentials office featured with 3 smart totems, through which visitors are registered thus remarkably reducing management times and avoiding the risk of non-authorized access, as the totem equipment has a sophisticated face-recognition system in place.
- "NATIONAL AVSEC INSPECTORS" course organized at the Instruction, Promotion, and Experimentation Center (Centro de Instrucción, Perfeccionamiento y Experimentación, CIPE) for our own staff and for any outsourced security service.
- Training at the Higher Airport Security Institute (Instituto Superior de Seguridad Aeroportuaria, ISSA) on Aviation Safety Basics.
- Startup of TCA as an accredited agent: Scanners were installed in certain strategic spots at the exports warehouse (dry and perishable cargo). They are fitted with the latest technology to meet the international safety standards, such as the ones required by the U.S. TSA (Transportation Security Administration).
- Introduction of equipment for the detection of narcotics and explosive particles. The equipment is operated every day by personnel from the PSA specially engaged to such effect.
- Acquisition of a new TRIMOVE-type electric vehicle to facilitate movement of security personnel across TCA facilities for service control purposes or in the event of an emergency.
- Development and presentation of the security program for Tucumán and Jorge Newbery (Aeroparque) Airports to the National AVSEC Division of the PSA, through which compliance with the national security standards is guaranteed.
- Improvements in communications with the operations area concerning cargo controls based on the organization of meetings with both management departments. During such meetings, the discussion topics were defined to unify criteria and optimize the processes in common.
- Restructuring of the time schedule for the controllers team, and implementation of changes in personnel calls according to the operations volume, with the resulting significant reduction in costs.

MANAGEMENT WITH VENDORS

We know that an excellent internal management is not enough to offer a distinguishing customer experience; we need to establish a strong network of service providers who share our values, and quality standards. Our goal is to create a virtuous airport ecosystem. To do so, we are developing both tools and processes to assess, raise awareness, and share our best sustainability practices with our allies.

MANAGEMENT WITH VENDORS

We mainly purchase national products and services, except for those that should abide by the international quality standards associated with our activities, because we value local development.

OUR VENDOR'S PROFILE

Our major providers are divided in seven large groups:

- Architecture, engineering, and civil work construction providers for airport terminals.
- Engineering and project providers for runways, taxiways, aprons, and access roads.
- Providers of specific airport equipment (markers, signaling, fire protection, fueling).
- Security, maintenance, and cleaning services providers.
- General material and inputs providers.
- Electric power, gas, and drinking water service providers.
- Other providers.

VALUE CHAIN AGGREGATED DATA	2017	2018
NUMBER OF PROVIDERS	1,666	1,908
% GROWTH IN THE NUMBER OF PROVIDERS	5.9%	14.5%
% SMBS PROVIDERS	91.5%	90.5%
% OF THE EXPENSES FOR PROVIDERS CORRESPONDING TO LOCAL PROVIDERS	92.7%	86.1%

DATA 2018	EZEIZA	AEROPARQUE	EL PALOMAR	OTHER
NUMBER OF PROVIDERS	402	250	16	1,772
% SMBS AMONG PROVIDERS	77.6%	70.4%	37.5%	90.0%
% OF EXPENSES FOR PROVIDERS CORRESPONDING TO LOCAL PROVIDERS ⁽¹⁾	81.7%	95.5%	91.0%	9%

AMOUNT PER PROVIDER	NUMBER OF PROVIDERS	% OF INVOICING
MORE THAN \$ 33,000,000	33	80%
BETWEEN \$ 6,009,000 AND \$33,000,000	60	10%
UP TO \$ 6,009,000	1,573	10%

AMOUNT PER PROVIDER DATA 2018 BY BU	EZEIZA	AEROPARQUE	EL PALOMAR	OTHER
MORE THAN \$33,000,000	17	7	-	43
BETWEEN \$ 6,009,000 AND \$33,000,000	25	16	-	96
UP TO \$ 6,009,000	360	227	16	1,633

% OF TURNOVER	EZEIZA	AEROPARQUE	EL PALOMAR	OTHER
MORE THAN \$33,000,000	87.3%	78.7%	-	79.6%
BETWEEN \$ 6,009,000 AND \$33,000,000	8.2%	14%	-	11.3%
UP TO \$ 6,009,000	4.5%	7.3%	100%	9%



(1) Providers with a presence in more than one location were added in each location where they participate.

VENDORS' SELECTION AND ASSESSMENT

In an effort to lead the construction of a virtuous ecosystem, we rely on Potential and Quality Assessment Standards to regulate the registration of our providers through a digital survey - as an affidavit - in our online registration system. Works and services providers are required to submit payment evidence for the relevant taxes, social security, health insurance, workers' compensation, wages, and any other liability concerning personnel, together with any license or permit to conduct their activities.

The Providers' Portal is transparent concerning the selection process. Moreover, it speeds up management times because it allows:

- Automatic providers' set-up.
- Prior invoice load by the provider.
- Provider's access to complete information about his current account.
- Digital creation of proofs and their download.
- Integration with SAP management system.
- The possibility of calling, claiming, and checking.
- Access to control panels with an analysis option for the Accounts Payable and the Acquisition areas.

We also require compliance with the specified quality and environmental requirements in the case of acquisition of critical inputs. Such requirements go from the need to acquire inputs, to the selection of providers, and receipt of such materials or services.

ASSESSMENT

We assess providers based on their potential at the time they register and on their performance when they carry out the tasks or supply inputs. Following the implementation of the Providers and Contractors Comprehensive Control System (Sistema Integral para el Control de Proveedores y Contratistas, SICOP) in 2015, we have analyzed their performance taking into account the following items:

- Task performance.
- Work tools, personal security elements, compliance with their tax and social security responsibilities, risk protection and civil responsibility programs, and work tools and machinery.
- Commitment and willingness to cooperate with the company.

PROVIDERS' SCOPE UNDER THE PROVIDERS AND CONTRACTORS COMPREHENSIVE CONTROL SYSTEM (SICOP)

AGGREGATED DATA	2017	2018
CONTRACTORS/ LICENSEES	2,883	3,170
VEHICLES/ MOBILE MACHINERY	5,051	5,951
PEOPLE	29,243	37,212

CODE OF ETHICS AND CONDUCT

Since 2014, we have a Code of Ethics and Conduct in place to promote compliance with the highest ethical standards - including, dignified work conditions, labor security, respect for human rights and for the environment - by our providers.

The Code includes internationally recognized standards with respect to sustainability, such as the ideas and recommendations voiced by the Argentine Business Council For Sustainable Development Argentina or BCSD (Consejo Empresario Argentino para el Desarrollo Sostenible, CEADS), the local chapter of the World Business Council for Sustainable Development (WBCSD). Providers should know and accept the Code, as an affidavit, at the time they register.

In addition, all contracts include, as a precondition, compliance with the provisions of our Code of Conduct. In addition, they disclose the availability of our channel for complaints.

LOCAL PUBLIC

We have undertaken a process of transformation and management of our human capital to secure our team members' loyalty and establish a culture of innovation, service, and commitment. It includes exhaustive follow-up of the work atmosphere, purpose-based education and careers' opportunities, and our new variable compensation policy.



Gabriel Brondino
(Infraestructura - Córdoba)

OUR TEAM MEMBERS

Our work team is featured by diversity in profiles, which go from engineers and technicians to architects, bachelors in tourism or hotel management, or system developers. Taking them into account, we work on processes and practices focused on the following values: Commitment, Loyalty, Efficiency, Ethics, Honesty, Initiative, and Adjustment to Changes. They are intended to promote professional growth, fluent communications, and the strengthening of a secure and healthy environment within a framework of freedom and respect.

EMPLOYEES

TOTAL NUMBER 2017

2,279

 1,802  477

TOTAL NUMBER 2018

2,448⁽¹⁾

 1,922  526

WAGES AND SOCIAL SECURITY PAYMENTS

2017

\$2,023,869,059

2018

\$2,634,710,442⁽²⁾

BY REGION

CABA & BS. AS. SUBURBAN AREA

2017

1,731

 1,378

 353

2018

1,839

 1,449

 390

INTERIOR OF THE COUNTRY

2017

548

 424

 124

2018

609



 473

 136

BY CATEGORY

			TOTAL 2018
DIRECTOR	15	1	16
MANAGER	112	19	131
HEAD	266	50	316
SENIOR ANALYST	138	82	220
NON-EXECUTIVE	78	53	131
UNDER BARGAINING AGREEMENT	1,313	321	1,634

BY AGE

			TOTAL 2018
UNDER 30 YEARS OF AGE - CABA AND BS. AS. SUBURBAN AREA	165	113	278
UNDER 30 YEARS OF AGE - INTERIOR OF THE COUNTRY	57	25	82
BETWEEN 30 OVER 50 YEARS OF AGE - CABA AND BS. AS. SUBURBAN AREA	940	239	1,179
BETWEEN 30 AND 50 YEARS OF AGE - INTERIOR OF THE COUNTRY	302	102	404
OVER 50 YEARS OF AGE - CABA AND BS. AS. SUBURBAN AREA	344	38	382
OVER 50 YEARS OF AGE - INTERIOR OF THE COUNTRY	114	9	123

BY CONTRACT TYPE

			TOTAL 2018
REGULAR	1,846	500	2,448
TIME CONTRACT ⁽³⁾	76	26	102

EMPLOYEES WITH A DISABILITY

			TOTAL 2018
	5	1	6

DETAIL BY AGE AND POSITION 2018

	OVER 50 YEARS OF AGE	BETWEEN 30 TO 50 YEARS OF AGE	UNDER 30 YEARS OF AGE
GENERAL MANAGER	4	11	0
MANAGER	63	67	0
HEAD	93	213	10
SENIOR ANALYST	47	150	23
NON-EXECUTIVE	14	80	37
UNDER BARGAINING AGREEMENT	282	1,062	290

COLLECTIVE BARGAINING AGREEMENT

	UNDER THE BARGAINING AGREEMENT	OUTSIDE THE BARGAINING AGREEMENT
TOTAL STAFF	1,634	814
PERCENTAGE FROM THE TOTAL NUMBER OF EMPLOYEES	67%	33%

(1) This figure applies to all employees holding a position as director; irrespective of the members of the Management Committee.

(2) Time contract employees are mainly subcontracted staff, contractors, self-employed people, independent providers, or external employees.

(3) Time contract employees are mainly subcontracted staff, contractors, self-employed people, independent providers, or external employees.



EMPLOYEES

TOTAL FIGURE 2018

1,094

900 194

WAGES AND SOCIAL SECURITY

2018

\$1,145,643,874
\$988,705,113 \$156,938,761

BY REGION

	Male	Female	TOTAL 2018
CABA AND BS. AS. SUBURBAN AREA	1378	390	1,449
INTERIOR OF THE COUNTRY	473	136	609

BY CATEGORY

	Male	Female	TOTAL 2018
GENERAL MANAGER ⁽¹⁾	2	0	2
MANAGER	24	2	26
HEAD	98	11	109
SENIOR ANALYST	39	25	64
NON-EXECUTIVE	18	5	23
UNDER BARGAINING AGREEMENT	719	151	870

PER TYPE OF CONTRACT

	Male	Female	TOTAL 2018
REGULAR	388	144	532
TIME CONTRACT ⁽²⁾	7	1	8

DETAIL BY AGE AND POSITION 2018

	Male	Female	TOTAL
GENERAL MANAGER	0	2	0
MANAGER	14	12	0
HEAD	41	66	2
SENIOR ANALYST	17	39	8
NON-EXECUTIVE	2	11	10
UNDER BARGAINING AGREEMENT	179	557	134

(1) This figure extends to all employees holding a position as General Manager, irrespective of the members of the Management Committee-
(2) Time contract employees are mainly subcontracted staff, contractors, self-employed people, independent providers, or external employees.



EMPLOYEES

TOTAL FIGURE 2018

337

266 71

WAGES AND SOCIAL SECURITY PAYMENTS

2018

\$315,459,659
\$265,658,461 \$49,801,198

BY CATEGORY

	Male	Female	TOTAL 2018
GENERAL MANAGER ⁽¹⁾	1	0	1
MANAGER	9	2	11
HEAD	38	5	43
SENIOR ANALYST	9	6	15
NON-EXECUTIVE	5	2	7
UNDER BARGAINING AGREEMENT	204	56	260

PER TYPE OF CONTRACT

	Male	Female	TOTAL 2018
REGULAR	275	69	344
TEMPORARY ⁽²⁾	10	2	12

DETAIL BY AGE AND POSITION 2018

	OVER 50 YEARS OF AGE	BETWEEN 30 TO 50 YEARS OF AGE	UNDER 30 YEARS OF AGE
GENERAL MANAGER	0	1	0
MANAGER	2	9	0
HEAD	13	26	4
SENIOR ANALYST	3	12	0
NON-EXECUTIVE	0	4	3
UNDER BARGAINING AGREEMENT	28	162	70

(1) This figure extends to all employees holding a position as General Manager, irrespective of the members of the Management Committee-
(2) Time contract employees are mainly subcontracted staff, contractors, self-employed people, independent providers, or external employees.



PALOMAR

EMPLOYEES

TOTAL FIGURE 2018

19

19 0

WAGES AND SOCIAL SECURITY PAYMENTS

2018

\$20,719,281

\$20,719,281 0



BY CATEGORY

			TOTAL 2018
GENERAL MANAGER ⁽¹⁾	0	0	0
MANAGER	1	0	0
HEAD	6	0	0
SENIOR ANALYST	0	0	0
NON-EXECUTIVE	0	0	0
UNDER BARGAINING AGREEMENT	12	0	0

PER TYPE OF CONTRACT

			TOTAL 2018
REGULAR	17	0	17
TIME CONTRACT ⁽²⁾	0	0	0

DETAIL BY AGE AND POSITION 2018

	OVER 50 YEARS OF AGE	BETWEEN 30 TO 50 YEARS OF AGE	UNDER 30 YEARS OF AGE
GENERAL MANAGER	0	0	0
MANAGER	0	0	0
HEAD	1	5	0
SENIOR ANALYST	0	0	0
NON-EXECUTIVE	0	0	0
UNDER BARGAINING AGREEMENT	3	6	3

(1) This figure extends to all employees holding a position as General Manager, irrespective of the members of the Management Committee.
 (2) Time contract employees are mainly subcontracted staff, contractors, self-employed people, independent providers, or external employees.

OTHER

EMPLOYEES

TOTAL FIGURE 2018

998

737 261

WAGES AND SOCIAL SECURITY PAYMENTS

2018

\$1,072,211,513

\$832,652,218 \$239,559,232



BY CATEGORY

			TOTAL 2018
GENERAL MANAGER / DIRECTOR ⁽¹⁾	12	1	13
MANAGER	78	15	93
HEAD	124	34	158
SENIOR ANALYST	90	51	141
NON-EXECUTIVE	55	46	101
UNDER BARGAINING AGREEMENT	378	114	492

PER TYPE OF CONTRACT

			TOTAL 2018
REGULAR	1,095	251	1,346
TIME CONTRACT ⁽²⁾	10	10	20

EMPLOYEES WITH DISABILITY

			TOTAL 2018
	5	1	6

DETAIL BY AGE AND POSITION 2018

	OVER 50 YEARS OF AGE	BETWEEN 30 TO 50 YEARS OF AGE	UNDER 30 YEARS OF AGE
GENERAL MANAGER / DIRECTOR ⁽¹⁾	5	8	0
MANAGER	47	46	0
HEAD	38	116	4
SENIOR ANALYST	27	99	15
NON-EXECUTIVE	12	65	24
UNDER BARGAINING AGREEMENT	72	337	83

(1) This figure extends to all employees holding a position as General Manager / Director / CEO / President, irrespective of the members of the Management Committee.
 (2) Time contract employees are mainly subcontracted staff, contractors, self-employed people, independent providers, or external employees.

JOB CREATION: EMPLOYER BRAND

Our presence at the federal level, our size, and the type of business we are engaged in - which demands a large workforce to provide top-quality services - have turned us into huge job creators in Argentina.

In 2018, 328 members joined our team and so, our net workforce growth represented 169 people. At the same time and following our internal policy, we prioritize our team members to any external applicant. We made more than 256 area relocations, out of which 65 were the result of the development of new Business Units inside our airports.

By the end of the year, we launched the Young Professionals Program - an International Trainee Program. We made 3 presentations at Universidad Austral (Austral University), Universidad Nacional de La Plata (La Plata National University), and Universidad de San Andrés. (San Andrés University). Moreover, we participated in the Job Fair held at Universidad de San Andrés.

We use job portals such as Bumeran, Zonajobs, Compu trabajo, and LinkedIn to recruit personnel. Yet, we also use our own channels, including our job portal on AA2000 website and our LinkedIn page. So far, we have a database with 80,540 CVs.

328 Collaborators
joined in 2018



Agustina Almeida



Federico Sablic (TCA)



Serhiy Martynenko (Ezeiza)



Melody Padilla (Customer Experience - Corporate)



Natalia Mir (Aeropuertos VIPClub - Ezeiza)



Nicolás Tolaba

TEAM MEMBERS RECRUITMENT PROCESS



PHASE 1

> We receive the request from the area for a replacement, promotion, Internal reclassification, or creation of a new job.

PHASE 2

> We analyze whether the search is internal or external. As a policy, we focus on giving our employees career opportunities. Therefore, we always begin with an internal search.

PHASE 2.1

> When the search is internal, we post an announcement in our intranet and on the bulletin boards..

PHASE 2.2

> When the search is external, we post it on Internet, we publish ads on newspapers. We also post it in universities boards, staff recruitment portals, and other media as well.

PHASE 3

> We analyze the CVs received. Then, we schedule individual or group interviews.

PHASE 4

> The applicants are presented to their prospective direct bosses, managers, and directors.

PHASE 5

> We make a graphology and/ or a psycho-technical exam of the applicant. He goes through a medical, and pre-occupational examination. We also check his labor background, his environmental background and his criminal, combined with a technical exam.

PHASE 6

> Then the requesting Division selects an applicant


PHASE 7

> We make the job offering to the applicant, and an agreement is reached on concerning the formal engagement aspects.




INTERNAL TALENT MANAGEMENT

TRAINING

 42,603
education hours

 1,737
employees
trained

 18,48 hours
of training per
employee

In AA2000, we are committed to our team's growth. We believe our role as professional trainers is crucial. To do so, we rely on programs that include different audiences. In addition, they try to address the needs they voice.

During 2018, we launched a training program for our Managers and Heads. The intention was to work on their leadership skills and their role as team leaders. Thus, such employees participated in actual meetings where they had access to digital materials and learning communities. In addition, we conducted a close follow-up of the leaders to discuss the challenges in their daily activities. The program consisted of 5 meetings held in a 5-month period. Its purpose was to potentiate leadership qualities, work on feedback, coaching, effective communication, the leader's role as an agent for change, empathy, and the strengthening of skills in interpersonal relations, inter alia. The significance of these programs is based on the leader's role in team building.

We also laid the emphasis on training in general for our employees and for the members of the airport community with respect to the different aspects that impact both internal and external customer service. We devised courses on CPR, sign language, languages, and airport management. We train 335 employees in person across the country in an effort to let them have the required license to use the aeronautical VHF frequency for communications, as granted by ENACOM. In addition, we continue with our technical operation courses for 140 people, the course on movement operation for eight people, and the markers and safety management course, as well as our course on security and hygiene.



Emilia Nana
(Infrastructure)

In addition, in line with our new purpose and the definition of our business strategy, we organized more than 2,500 hours of training about "Mi Aeropuerto" (My Airport).

Moreover, in accordance with AA2000 Compliance Program, 210 coworkers, including Directors, Managers, and Airport Administrators from all over the country were trained on the new integrity policies adopted by the Company.

We conducted technical trainings at TCA headquarters so that our employees may fulfill their roles with knowledge, and fitter with all the up-to-date tools they need. Following that line of thought, we implemented ISO 9001 and ISO 14001 courses, as well as courses on addiction prevention, workshops about hygiene and security of hazardous merchandise, and detection of false bank notes. The latter was organized by Argentina Banks Association for the Treasury department.



INTERNAL TRAINING INDICATORS

	2017	2018
NUMBER OF COURSES GIVEN	478	310
NUMBER OF PEOPLE TRAINED	1,640	1,737
NUMBER OF TRAINING HOURS ⁽¹⁾	41,528	42,603
AVERAGE HOURS PER EMPLOYEE	18.22	18.48

(1) This indicator does not include the 254 hours of e-learning, or the 2,500 hours of training about "Mi Aeropuerto" (My Airport).

INTERNAL TRAINING INDICATORS 2018

	NUMBER OF PEOPLE TRAINED	NUMBER OF TRAINING HOURS
CORPORATE	179	4,901
TCA	472	7,752
EZE	478	10,854
AEP	264	5,778
PALOMAR	11	428
NORTHWEST	109	3,694
SOUTH	79	2,800
WEST	145	6,207
TOTAL	1,737	42,414

PHYSICAL TRAINING - DATA FOR 2018

	PARTICIPANTS	TRAINING HOURS
CORPORATE	132	4,870
TCA	472	7,752
EZE	686	10,802
AEP	141	5,544
PALOMAR	10	424
NORTHWEST	83	3,466
SOUTH	76	2,518
WEST	131	5,848
TOTAL	1,705	41,224

E-LEARNING PLATFORM DATA FOR 2018

	PARTICIPANTS	TRAINING HOURS
CORPORATE	2	31
TCA	0	0
EZE	19	52
AEP	15	234
PALOMAR	11	280
NORTHWEST	1	228
SOUTH	13	217
WEST	11	277
TOTAL	83	1,125

TRAINING HOURS 2018 ⁽¹⁾

	PHYSICAL PRESENCE	E-LEARNING
BY GENDER		
MEN	34,680	335
WOMEN	6,544	790
BY CATEGORY		
MANAGER / ADMINISTRATOR	6,600	0
HEAD/ ASSISTANT HEAD	8,098	65
NON-EXECUTIVE	1,216	33
SENIOR / SEMI SENIOR ANALYST	1,847	35
SUPERVISOR / INDIVIDUAL RESPONSIBLE/ IN CHARGE	5,586	182
ASSISTANT / CASHIER	17,877	810

(1) This indicator does not include the 254 hours of e-learning, or the 2,500 hours of training about "Mi Aeropuerto" (My Airport).



"Mi Aeropuerto" Leaders' meeting. Daniel Ketchibachian, Federico Laborde, Jorge Metallo, Alejandro González, Ricardo Bianco, Alexander Boot, Marina Calocero, and Luis Bellini

MANAGEMENT PERFORMANCE

Since 2018, each employee not covered under collective bargaining is part of the new Performance Management process known as “My Performance.” It consists of three phases: setting of goals, feedback, and evaluation. In this process, employees set their own goals and scope. In addition, we work with values and behaviors to improve our teams in all aspects, laying the emphasis not only on “what” but also on “how.” This process seeks to create a culture nurtured by frequent discussions between the leader and his coworkers to work on the development of our teams, finding opportunities for improvement, and creating a learning plan for each of them. It is important to highlight we have also devised a new variable compensation policy that is in line with this process.

The Performance Management process has been conceived to get acquainted with previous performance levels, but also to focus on opportunities for improvement vis-à-vis the upcoming period. It lets us identify the main needs of our teams and think of new training proposals taking them as a basis, and in line with the business needs.

At the same time, it helps our coworkers project their growth inside the company and see how they contribute to their development. Thus, we assess Competences and performance in such position on an annual basis, the purposes for the upcoming year, and the action plan for a given employee, his sector, and the entire company.

In 2018, we assessed 100% of the employees included in “My Performance” program –not included in any collective bargaining agreement– and 77% of the staff under the collective bargaining agreement.

% OF EMPLOYEES ASSESSED ⁽¹⁾	2017 ⁽²⁾		2018 ⁽³⁾
		PERSONNEL UNDER COLLECTIVE BARGAINING	EMPLOYEES UNDER “MY PERFORMANCE PROGRAM
% OF EMPLOYEES ASSESSED	76%	77%	100%
BY GENDER			
MEN	80%	85%	73%
WOMEN	18%	15%	27%
BY CATEGORY			
DIRECTOR	-	-	2%
MANAGER	0,54%	-	16%
HEAD	8,44 %	-	39%
PROFESSIONAL	0,54 %	-	-
SENIOR / SEMI-SENIOR ANALYST	-	-	27%
NON- EXECUTIVE	-	-	16%
SUPERVISOR	6,6 %	18%	-
ASSISTANTS	1,99 %	82%	-
REMAINING POSITIONS	81,89 %	-	-

% OF EMPLOYEES ASSESSED ⁽¹⁾	PERSONNEL UNDER BARGAINING AGREEMENT					
	EZE	AEP	EPA	WEST	NORTHWEST	SOUTH
% OF EMPLOYEES ASSESSED	54%	10%	0.9%	13%	13%	9%
BY GENDER						
MEN	90%	84%	100%	77%	83%	74%
WOMEN	10%	26%	-	23%	17%	26%

% OF EMPLOYEES ASSESSED ⁽¹⁾	PERSONNEL NOT INCLUDED IN THE BARGAINING AGREEMENT						
	EZE	AEP	EPA	WEST	NORTHWEST	SOUTH	CORPORATIVE
% OF EMPLOYEES ASSESSED	28%	10%	1%	8%	6%	4%	43%
BY GENDER							
MEN	81%	82%	100%	87%	81%	81%	
WOMEN	19%	18%	-	13%	19%	19%	

(1) The calculation was made based on the number of employees ready to be assessed (6 months or more in active service).

(2) The positions with an answer “N/A” appear as a result of the absence of such category in 2017.

(3) Positions with an answer “N/A” appear as a result of the assessment of such position under “My Performance” program



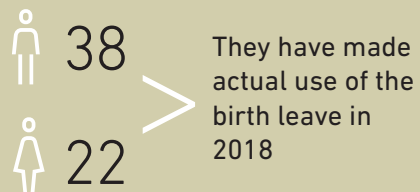
BENEFITS PROGRAM AND MOTIVATIONAL ACTIVITIES

We have implemented actions and initiatives to improve our people's quality of living, but always taking into account their stage in life.

For instance, we work under a flexible work hours modality. Thus, any employee may arrange his work schedule with his direct superior. In the case of personnel not covered by any collective bargaining agreement, we have open discussions so that each leader may arrange flexible hours with his team, as required, to accomplish business goals focusing on goal-oriented work.

Parents of newborns have a 10-day paid leave for child's birth. Concerning the special post-maternity leave, we offer the mother the possibility of reducing her normal working day by 50% without any monthly pay reduction for a term of 6 months. We also have breastfeeding rooms at the corporate building to promote breast-feeding continuity.

On the other hand, concerning education, this year we awarded 8 education grants to employees who work and, at the same time, take postgraduate studies in different universities.





From left to right: Maria Ustarroz, Melody Ceriani, Candela Fredes Casas, Alicia Ishigo, Romina Hee, Sandra Ramirez [Ezeiza]







DATA 2018



NUMBER OF EMPLOYEES WHO MADE EFFECTIVE USE OF THE BIRTH LEAVE IN 2018

		
TOTAL ⁽¹⁾	22	38
EZE	6	15
AEP	0	8
PALOMAR	0	0



NUMBER OF EMPLOYEES WHO CAME BACK TO WORK AFTER THE END OF THEIR BIRTH LEAVE IN 2018, WHOSE LEAVE

		
TOTAL ⁽¹⁾	22	38
EZE	6	15
AEP	0	8
PALOMAR	0	0



NUMBER OF EMPLOYEES WHO MADE EFFECTIVE USE OF THEIR BIRTH LEAVE IN 2018, AND WHO ARE STILL ON LEAVE AS OF 12/31/2018

		
TOTAL ⁽¹⁾	5	2
EZE	2	0
AEP	0	0
PALOMAR	0	0



WORK RETURN RATE 2018

		
TOTAL ⁽¹⁾	100%	100%
EZE	100%	100%
AEP	0	100%
PALOMAR	0	0



NUMBER OF EMPLOYEES WHO CAME BACK TO THEIR JOBS IN 2017 (AFTER THE BIRTH LEAVE STARTED IN 2016 OR 2017)

		
TOTAL ⁽¹⁾	25	28
EZE	7	7
AEP	2	5
PALOMAR	0	0

NUMBER OF EMPLOYEES WHO CAME BACK TO THEIR JOBS IN 2017 (AFTER THEIR BIRTH LEAVE STARTED IN 2016 OR 2017) AND WHO WERE 12 MONTHS IN THEIR JOB.

		
TOTAL ⁽¹⁾	25	28
EZE	7	7
AEP	2	5
PALOMAR	0	0

RETENTION RATE

		
TOTAL ⁽¹⁾	100%	100%
EZE	100%	100%
AEP	100%	100%
PALOMAR	0	0

(1) It extends to every airport managed by AA2000.

INTERNAL COMMUNICATION

The cultural transformation we are carrying out boosts a business strategy focused on passengers. To communicate it, we have undertaken a cascade communication process where leaders play a starring role to ensure all team members are involved.

Thus, we maintain a fluent communication process with all the staff. We do so through our organization's leaders, who have the responsibility to be a reference for their teams and promote open two-way communications. Therefore, we train our leaders using different training stages to give them the tools they need for effective communications with all their team members.

Following such line of work, we organize "Leaders' events" and more than 50 communication meetings. We also pursue a leaders training program known as "Soy Anfitrión" (I am a Host), with a duration of more than 140 hours that give them management tools based on values and their associated behaviors. There were 253 managers and administrators from all over the country who participated, jointly with heads from Buenos Aires.

As we lay the emphasis on listening to every team member, we also share information and implement a two-way communication process to align the entire communication and to ensure all the staff understands where we are heading and how we want to make it.



We are actively thriving to listen to all the staff, and we implement tools to hear their opinion and get to understand their expectations. Some of the main tools we have implemented since 2017 include the work atmosphere survey and Great Place to Work. The latter has been supplemented with focus groups to get a deeper understanding of the quantitative results obtained in the work atmosphere survey from a qualitative viewpoint. This year, participation stood for 75% of our employees, and grew 11 points.



The communication strategy in 2018 focused on extending our internal communication channels in an effort to reach our entire workforce. At the same time, we updated both the tone and the aesthetics of such communications. Following that line of thought, we renewed the corporate intranet, and gave our employees the chance to share contents, photos or suggestions. In addition, we implemented new contact channels, including the Leaders Event, One-to-One Meetings, the use of videos, and the internal search newsletter.

Besides, we organized different events with our coworkers. Focusing on our goal of strengthening our culture of commitment, we invited our employees and their families to be part of the Children's Party - an event specially thought for youngest ones - in Buenos Aires, Mendoza, and Córdoba.

We also celebrated special events, including the 20th anniversary of the company at each airport and in every office. We shared the celebration of the World Cup 2018 when we transmitted live the matches and invited employees to participate in an online contest with different prizes.

To promote integration among the different teams, we organized AA2000 Soccer Cup, for both men and women, for all employees in Buenos Aires. The event was a hit in participation.

CASE

GREAT PLACE TO WORK

Great
Place
To
Work®

We are moving ahead in terms of the scores obtained from our own people. We grew 11 points in Great Place to Work Atmosphere Survey 2018.

Great Place to Work has been conceived to build a better world, helping organizations become excellent places to work for all.

We used the Atmosphere survey to gather information about how our workers view the behaviors they observe based on the relationships they have established in the organization. Each response nurtures us with insights that help us understand and think about possible actions for change.

The most distinctive feature of a “Great Place to Work” is the capacity to continuously create, advance, and disclose the organization’s confidence level in the relations between leaders and their team members.

This year, participation stood for 75% of our employees, and grew 11 points.



JJoana Monzón, Sheila Covas, Agustina Vanzini (Customer Experience- Ezeiza)



Candela Fredes Casas (Customer Experience- Ezeiza)



Adolfo Maisuls (Security)



Anabel Buttice (Parking - Ezeiza)

COMPENSATION

In 2018, we drew a map of the roles not covered under any bargaining agreement. We did so following the advice of external consulting firms. Thus, we devised a strip-based wage structure to manage compensation in a more competitive and equitable way for the company taking the market as a basis. For that reason, we also implemented the Variable Compensation Policy that rewards the achievement of results, in line with our guiding values. Concerning compensation based on gender, there is no distinction between men and women, and they are on an equal footing as far as labor conditions are concerned.

RELATIONSHIP WITH TRADE UNIONS

We respect freedom of association. Therefore, we maintain a close and ongoing dialog with the relevant trade unions, including Unión de Personal Civil de la Nación or UPCN (National Civil Personnel Union), Asociación Personal Aeronáutico or APA (Aeronautical Personnel Association), and their delegates. This includes periodical meetings, collective bargaining agreements, and ongoing consultation. We generally do so to promote fluent relationships with the trade unions under which our staff is gathered. Guided by this dialog, we reach a consensus concerning union meetings.

The Managers involved in collective bargaining agreements participate in the discussions, together with the specialized personnel from the Human Resources area. There, we provide information about workforce, categories, the training fund, and trade union contributions. In addition, these meetings are the best place to analyze programs intended to favor workers, such as retirement programs. Additionally, we provide the information required by the unions with respect to payroll and number of union members. Furthermore, the company provides the unions with office space.





As far as health insurance is concerned, employer's contributions to health insurance are directly sent to the trade union health insurance when social security is paid (8 % of each worker's monthly pay). For the staff not covered under the collective bargaining agreement, we do offer them national well-known health insurance plans.

Our philosophy wants to accompany the employees who have worked with us along the different stages in their careers. Following that line of thought and more specifically in connection with contract termination, we have an external consulting firm available to accompany and help them file retirement proceedings, provided they meet the requirements. Guided by the premise that our workforce has seniority in the company, the Collective Bargaining Agreement foresees the grant of a reward to every employee gets the retirement benefit. Such compensation takes as a reference the years of service in the company, which goes from 5 to 10 wages, depending on their seniority



There was no public service interruption due to union conflicts in 2018.

COLLECTIVE BARGAINING AGREEMENT 2018

	EZEIZA	AEROPARQUE	PALOMAR	OTHER	TOTAL
 EMPLOYEES UNDER BARGAINING AGREEMENT - NUMBER	394	277	11	952	1,634
 PERSONNEL OUTSIDE BARGAINING AGREEMENT - NUMBER	146	79	6	583	814
 EMPLOYEES UNDER BARGAINING AGREEMENT %	73%	78%	65%	62%	67%
 PERSONNEL OUTSIDE BARGAINING AGREEMENT	27%	22%	55%	38%	33%

HEALTH AND SAFETY AT WORK⁽²²⁾

To guarantee a safe and healthy environment for our coworkers and any individual who carries out an activity in our facilities is crucial.

Our Health Policy guides us. In 2018, we launched a new vaccination campaign against influenza during the winter season among the airport staff. Besides, we organized training sessions for our medium-level management on health and occupational security, and we implemented a substance abuse control program.

TCA has a Security and Hygiene Committee in place that met five times in 2018 with a view to decide the actions adopted as to ensure a safe and healthy workplace. The activities conducted during the year, included:

- Lighting renovation to LED lamps at the warehouses.
- Renovation of hearing protection devices to cup-type ones, as agreed with union delegates.
- Joint work with the unions to give response to their requests and echo their suggestions concerning work areas.
- Measurement of pollutants; bacteriological and physiochemical analysis.
- Vaccination campaign against influenza for the personnel.
- Lectures to the staff concerning quality, hazardous goods, and operations management.
- Training on prevention of additions for 166 employees.
- Training on movement areas management, an event organized by ANAC to, for 78 employees.
- Education about hazardous goods management, an event organized by CIPE (ANAC), for 103 warehouse workers.



EMPLOYEES' INDICATORS HEALTH AND SAFETY AT ⁽²³⁾

	2017		2018	
DISEASE RATE				
CABA AND BS. AS. SUBURBAN AREA	1.43	0.29	0.62	0.15
INTERIOR OF THE COUNTRY	0.24	0.12	0.96	0.27
TOTAL	1.67	0.41	1.57	0.42

	2017		2018	
DAYS LOST DUE TO A DISEASE				
CABA AND BS. AS. SUBURBAN AREA	11,722	2,354	7,144	826
INTERIOR OF THE COUNTRY	1,971	1,005	1,915	525
TOTAL	13,693	3,359	9,029	1,351

	2017		2018	
ACCIDENT RATE				
CABA AND BS. AS. SUBURBAN AREA	0.31	0.0	0.27	0.00
INTERIOR OF THE COUNTRY	0.07	0.01	0.04	0.01
TOTAL	0.38	0.02	0.31	0.02

	2017		2018	
DAYS LOST DUE TO ACCIDENT				
CABA AND BS. AS. SUBURBAN AREA	2,550	120	2,253	40
INTERIOR OF THE COUNTRY	534	118	345	125
TOTAL	3,084	238	2,598	165

NO WORK-RELATED CASUALTIES WERE REPORTED

(23) For more information about security management, please see the "Airport Security" section of the Value Chain chapter.

EMPLOYEES' INDICATORS 2018

DISEASE RATE

	EZE ⁽¹⁾	AEP ⁽²⁾	EPA	OTHER ⁽³⁾
BY GENDER				
MEN	1.69%	1.63%	2.08%	0.54%
WOMEN	1.04%	0.27%	0.00%	0.08%

DAYS LOST DUE TO A DISEASE

	EZE ⁽¹⁾	AEP ⁽²⁾	EPA	OTHER ⁽³⁾
BY GENDER				
MEN	2,869	628	0	8,449
WOMEN	1,767	71	0	1,176

ACCIDENT RATE

	EZE ⁽¹⁾	AEP ⁽²⁾	EPA	OTHER ⁽³⁾
BY GENDER				
MEN	0.10	0.04	0.00	0.18
WOMEN	0.00	0.00	0.00	0.01

DAYS LOST DUE TO ACCIDENTS

	EZE ⁽¹⁾	AEP ⁽²⁾	EPA	OTHER ⁽³⁾
BY GENDER				
MEN	783	336	0	1,479
WOMEN	39	1	0	125

CASUALTIES

	EZE ⁽¹⁾	AEP ⁽²⁾	EPA	OTHER ⁽³⁾
BY GENDER				
MEN	0	0	0	0
WOMEN	0	0	0	0

ABSENTEEISM RATE

	EZE ⁽¹⁾	AEP ⁽²⁾	EPA	OTROS ⁽³⁾	TOTAL
BY GENDER					
MEN	0.46	0.30	0.01	1.48	2.25
WOMEN	0.39	0.05	0.00	0.45	0.89

(1) It does not include TCA.

(2) It includes San Fernando Airport.

(3) It includes TCA, the Corporate Building, and other airports managed by AA2000.



Diego Gianzanti
(Operations and Maintenance- Ezeiza)

ENVIRONMENT

Our priority is to reduce, prevent, and compensate the environmental impact of our operations. With our view set on making our contribution to climate change, we are thriving to enhance energy consumption and measure our carbon footprint. We care for the environment, and we strive to contribute to a better world

OUTSTANDING ENVIRONMENTAL MANAGEMENT INDICATORS

	2017	2018
INVESTMENT AND OTHER ENVIRONMENTAL EXPENSES	\$ 151,550,542 ⁽²⁾	\$ 234,228,338
ELECTRIC POWER IN MWH	122,700	112,205
NATURAL GAS IN M3	2,798,544	2,044,093
TOTAL ENERGY CONSUMPTION IN GJ	440.2	403.94
WATER IN M ³	832,055	852,710
URBAN SOLID WASTE (USW) IN KG	5,220,301	5,842,595
RECYCLED PAPER, PLASTIC, AND GLASS OR VALUED IN KG	16,094	156,619.3
GREENHOUSE EFFECT EMISSIONS INVERNADERO IN tCO ² e	(1)	12,684

(1) Data not available due to changes in the calculation methodology.

(2) Data restated as of December 2018.

ENVIRONMENTAL MANAGEMENT SYSTEM

Our Environmental Management System is based on a set of administrative and organizational directives, as well as on our knowledge of operations. We work on actions and programs to enhance efficiency in terms of use of resources and reduction in the impact of our operations.

In 2018, we updated our Environmental Policy to include carbon footprint measurement. These are the new commitments we have undertaken:

- Take measures to ensure ongoing improvement and productive processes environmental efficiency to achieve sustainable growth.
- Get acquainted with the status of the current emissions inventory with respect to GHG (Greenhouse gases) as to plan, carry out, verify, and act, prior definition of goals to reduce emissions.
- Promote a behavior of commitment among stakeholders in the aeronautical sector.
- Reduce carbon emissions and energy consumption.
- Develop programs and work plans with a view to achieve compliance with the regulations in force, social responsibility, security and sanitation, and environmental risk requirements.
- Monitor and systematize specific indicators for every airport under the concession with respect to recycling; solid, hazardous, and industrial waste coming from overseas; forest resources and landscaping; drinking water; liquid effluents, land and soil; storm drain; emissions; noise; and environmental liabilities.
- Conduct ongoing assessment of operations and processes in the air activity concerning the environmental variable to keep it under control and prevent its incidence.
- Undertake the responsibility to train and engage the staff, boosting our values and the relevant good environmental practices, and develop a participating practice that may result in a place dialog among all the employees working for the company.



EMISSIONS

This year, we started the implementation of the Environmental Monitoring Program. Its purpose is to assess and systematize greenhouse effect gases (GHG) resulting from the company's energy consumption. Accordingly, we follow up the impact caused by our business, and we check the efficiency of the reduction efforts implemented.

The project began when we conducted the first measurement and check of Greenhouse effect Gases at Jorge Newbery City Airport (best known as Aeroparque), which has been certified by SGS. The drill's scope was 1 and 2.

In addition, we started real-time measurements of both noise and gas emissions at El Palomar Airport. To do so, we defined three sampling spots, and we conducted air assessments seven alternate days to analyze carbon monoxide, sulfur dioxide, particulates, isopropanol, benzene, styrene, xylene, methyl-ethyl-ketone, methyl-isobutyl-ketone, naphtalene, and hydrocarbon levels.

On the other hand, we completed measurements with courses for our employees on airport environmental management. Among the topics discussed, attention can be drawn on the explanation about different types of waste, requirements, and environmental reports, soil movement, liquid effluents, fuel and other substance spills, gaseous emissions, as well as security, health, and hygiene. In 2018, 34 employees were trained at these workshops.

To minimize the impact of buildings on the microclimate, the human habitat, and wildlife, we built roofing areas or lower levels using materials featured by their high sun reflection levels. The introduction of roofs with vegetation, whenever possible, not only reduces heat absorption but it also creates diverse natural areas that restore native conditions and offer new areas with vegetation that contribute to protect the natural habitat.

At TCA, we introduced 20 internal combustion ride lifts fitted with the latest technology, and 3 electric stackers. Consequently, we remove 17 internal combustion equipment from operation, with the resulting reduction in emissions.



In 2018, we introduced the carbon footprint measurement based on the ISO 14064 Standard and ACERT tool. We started at Jorge Newbery City Airport (Aeroparque) and the intention is to extend it to other airports.



AEP DATA

2018

GREENHOUSE EMISSIONS IN TC02E	12,684
DIRECT GHG EMISSIONS (SCOPE 1)	611
INDIRECT GHG EMISSIONS (SCOPE 2)	11,759



ENVIRONMENTAL IMPACT ASSESSMENTLES

An environmental impact study is a technical-administrative procedure. It is used to identify, prevent, and minimize the impact a project may have on the environment if actually executed. It is of utmost importance, as it analyzes the relevant documents, and evaluates the feasibility of any project with respect to the environment. AA2000 submits the relevant environmental reports describing the environmental impact of our projects to ORSNA before starting any infrastructure project.



SPILLS AND EFFLUENT MANAGEMENT

Following an initiative led by our company, certain licensees at Ezeiza International Airport have installed liquid effluents treatment plants to reduce their contribution of organic matter to the total effluents.

At TCA, we arranged an improvement for the exports hydrocarbon separation chamber following a suggestion from ISO External Audit. In addition, anti-spill kits were purchased for our branches across the country.

In connection with the disclosure of the “Anti-Spill Communication Chain,” we devised a larger circuit to communicate and contain Spills at TCA, where we succeeded in neutralizing 115 spills, compared to the 1,195 spills neutralized in 2017. In addition, we introduced modules to contain hazardous waste at TCA branches while they wait for final disposal.

EFFLUENTS GENERATION BY DESTINATION (IN M³) AGGREGATED DATA FOR AA2000

	2017 ⁽¹⁾	2018 ⁽¹⁾
SEWAGE NETWORK	9	9
SEPTIC TANK / CESSPOOL	8	8
TREATMENT PLANT	12	12
NITRIFYING BED	4	4

(1) Number of airports included in the National Airport System.

WASTE MANAGEMENT

We worked on environmental management plans for all the airports operated by the concession. In addition, we trained 20 employees from Ezeiza airport, and we continue with careful management of different types of waste:

- Management of urban-like waste: They are disposed of at Licensed sanitary landfills. To do so, we established a paper, glass, and plastic recycling program.
- Management of non-hazardous waste: Intended for paper, glass, and plastic. We have in place a recycling program. When toners and vehicle batteries come to their end, we send them back to their suppliers. We donate electronic waste to allied organizations, and we deliver wood, scrap metal, and other large waste to authorized centers.
- Hazardous waste management: We manage them taking into account the goal of protecting human health, environmental protection, and preservation of natural resources, as set forth by the applicable laws in force.

Among the actions taken in 2018, stress is made on:

- The creation of new Waste Management Plans for every airport included in the National Airport System.
- Management of urban-like waste: They are disposed of at Licensed sanitary landfills.
- Effluents management after the installation of treatment plants at Ezeiza to reduce solid matter contribution to total emissions.



This year, Tucumán, Paraná, Mar del Plata, and El Palomar Airports implemented waste separation in origin at the passengers' terminal and conducted an awareness campaign.

WASTE WEIGHT	2017		2018	
	DESTINATION	WEIGHT IN KG	DESTINATION	WEIGHT IN KG
URBAN SOLID WASTE (USW)	DUMPING SITES	5,220,301	DUMPING SITES	5,842,595
HAZARDOUS WASTE	IN SITE STORAGE	3,191	IN SITE STORAGE	3,425
HAZARDOUS WASTE TRANSPORTED AND TREATED	FINAL DISPOSAL	2,100	FINAL DISPOSAL	2,350



ACTIVE PARTICIPATION FOR CLIMATE CHANGE



Pacto Global
Red Argentina

We have an active role in “Caring for Climate” Working Group, the climate initiative of the United Nations Global Compact, Argentina Chapter. Its goal is to encourage companies to contribute to a low-carbon economy within the timeframe set by the Paris Climate Agreement: To maintain global average temperature rise under 1.5 °C by the end of the century.

Within this framework, we subscribed the “Caring for Climate” Declaration (C4C), where we have undertaken to manage our business responsibly vis-à-vis the environment, to play a proactive and leading role in that regard, and to persuade other companies to join this initiative.

We worked hand in hand with the Group in the development and the implementation of solutions and policies against climate change in 2018. They were mainly associated with the Environmental Principles and the Sustainable Development Goals (SDG). We also attended training courses by experts on different topics relative to C4C and SDG to consolidate our knowledge and tools. There, we could also share good practices with respect to impact measurement and systematization.

Thus, we seek to establish swift and wide climate change measures, working in cooperation with peers, employees, customers, investors, and the public at large.



RECYCLING: VALUATION OF OUR WASTE

We are part of the Comprehensive Internal Waste Management Program (Gestión Integral de Residuos Internos, GIRI), that establishes waste separation in origin at the corporate building located in Palermo District, in the City of Buenos Aires. The program is intended to be in line with the environmental regulations in force in the City of Buenos Aires, and the Zero Garbage Act. In addition, it enhances garbage pick-up, while adding a social value for the community.

At TCA, we gather the nylon we use for further recycling. On its part, wood is burnt in a pyrolytic oven. In average, we handled 109,079 kg of nylon a month in 2018. On the other hand, Urban Solid Waste (USW) averaged 67,947 kilograms a month this year. It is thermally treated with steam at high temperature, and then baled to be sent to CEAMSE sanitary landfill or to any authorized reception company. In addition, this year we sent 5,500 kg of electric and electronic appliances waste (EEAW) for recycling and final disposal, which were then separated by type of material for further reuse by authorized companies. Through an alliance with the Garrahan Hospital Foundation (Fundación Hospital Garrahan), TCA donated 26,470 kg of paper during the year, which avoided cutting 449 medium-size trees, and 21 kilograms of plastic.

El Ceibo Cooperative

2,550 kg of cardboard
180 kg of plastic
600 kg de papel
8.6 kg of glass

El Correcaminos Cooperative

450 kg of cardboard
24 kg of plastic
44 kg of waste from electric and electronic appliances (EEAW)

Garrahan Children's Hospital Foundation Recycling Program

10,143 kilograms of paper, which avoided cutting 172 medium-sized trees
111.50 kilograms of bottle cups (approximately 44,600 bottle cups)
27.20 kilograms of keys (approximately 1,496 keys)

CORPORATE BUILDING 2008 - GLOBALY (RADIOLOGÍA CASTELAR)

120 kg of Y29 waste (lights)
185 kg of Y31/Y34A waste (lead batteries)
57 kg de Y48Y8B (recipientes con restos de Y8)
119 kg of Y48Y8B (containers with Y8 waste)
49 kg of Y12 (paints)

MARINO S. A.

142.000 kg of recycling waste

ACTIONS FOR EFFICIENT ENERGY USE

We implemented the following measures for efficient energy use in 2018, namely:

- Selection of efficient lighting accessories and equipment, and the implementation of occupation and natural light sensors.
- Chlorofluorocarbons-free (HCFCs) heating and air conditioning systems in the building, and a limit in the use of refrigerants with a high ozone depletion potential that may contribute to global warming.
- Implementation of internal air quality plans during the construction process to avoid pollution and minimize dust creation, as well as to control and protect air conditioning, heating, and ventilation systems.
- An outdoor air inflow design that ensures compliance with the International ventilation standard, ASHRAE 62.1-2007.
- Installation of CO2 sensors in extremely busy areas and flow measuring devices at outdoors air inlets (sensors are monitored by the BMS, triggering an alarm if a deviation from designed default levels is detected).
- Air conditioning design and both heating and air-conditioning systems that comply with ASHRAE 55-2004 Standard.
- Air temperature, humidity, and speed control in each busy area through the sensors connected to the BMS by the operations and maintenance team.
- A project for terminals that give priority to natural light and outdoor views.



Solar panels at Comodoro Rivadavia International Airport.

CONSUMPTION INDICATORS AGGREGATED DATA FOR AA2000	MEASUREMENT UNIT	2017	2018
ELECTRIC POWER ⁽¹⁾	MWH	122,700	112,205
NATURAL GAS	M3	2,798,544	2,044,093
TOTAL ENERGY CONSUMPTION ⁽²⁾	GJ	440.20	403.94

(1) Scope: 31 airports reported.

(2) Scope: all airports managed by AA2000.



State-of-the-art telephony system

We developed unified video conference solutions that present versatile, safe, and easy-to use infrastructure. Thus, we reduced travel expenses and enhanced personnel's productivity.








ENERGY

RENEWABLE ENERGY AT AIRPORTS

Concerning energy, we are advancing the installation of photovoltaic solar energy plants with proven positive effects



AIRPORT	ENERGY SAVINGS	CO2 TONS	LESS VEHICLES CIRCULATING	PLANTED TREES
CORDOBA AIRPORT 	21.7%	1,223	367	203,071
TUCUMÁN AIRPORT 	21.9%	459	138	76,143
SALTA AIRPORT 	36.5%	495	149	82,211
MENDOZA AIRPORT 	24.6%	494	148	82,050
EZEIZA AIRPORT 	17.4%	6,915	2,074	1,147,827

TOTAL SAVINGS:
 **9,586** **2,876** **1,591,302**



WATER

Water consumption inside airports is mainly associated with the hygiene of our employees, passengers, and the community at large. To moderate consumption, our focus lays the emphasis on raising awareness.

We have sewage treatment plants at La Rioja, Mar del Plata, and Viedma airports. In addition, we conducted a drinking water feeding project for hangars at San Fernando airport. We also rely on water reuse systems (greywater systems) and we have installed efficient restrooms appliances (double discharge toilets, urinals, low-consumption showers, and instant-off faucets).

DIRECT CONSUMPTION INDICATORS	MEASUREMENT UNIT	2017	2018
WATER ⁽¹⁾	M3	832,005	852,710

⁽¹⁾We applied the consumption stated in the invoice sent by the utility, and the volume measured to make our calculation.



ENVIRONMENTAL AWARENESS

We adopted training actions and awareness campaigns to raise awareness about environmental protection at the airports, and both private and public spaces.

Caring for Climate Project, United Nations Global Compact

We are actively engaged in Caring for Climate project, an initiative of the United Nations Global Compact, Argentina Chapter. It addresses public-private relations to accomplish an integrated climate agenda at the national level. This, in turn, may help us attain the goals set forth by the Paris Climate Agreement and the Sustainable Development Goals (SDG).

Correcaminos Foundation

We sponsor Correcaminos Foundation, which has engaged in transforming disposable waste into potential goods using separation and recycling. This year, we donated Christmas products. Besides, jointly with other companies that support the Foundation, and in cooperation with the Ministry of Social Welfare, we lend our hand to find a property where the foundation may operate waste transformation efforts.

Zero Garbage

We continued with the awareness and education campaign that promotes waste separation in origin in a number of places all over the country.



BIODIVERSITY

11 SUSTAINABLE CITIES AND COMMUNITIES



We strive to respect the natural environment in which our airports are located and their surroundings. We give priority to safety, but always caring for such environment. Our work programs seek to mitigate the impact of air operations on fauna, while trying to produce the lowest damage, without disruptions.

Rains in the country have been copious in the last few years, and the largest volumes were observed in the central and northern regions. This has brought about the relocation of species associated with water, mainly nomad-type fauna, with the resulting abundance among the populations that visit the airports in the affected areas. Accordingly, we had to strengthen preventive measures.

Within this context, we work pursuant to a legal and technical framework, and rely on the professional advice from experts in the area. We have an Aviary and Fauna Hazard Prevention program in place at each airport, as approved by the National Environment Secretariat that determined the activities we were required to complete, the actions to be approved, and the implementation of procedures. The program is renewed every two years, and is available for the airlines, together with other members from the airport community that may want to review it.

The creation of such program took as a basis a previous biological survey that includes a systematic listing of the species found at the airport and the surrounding areas, the species that pose the largest risk for airport operations, and their preservation condition in case of threatened species. The upcoming releases will include a laser device, both in its manual and its automatic versions, as a new dispersal tool. This element serves as a visual dispersal means proven to be effective for species settled on the surface, as it acts by inflicting fear but without producing any damage whatsoever.

Under this Program, we train our coworkers on fauna risk at the airports addressing preservation. We are working so that each airport may get in contact with the local Fauna administration to remove captured specimens or to act and give advice when faced to the presence of species whose populations may pose a potential risk for operations, and which may require a reduction in population capturing them. During the year, certain airports have provided specimens of different species to such department. As an example, the Fauna team took away two Forest Fox (*Cercocyonthous*) specimens from Resistencia Airport.



SNOW OPERATIVE

We implemented specific actions during the winter season to face the different weather conditions that may occur at Bariloche, Esquel, Malargüe, San Rafael, Comodoro Rivadavia, Río Gallegos, and Río Grande airports. We use urea and glycol as antifreezing agents at the seven airports where such plan is implemented. Toxicology studies were presented by the National Public University for their use. They proved these products are not toxic and do affect neither aquatic life nor flora.

This year, we made investments to add the latest equipment. We did so in an effort to increase cleaning capabilities by 180% in average, and modernize the existing equipment inventory 9 years, with the resulting improvement in reliability. The equipment acquired included:

- A 0km F4000 truck, fitted with sweeping blade and glycol sprayer at Bariloche, Malargüe, and Comodoro Rivadavia airports;
- A 0km MF7615 Massey Ferguson tractor fitted with sweeping bush and snow sweeping blade at Esquel, Río Gallegos, and Río Grande airports;
- A new ice detection system at Bariloche airport (RIDS: Runway Ice Detection System) that allows monitoring the runway surface condition and the weather conditions, 24/7. This makes it possible to take preventive action in case of ice formation or presence of snow, increasing safety, efficiency in the use of resources and inputs, and reducing efforts.

In addition, we built new roofs at Comodoro Rivadavia, Río Gallegos, and Río Grande airports to protect both equipment and tools during the winter season.

THAWING AND ANTI-FREEZING FLUIDS	2017	2018
UREA CONSUMPTION (KG)	206,000	237,135
GLYCOL CONSUMPTION (LITERS)	161,000	173,753

HUMAN RIGHTS

We have a strong commitment to people's welfare. This is why we focus on diversity and inclusion areas, safeguarding both security and rights of every individual working and passing by our Airports. We respect human rights as a key management element.

CASE ACCESSIBILITY



Throughout 2018, we centered our focus on accessibility at our airports. First, we provided training on sign language –in cooperation with Señas en Acción Civil Association - to the personnel working in the Customer Service sector at Aeroparque, Ezeiza, and El Palomar Airports.

Besides, ALPI and other experts advised us to verify accessibility at our airports. Consequently, and taking their opinion as the basis, we defined a plan for improvements. In addition, we trained out team to facilitate operations that include people with reduced mobility.



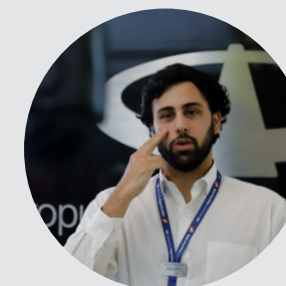
We trained 45 employees from the Customer Service area this year, teaching them sign language.

Lucía Carrizo (Customer Experience- AEP)

Following that line of thought, the most decisive breakthrough in this area has been the project for our New Departures Terminal at Ezeiza airport, with a formal opening date scheduled by the end of 2019. Some new features include the connection of all levels through vertical and horizontal circulation without ramps or steps. The project additionally foresees that all the check-in positions will rely on suitable furniture to assist short people or people on wheelchairs. It will also introduce pathways, and priority accesses for people with disabilities or reduced mobility as far as the different uses foreseen for the building are concerned, combined with a number of improvements.



Florencia González (Customer Experience - AEP)



Agustín Lomanto (Customer Experience - AEP)





LABOR FORCE DIVERSITY AND INCLUSION

Our recruitment department makes no distinctions with respect to gender, color, or religion. We have policies and procedures in place to favor our employees' professional growth based only on their merit. In addition, we promote an inclusive work environment, giving opportunities to people from disadvantaged groups. We want to build on social value to the communities we serve, while improving teamwork, tolerance, and a pleasant work atmosphere in the company.

In line with such thought, in 2018 we recruited three new employees under the framework of Supported Employment (Empleo con Apoyo, EcA), in cooperation with DISCAR Foundation. The program includes individuals with an intellectual impairment and seeks their insertion into the job market. It also offers follow-up and containment for the employees thus integrated, for their families, and for the company.

There are 6 team members with a disability working at our airports



Matias Patanian, Martin Eurnekian, and Claudio Presman

AGREEMENT WITH INADI

Aeropuertos Argentina 2000 entered into a Framework Corporate Cooperation Agreement with the National Institute against Discrimination, Xenophobia, and Racism (Instituto Nacional Contra la Discriminación, la Xenofobia y el Racismo, INADI) to promote joint actions and the exchange of experiences in the fight against discrimination.

The purpose is to implement programs that may help strengthen the fight for equality, non-discrimination, and furtherance of Human Rights. It is also intended to document and make policies against discrimination, xenophobia, and racism more visible by means of courses, workshops, seminars, research, and seminars for reflection on the subject.

The agreement was signed by the authorities of both institutions, -the President of AA2000, Martín Eurnekian, and INADI's director, Claudio Presman - at our Corporate offices.

With this agreement, the airport administrator upholds people's rights and equality. Moreover, it helps the National Government to advance the aeronautical industry.

FIGHT AGAINST HUMAN TRAFFICKING

The European Union estimates that human trafficking is the third most profitable unlawful activity after drugs and weapons trafficking. In AA2000, we thrive to detect the inherent characteristics of this type of crime to help people identify key signals.

Having that goal in mind, we signed a framework Cooperation and Technical Assistance Agreement for the Prevention and Investigation of Human Trafficking Crimes with the National Ministry of Security, the National Ministry of Transportation, the ORSNA, the National Immigrations Division, Aerolíneas Argentinas, and the Airport Security Police Force (PSA), to carry out a national campaign for the detection of human trafficking situations inside airports.

We installed more than 40 displays at the 35 airports across the country that show both information and pictures of wanted individuals at the national level. We also developed a platform to centralize the information managed by the Airport Security Police Force, which can be transmitted to the displays deployed at the 35 airports we manage.

In line with the foregoing, we took actions to raise awareness on this problem and to engage our personnel and the community at large in our efforts to detect any potential victim and their traffickers as soon as possible. We disclosed uniform criteria and lines of action in different events to involve individuals working in transit areas in a more vehement way.



RIGHT TO WATER ACCESS ENDORSEMENT ⁽¹⁴⁾

Lack of water is one of the major factor multiplying poverty around the world. Besides, it thwarts the right to other essential rights, including the right to health, education, and employment. To such effect, we have implemented a program to provide drinking water to families from marginal communities from all over the country hand in hand with the National Ministry of Social Welfare, local city governments, Luciérnaga Foundation, and other key stakeholders.

In 2018, we concentrated our effort on the community known as Pelicano Quemado, in Salta. The area depends on wells with arsenic concentrations up to 74 times higher than the maximum value recommended by the World Health Organization (WHO). To do so, we have entered into a particular alliance with the Ministry of Environment and Sustainable Production of the Province of Salta, the Secretariat of Water Resources of Salta, the Integrated Fund for Sustainable Development (Fondo Integrado para el Desarrollo, FIDE), the Chemical Industry Research Institute (Instituto de Investigaciones en Industrias Químicas, Iniqui) of Salta National University, and Conicet, as well as the United Nations Institute for Training Research (UNITAR). The goal was to drill a new well and build a storage tank at the school in Pelicano Quemado, and a treatment plant to ensure water in the town is arsenic-free. In addition, the project foresees the installation of filtering modules working with solar energy to make the ones already built more sustainable.

This has an impact on 45 students attending school in Pelicano Quemado, and on other 120 people when we take into account their families.

Moreover, we carried out similar arsenic extraction activities in water-purifying plants to benefit 30 families in Vallecito, other 20 families in Las Costas, Salta, and other 60 families in Charata, Chaco.

Thus, more than 530 families have benefited from the program from the beginning of the program in 2014. They include 350 families in the city of Centenario, Neuquén; 12 families in the community of Algarrobito, San Martín Department, City of Gral. Mosconi, Salta; 22 families from the communities living in El Rodeo and La Zanja, Chicoana, Salta; 40 families in Pelicano Quemado, Salta; 30 families in Vallecito, Salta; 20 families in Las Costas, Salta; and 60 families in Charata, province of Chaco, with the resulting direct impact on the development of their quality of living, health, and welfare. In addition, this is also important to boost economic and labor growth in such areas, as they mainly depend on husbandry and agricultural production.



+530 families benefited

+2650 families benefited



The project was distinguished in 2018 with the Caring Entrepreneur Award (Premio al Emprendedor Solidario) by the Water Access Program of the Social Ecumenical Forum (Programa de Acceso al Agua del Foro Ecuménico Social), 17th release; and was presented as a successful strategic alliance case during the United Nations meeting, in compliance with the Sustainable Development Goals (SDG).

SOCIETY

Our business connects millions of people, undertaking our role as a key stakeholder in our country guided by our strong commitment to sustainable development and the agenda 2030. Thus, we work to endorse and develop the communities near our airports in our effort to make a better world.



PRIVATE SOCIAL INVESTMENT

The goal of our comprehensive social impact program is to have each airport involved in the promotion of social and environmental actions with local organizations, public agencies, and groups of interest, laying the emphasis on local characteristics and demands. Thus, our intent is to bring about a multiplying effect with initiatives that produce a huge impact on sustainable development, to empower the locations chosen.

We promote education, arts, and culture as tools for social growth. Our aspiration is to respond as comprehensively as possible to the demands of the communities where our airports operate. Within this framework, in addition to the United Nations Goals for Sustainable Development and the Global Agenda 2030, we defined three pillars for action. They comprise the programs we carry out, namely: Creation of opportunities, Human Rights, and Prevention.



CREATION OF OPPORTUNITIES

Promotion of inclusive employment, education, arts, and culture as tools for social growth.



HUMAN RIGHTS

Emphasis on training and awareness on the topics associated with human rights. Campaigns to raise awareness on human trafficking, discrimination, gender, and the value of human dignity. ⁽¹⁾



PREVENTION

Actions and campaigns to raise awareness and disclose information about relevant issues with a huge social impact on the people passing by and working at our airports.

(1). Programs mentioned throughout this Report.

EDUCATION

TRAINING YOUTH WITH PESCAR FOUNDATION

We have program for job inclusion in place since 2010 with Pescar Foundation. With them, we train young people from less-favored families attending their last year of high school education at public schools from the province of Buenos Aires on the basics of airport services. The schools included are High School 204 (Derqui 658, intersection between Provincias Unidas and Libertad streets, Ezeiza), High School 203 (Las Heras 49, Luján Urbanization, T. Suárez), High School 202 (Larrea 640, Spegazzini) and High School No. 15 (José B. González 48, Uno Urbanization, Ezeiza). The workshop is conducted at the International Aeronautical Training Institute (Instituto de Capacitación Aeronáutica Internacional, ICAI) for a period of six months.

The program has met its goal, and we can see now some young students from the last groups working for multinational companies. Moreover, since 2017, 70% of students are taking university studies. Concerning the class 2018, 86% of those students are both working and studying.

TOTAL 2018



24 young participants



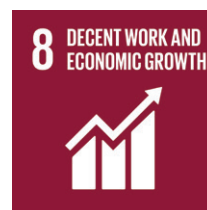
66 hours of technical education



140 personal training hours and new technologies



19 volunteers from AA2000



PESCAR-AA2000 CENTER

CLASS	BENEFICIARIES	COMPLETION SCHOOL (%)	WORKING	WORKING AND STUDYING
2011	23	78%	57%	30%
2012	23	83%	57%	39%
2013	22	100%	68%	45%
2014	24	100%	54%	42%
2015	24	100%	50%	45%
2016	23	71%	78%	87%
2017	24	61%	5%	78%
2018	24	96%	54.1%	86%
TOTAL	163	85%	53%	52%



If we talk about class 2018, 96% of the students completed school, and 86% of them is currently working and studying.



PROGRAM FOR YOUTH INCLUSION

“FUTURE GRADUATE” GRANTS PROGRAM

We believe education is the foundation for society’s growth; therefore, access to inclusive, equitable, and quality education should be a reality for all. In Argentina, 49 young students drop up high school, and 1 out of 2 students cannot access the essential education they need for full social inclusion.

This is why, in cooperation with Cimientos Foundation and for second consecutive year, we have given grants to young students from less-favored families to help them complete high school education through their “Future Graduate” Program. The Future Graduate Program is accompanying students with ages going from 12 to 18 years and their families with a social vulnerable situation to complete high school and help them think about their future under the light of more and better opportunities.

Each student receives a monthly grant and participates in customized tutoring sessions that boost the development of socio-emotional abilities to help them improve their education experience and acquire the skills they need to complete school.

As it was the case in 2017, 100 students were benefited in 2018. The grant program is in place in three provinces - San Luis, Mendoza, and Comodoro Rivadavia.

\$2,126,400

were invested in Cimientos grants

100

students were benefited

cimientos
Fundación para la Igualdad de Oportunidades Educativas



Students from Cimientos “Future Graduate” Grant Program visited CRD airport.

CUSTOMER EXPERIENCE EDUCATION AND JOB INSERTION PROGRAM –AA2000-CIMIENTOS: CREATING COMMUNITY

Aeropuertos Argentina 2000 conceived this initiative to invite different stakeholders across the airport community to participate in a cooperation and cooperative forum featured by social impact to advance integration and the promotion of good practices in the industry.

In 2018, we launched the first training course with Cimientos Foundation. The course was directed to young people between 17 and 28 years of age in a vulnerable socio-economic situation selected from the foundation's program known as Graduate Network. This time, the training focused on education and job insertion in the customer service area, thus offering them the possibility of being prepared and ready for actual jobs in many companies across the country. During a three-month period, 20 young students attended the course twice a week. Out of those 20 students, 18 (90% of the total) are currently studying or are about to begin their studies soon.

In addition, 100% of these young students have enrolled on the virtual English course.

JOB SITUATION

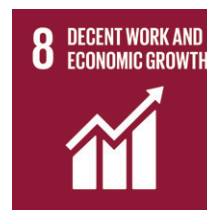
It is worth mentioning that 100% of these young students are working or looking for a job.

Besides, 83% of the jobs they got are lawful jobs, while only two of them are working informally and are still looking for a lawful job.

Aeropuertos Argentina 2000 was recognized by the Argentine Business Council for Sustainable Development Argentina or BCSD (Consejo Empresario Argentino para el Desarrollo Sostenible, CEADS), on occasion of the presentation of the Report 2018 "Connecting Companies with SDG." The award recognizes AA2000 contribution to SDG#8 (Sustainable Development Goal) of the United Nations Agenda 2030: "Promoting sustained, and inclusive economic growth, full and productive jobs, and decent work for all."

By the date this report was published, we were about to launch the program called "Creating Community" or "Crear Comunidad" with companies from the airport community.

cimientos
Fundación para la Igualdad de Oportunidades Educativas



Colación y entrega de Diplomas Programa "Crear Comunidad"



Martín Eurnekián, Presidente de AA2000, entrega el diploma a Camila



Manuel Aubone, Customer Experience Director, gives Micaela her diploma



Matías Patanián, AA2000 CEO, gives Juan Martín his diploma



AA2000-Pescar Program. Visit to the Corporate Building. Verónica Rodríguez Bargiela, HR Director, welcomes them.



AA2000-Pescar Program. First class day. The students, the coordinating team, and Daniel Ketchibachian, General Manager



178 AA2000-Pescar Program. Visit to the Corporate Building. They are welcomed by Marcelo Minoliti, Infrastructure director

In addition, we cooperate with different educational and training institutions with sponsorships and gifts:

- XVIII Cimientos Annual Gala for students with a grant from the "Future Graduate" Program (sponsor).
- Concert in aid of the Assistance Fund for Priest Education (Fondo de Ayuda para la Formación de Sacerdotes, FONSAC) by Camerata Bariloche (advertising).
- 1st Fund Raising Gala Dinner for Austral University Grants Fund (one complete grant as a gift).
- Conciencia Gala Event. Conciencia is an association created 35 years ago to facilitate access to good education, and equal opportunities to an increasing number of girls, boys, and teenagers (gift).
- International Young Leaders Assembly. The forum gives messages to the new generations concerning leadership problems, poverty, environment, health and development, new technologies, and businesses. (sponsorship).
- XVII Annual Gala of Educar es Transformar to support San Andrés University Grant Fund (Gift: one full grant).
- 6th Gala in Aid organized by Enseñá por Argentina Foundation (sponsorship).
- Annual Gala of Educando Foundation - Education Projects 2018 (sponsorship).
- Meetings and conferences across the country organized by Asociación Polo de Desarrollo Educativo Renovador (Educación para el Poder) led by Dr. Facundo Manes (sponsorship during the year).



Strongly committed to transparency in our own internal processes, our gifts go through a prior due diligence process, in accordance with the policies set forth by the Compliance Department.



CULTURE

AEROPUERTOS ARGENTINA 2000 ORCHESTRA

Since 2010, we accompany the Children and Youth Orchestras created by the Government of Buenos Aires in 1996. Their mission is to teach music to both children and teenagers from less-favored families to narrow the social gap and give them access to education and culture.

We made a step forward in 2016. We did so in the strong belief that education in general - and artistic education in particular - stimulates discipline, boosts imagination, and strengthens self-esteem and relationships with other people. This is why we created Aeropuertos Argentina 2000 Youth Orchestra.

The Orchestra is made by a “Complete Organic” Team, including strings, wood, metal, and percussion instruments to face the highest artistic challenges, including Mozart or Gershwin symphonies. At present, the orchestra is made by 41 young musicians carefully selected based on their standards of artistic proficiency and commitment. Hence, this initiative wants to recognize musicians with an excellent talent. The academic team is made by a group of professionals in the area, whose knowledge and tools contribute to a work model and method of “artistic achievement,” and the possibility of social climb.

The students are provided with an “education and travel grant” to attend rehearsals. In addition, AA2000 gives a special grant to the assistant responsible for general coordination and logistics, including scores, music stands, parts, schedules, etc. Such position rotates. This year, the company set up a savings account for every musician participating in the Orchestra to have their money deposited.

In 2018, the Orchestra gave 15 concerts, including a performance before Pope Francis on occasion of the formal opening of Scholas Occurrentes headquarters in Barrio 31 (Urbanization 31). The Pope was present via teleconference. In addition, the Mayor of the City of Buenos Aires, Horacio Rodríguez Larreta, was also there.



Aeropuertos Argentina 2000 Orchestra. “Fine Arts Museum” Auditorium, Social Ecumenical Forum Awards Ceremony.

It is worth mentioning as well the flash mob events organized with Forever Tango group and the farewell event organized for the Argentine Soccer Team when the team flew to Russia for the 2018 World Cup, accompanied by Axel.

Another landmark was the agreement entered into with the National Arts University (Universidad Nacional de las Artes, UNA), by which equivalence is recognized to any Orchestra student willing to have a Degree in Music. At present, four participants –already enrolled in UNA– will have such benefit. In addition, we launched the Orchestra website.



SUPPORT TO CULTURAL EVENTS

We promote culture and arts in their different expressions through different types of support:

- Spring Lyrics Gala – Opera areas for Cultura Yatch Club Argentino (complete sponsorship and advertising)
- Ana Itelman Grant for young dancers from San Martin Theater Dance Workshop (a complete grant).
- Annual Gala – Celebration of Lights – Asociación Amigos del Museo Nacional de Bellas Artes (Gift).
- Green Film Fest, Culture in Harmony with the Planet. International Environmental Movies Festival (sponsorship).
- Open Concert by Aeropuertos Argentina 200 Orchestra and Retiro Youth and Children Orchestra, Villa 31 (advertising).
- Luncheon in the Island. Asociación de Amigos del Museo de Arte Moderno (Gift).

We also participate in B Day 2018 (as bronze sponsors) and the World Routes 2018, the 24th World Route Forum.



HEALTH

DR. ALBERTO ANTRANIK EURNEKIAN INTERZONAL HOSPITAL, EZEIZA

With a view to contributing to improve health service for Ezeiza community, AA2000 cooperates with Dr. Alberto Antranik Eurnekian Interzonal Hospital, Ezeiza, from the moment the construction of the building started back in 2006. Thus, in this public-private venture undertaken with the government of the Province of Buenos Aires, we finance maintenance at the facilities. We also execute projects with our own funds to manage different activities at the Hospital.

The Medical Center is in the city of La Unión, the geographical center of Ezeiza district. With an investment in infrastructure of 15 million dollars, it is currently considered one of the most important hospital projects in the country. Formally opened in 2009 with nearly 15,000 m² in area, Eurnekian Hospital has 180 beds for hospitalization distributed in several sectors, including maternity, general care, intermediate care, intensive care, and the coronary care. In addition, the facilities are fitted with 3 surgery rooms, 2 maternity rooms, 8 offices for pediatricians, 32 offices for adult health services, CT scanners, MRI scanner, serigraph, plastering equipment, rehabilitation, other equipment and devices, and an heliport.

It now reaches 600,000 people in the area. In addition, the Hospital provides assistance services, organizes education sessions for hygiene personnel training, and undertakes Basic Clinical research activities (through different Committees), together with Health Service activities.



We introduced improvements in the medical appointment service in 2017 as people used to go to the Hospital around 4 AM to ask for an appointment. So, after donating, computers, printers, and ticketing devices, and with the support of human resources, long queues and endless waiting times are gone. With this new process, patients come around 7 AM, they get their ticket fast and efficiently, and the improvements introduced have reduced appointment-setting times to an average of 5 minutes.

Furthermore, we created the information stand. There, people can get a ticket to get a medical appointment at the appointment office. In addition, they receive guidance and useful information. The two employees working at the information center assists between 500 and 600 people a day, and Schedule between 300 and 350 appointments every day, which are managed by three to four people. On the other hand, we are involved in the room census conducted every day to obtain information about patients and to produce the monthly reports required by the Ministry. We also manage purchases of hospital supplies and provide technical support to every sector and to communications with respect to the systems in place.



OUTPATIENT APPOINTMENTS

98,579

PROVISION OF COMPLETE SERVICES

1,076,844

TESTS MADE

884,874

PATIENTS SERVED

169,804

RISE IN SERVICES PROVIDED COMPARED TO 2017

7 %



HOSPITAL INTERZONAL DE EZEIZA
Dr. Alberto Antranik Eurnekian



Donation by AA2000 staff to celebrate Children's Day at Ezeiza Hospital.

MALVINAS HUMANITARIAN PROJECT

SUPPORT TO THE FAMILIES OF MALVINAS FALLEN SOLDIERS

As part of its Sustainability Program, Aeropuertos Argentina 2000 supports the Commission of Family Members of Malvinas Fallen Soldiers since 2004. Along these years, the company built and delivered the Argentine Military Cemetery in Darwin, provides for its maintenance and affords the travel expenses of the families to the cemetery.

In March 2018, AA2000 financed and organized a trip to Malvinas for the families of 90 soldiers who were identified after the strong effort of the Red Cross. In addition, it participated in the event known as "Diplomacy at the Service of Humanitarian Objectives" held at the Geneva headquarters of the Red Cross International Committee in November. The event highlighted the good practices in project for the identification of the soldiers buried in Darwin Cemetery, the "Humanitarian Project Plan."

In December 2018, the coffin of Former Argentine Air Force Veteran Captain Castagnari was transferred from Malvinas to Córdoba, with his family. We also signed a Cemetery maintenance agreement with a local company in the Island during the same month. Our company authorities visited civil and military officers in the Island to express their gratitude for their islanders' willingness to accept the visit of soldiers' families.

At present, out of the 122 graved identified as "Argentine Soldier only Known unto God," 112 now bear the name of the Soldiers fallen in combat during Malvinas War. The total investment in 2018 stood for USD 231,740.



AMALTEA PROJECT

Otra Historia pursues rehabilitation and both social and labor reinsertion of both young and adults living in extreme poverty conditions, which are also affected by drug abuse, and more particularly paco (cocaine base paste).

Under this program, we work hand in hand with Amaltea Civil Association to build a space in Marginal Urbanization or Villa 15 (Villa 15, Ciudad Oculta) in the City of Buenos Aires. In 2018, 25 drug-addicts and their families benefited from the program. Our action includes working with their families or closer relatives who also require similar or supplementary assistance.

In 2016, the program we have been accompanying from the very beginning was recognized by the Social Ecumenical Forum.

SUEÑITOS KINDERGARDEN AND COMMUNITY CENTER

We have been collaborating with Sueñitos, a nursery and kindergarten in Villa 15, Ciudad Oculta, for the last five years. We do so pursuant to the Early Infancy Program of the Ministry of Education of the City of Buenos Aires. The center, which is also Amaltea headquarters, is open Mondays through Fridays, from 9 AM to 4 PM and accommodates 40 children between 45 days old to three years of age. The same building has a specific room dedicated to Padebit, the adult literacy program.



Right page: "Otra Historia" headquarters built by AA2000, Amaltea Project

SUEÑOS Y ESPERANZAS ASSOCIATION

On its part, hand in hand with Sueños y Esperanzas Association, Center for Women and Family Promotion, we boost a better quality of living for women and their families, stimulating their self-esteem, their faith and creativity. Through the association built in 2001, we work to help women from the least-favored sector identify domestic violence problems and social subordination. The institution provides information, training programs, artistic and music workshops, sewing workshops and professional teams ready to contain the victims and help them move on. It assists 35 men and women who have lunch in its dining room and take food for dinner every day, and 25 families that receive food assistance. Besides, 25 children between 5 and 15 years of age attend the manual workshop, while 20 women participate in the reflection group with a social working, among others.

AA2000 assisted in the establishment of an elementary school for adults, and both extended and improved infrastructure to serve people better and reach a larger number of people as well. The main activities we supported throughout the year included celebrations, theater visit with children and Christmas gifts.

In addition, we deployed collection boxes at Ezeiza and Jorge Newbery (Aeroparque) airports to help the Association raise funds.

SPORTS

Sports fosters not only healthy habits, but they additionally transmits the importance of teamwork, perseverance, and training. This is why we want to promote it sponsoring a number of activities. In 2018, we sponsored:

- The Youth Olympic Games (sponsor).
- Helios Salud Foundation Marathon in Aid (sponsor).
- 9th Release of Armenia Runs for Equality and Memory, Participative 3K and Competitive 10K (sponsor).
- Independence Marathon in San Miguel de Tucumán (sponsor).
- VII Annual Gala in Aid of the Argentine Special Olympics (sponsor)
- Deportivo Armenio Civil Association (annual contribution).



Asociación
Sueños y
Esperanzas
CENTRO DE PROMOCION
DE LA MUJER
Y LA FAMILIA · Red El Telar



Farewell to the Argentine Soccer Team when they travelled to Russia for the World Cup 2018. Aeropuertos Argentina 2000 Orchestra and Axel performed the National Anthem at Ezeiza Airport.





Signature of the Cooperation Agreement for the Youth Olympic Games, Diego Santilli, Buenos Aires City Deputy Mayor; Horacio Rodríguez Larreta, Buenos Aires City Mayor; the Youth Olympic Games Symbol; Matias Patanian, AA2000 CEO; and Martín Eurnekian, AA2000 President

COOPERATION FOR THE YOUTH OLYMPIC GAMES BUENOS AIRES 2018

This year, we were one of the biggest sponsors of the Youth Olympic Games. Under such spirit, we made operations and logistics space available at Ezeiza and Jorge Newbery (Aeroparque) airports to welcome delegations, committees, and other people registered for the Games. The intention was to welcome and guide them, providing registration and transfer services to and from airport terminals, vis-à-vis the young age of the athletes.

In addition, we subscribed a Cooperation Agreement with the City Government and the Olympic Games 2018 Organizing Committee to disclose the Olympic values among the young, with a view to inspiring and empowering about friendship, respect, and excellence, and in an effort to make of the Olympics Games a success.



OTHER ACTIONS



AA2000 WITH ROSSI FOUNDATION: CVA AWARENESS CAMPAIGN (CEREBROVASCULAR ACCIDENT)

Hand in hand with Rossi Foundation, AA2000 launched an Awareness and Education Campaign on CVA at Jorge Newbery City Airport (Aeroparque). To such effect, a piece of artwork was installed in the public hall.



COLLABORATION WITH NATALI DAFNE FLEXER FOUNDATION

As it happens every year and making different contributions, we support Children's Day Celebration at the foundation created to improve the quality of living of children with cancer.



INECO FOUNDATION AWARENESS CAMPAIGN ABOUT ALZHEIMER'S DISEASE

On occasion of Alzheimer's Disease Month, on September 22, Aeropuertos Argentina 2000 and INECO Foundation held a 5-minute Flash Mob event on the first floor of Jorge Newbery Airport (Aeroparque) to raise awareness, disclose, and accompany everyone touched by this problem.



Banco de Sangre

BLOOD DONATION CAMPAIGN AT JORGE NEWBERY AIRPORT (AEROPARQUE) WITH GARRAHAN HOSPITAL

AA2000 and the Garrahan Foundation invited the community at Jorge Newbery City Airport (Aeroparque) to donate blood for Garrahan Hospital blood bank.



COTTOLENGO DON ORIONE

We facilitate prizes for the charity fair Cottolengo Don Orione organizes every year in Claypole, province of Buenos Aires.



COST IMPROVEMENT WITH A SOCIAL IMPACT

Through TCA, we improve storage charges, either in whole or in part, for different non-profit associations and foundations, and other volunteer firefighters associations from all over the country. We also continue with the charge improvement process for Compassionate Use Medicines that have differentiated treatment. In addition, we subscribed an agreement with the Secretariat of Health to produce a stronger social impact.

SPONSORSHIP AND CHARITABLE CONTRIBUTIONS

Apart from the institutions mentioned before, we collaborate with a number of socially valuable projects. They are selected by the team members qualified to analyze the sponsorship, gift, or corporate support proposals we receive in our website.

We contribute with charitable contributions to the following organizations:

- Asociación Amigos del Museo de Arte Moderno
- Asociación Amigos del Museo Nacional de Bellas Artes
- Asociación Argentina de Ayuda a la Infancia
- Asociación Civil Amaltea
- Asociación Civil de Estudios Superiores
- Asociación Civil Panacea
- Asociación Conciencia
- Asociación en Defensa del Infante Neurológico
- Asociación Fomento Cultura
- Asociación Manos en Acción
- Asociación Mutual Israelita Argentina
- Asociación Síndrome de Down de la República Argentina
- Bureau de convenciones y congresos Salta
- Centro de Implementación de Políticas Públicas para la Equidad y el Crecimiento
- Centro de Integración Libre y Solidario de Argentina (CILSA)
- Cesni
- Conjunto Promúsica de Rosario
- Cooperadora de Acción Social
- Cooperadora del Hospital Francisco J. Muñiz - Asociación Civil
- Deportivo Armenio Asociación
- Editorial Perfil S.A. para su programa de becas periodísticas
- Fondo de las Naciones Unidas para la Infancia Unicef
- Foro de Líderes Ambientales Asociación Civil
- Fundación Acción País
- Fundación Aciapo
- Fundación Amigos de Daia
- Fundación Amigos del Teatro San Martín de Buenos Aires
- Fundación Armenia
- Fundación Asistencia Social del Hospital de Clínicas "José De San Martín"
- Fundación Asistencial Materno Infantil de Ayuda a Niños Carenciados y Discapacitados
- Fundación Conin
- Fundación del Orden Social
- Fundación Discar
- Fundación Dr. Carlos María Biedma
- Fundación Dr. Juan Antonio Fernández
- Fundación Educando
- Fundación Educativa San Lázaro
- Fundación Embajada Abierta
- Fundación Encuentros Internacionales de Música Contemporánea
- Fundación Enseña por Argentina
- Fundación Helios Salud
- Fundación Hospital de Pediatría "Prof. Dr. Juan P. Garrahan"
- Fundación Huésped en Acción contra el Sida
- Fundación Ineco para la Investigación en Neurociencias Cognitivas
- Fundación Luciérnaga
- Fundación Make a Wish - Pide un Deseo
- Fundación Par
- Fundación Para la Igualdad de Oportunidades Educativas
- Fundación Pescar Argentina Educando para el Trabajo
- Fundación Policía Federal Argentina
- Fundación River Plate
- Fundación Sistema B Argentina
- Fundación Suma
- Fundación Universidad de San Andrés
- Fundación Uno Medios
- Fundación Zaldívar
- Haciendo Camino Asociación Civil
- Nuevas Olimpiadas Especiales Argentinas Asociación Civil
- Proyecto Educar 2050 Asociación Civil
- Un Techo para Argentina Asociación Civil
- Unión General Armenia de Cultura Física

We also have a membership in:

- Argentine Chamber of Commerce
- Argentine Chamber of Tourism
- Argentine Business Council for Sustainable Development
- Destino Argentina Ceidpt
- The Foundation for the Global Compact

STRATEGIC ALLIANCES

We are Argentina's gate. Following that line of thought, our role as guarantors of security of both people and aviation flows is crucial. It urges us to maintain close relationships and open communication channels with governmental agencies, regulatory bodies, and international organizations alike. In turn, this will help us outline strategic alliances intended to think of valuable proposals that may have an impact on sustainable development for the country, and ultimately lead the construction of a virtuous ecosystem in this industry.

THE IMPORTANCE OF PUBLIC-PRIVATE ALLIANCES

ALLIANCE WITH MINISTRIES AND ORGANIZATIONS

ACTION CONDUCTED IN 2018

National Ministry of Security, National Immigrations Department, Aerolíneas Argentinas and Airport Security Police Force	Framework Cooperation and Technical Assistance Agreement for the Prevention and Investigation of Human Trafficking Crimes.
National Ministry of Social Development	Cooperation with CorreCaminos Foundation.
National Ministry of Justice and Human Rights	Disclosure of the program against child's sexual exploitation.
National Ministry of Social Development, local city governments, and Luciérnaga Foundation	Implementation of a program to provide drinking water to families in Neuquén, Salta, and Chaco.
National Ministry of Security, Airport Security Police Force, and National Immigrations Department	Agreement for the installation of displays showing wanted people at every airport. Cooperation agreement for the development of international courses on security and against drug trafficking for the community.
Nuclear Regulatory Authority (Autoridad Regulatoria Nuclear, ARN), Presidency of the Nation	Subscription of an agreement to assign a physical space of 400 m2 in area at Salta International airport for the installation of a radionuclide monitoring station that will be part of the International Surveillance System (ISS).
Organization for Economic Cooperation and Development (OECD)	Participation in the workgroup of the Integrity and Compliance Commission where different views were analyzed concerning integrity, the conclusions of which were submitted to the G20.



In the last few years, we signed and agreed on very relevant contracts and agreements. Emphasis is made on the following:

2018	<p>Cooperation agreement with the Government of the City of Buenos Aires and the Argentine Olympic Committee on occasion of the Youth Olympic Games, Buenos Aires 2018.</p> <p>Cooperation agreement with the Tourism Agency of the Government of the City of Buenos Aires to disclose "Study Buenos Aires" program.</p> <p>Cooperation agreement with RENAPER for the creation of spaces and disclosure of the "Instant Passport" Program.</p> <p>Cooperation agreement with INADI in furtherance of a non-discrimination awareness campaign.</p> <p>Cooperation agreement with the Secretariat of Health to advance the yellow fever vaccination campaign in border sanitation control posts.</p> <p>Agreement with the Organization for Economic Cooperation and Development (OECD), B20.</p>
2017	<p>Agreement with the Nuclear Regulatory Authority (Autoridad Regulatoria Nuclear, ARN), Presidency of the Nation, to assign physical space at Salta International Airport for the installation of a radionuclide monitoring station.</p>
2016	<p>Cooperation agreement by and between the National Ministry of Security, the PSA, and AA2000.</p>
2015	<p>Cooperation agreement by and between the National Ministry of Social Development and AA2000.</p> <p>Cooperation agreement between the National Ministry of Culture and AA2000.</p> <p>Cooperation agreement between the Tourism Agency of the City of Buenos Aires and AA2000.</p>
2014	<p>Cooperation and technical assistance agreement between the National Ministry of Justice, and Human Rights, Aerolíneas Argentinas, AA2000, and the Argentine Federation of Aeronautical Personnel.</p> <p>Cooperation agreement between the National Ministry of Tourism, Aerolíneas Argentinas, Catedral Alta Patagonia, and AA2000.</p>
2012	<p>Letter of Intent and Agreement with the province of Santiago del Estero for the inclusion of Termas de Río Hondo airport.</p> <p>Cooperation agreement by and between AA2000, Aerolíneas Argentinas, and ORSNA</p>
2007	<p>Letter-Agreement to Adjust the Concession Contract and the addition of Jujuy airport by and between AA2000, the National State, and the government of such province.</p>
2005	<p>Cooperation agreement by and between the National Immigrations Department, PSA, and AA2000.</p>
1998	<p>Concession Contract for Group "A" of the National Airport System with the National State.</p>

INVOLVEMENT OF THE PUBLIC SECTOR AND THE REGULATORY AGENCIES AT THE AIRPORT

From the moment a passenger gets to the airport to the moment a plane takes off, a passenger is in contact with many actors. Representatives from official entities and public sector agencies, vendors, contractors, airlines' staff, and employees from our company fulfill their duties in many different areas.

In the public area of any airport –where people can move freely –, our company is responsible for operations and the impact they have. In the sterile area – from the first control position to the aircraft- the entrance of companions and the general public is not allowed. The responsibility there is vested onto the following public and private agencies, namely:

- National Civil Aviation Administration (Administración Nacional de Aviación Civil, ANAC) – National Ministry of Transportation.
- National Airport System Regulatory Agency (Organismo Regulador del Sistema Nacional de Aeropuertos, ORSNA) –National Ministry of Transportation.
- Airport Security Police Force (Policía de Seguridad Aeroportuaria, PSA) – National Ministry of Security.
- National Immigrations Department (Dirección Nacional de Migraciones, DNM) –National Ministry of Internal Affairs.
- General Customs Division (Dirección General de Aduanas, DGA) – National Internal Revenue Service (AFIP, Administración Federal de Ingresos Públicos).
- Empresa Argentina de Navegación Aérea (EANA) – National Ministry of Transportation.
- Argentine Air Force – Ministry of Defense.
- National Agrifood Health and Quality Service (Servicio Nacional de Sanidad y Calidad Alimentaria, SENASA) – Ministry of Agriculture, Livestock, and Fisheries.
- National Weapons Registry (Registro Nacional de Armas, RENAR) – Ministry of Justice, Security, and Human Rights.
- Border Sanitation – Secretariat of Health.



Authorities from AA2000, the Ministry of Internal Affairs, and the National Immigrations Division during the formal opening ceremony for Immigrations E-Gates at Ezeiza airport.

When the time comes to execute infrastructure projects, the Regulatory Agency dependent from the Ministry of Transportation plays a relevant role in the definition of the investment plans and project follow-up and control. Sometimes, –in the case of road extension or new electric power or sanitation networks deployment-, we coordinate our projects with public works around the airports. In all these cases, we foresee and integrate public transportation flows, stops, and services to the airport.

NATIONAL STRATEGIC ALLIANCES



We are members and hold representative positions in a number of national associations and chambers/councils



INTERNATIONAL STRATEGIC ALLIANCES



We are members and hold representative positions in a number of international associations and chambers/councils

PARTICIPATION IN CONGRESSES AND TRADE SHOWS

We have an active role in national and international congresses, trade shows and forums with a number of stakeholders from the airport and aeronautical industry and the business sector. Thus, we raise awareness on sustainable management topics, we get familiar with the latest trends in the industry, and we share valuable experiences.

In 2018, we participated in the following events:

- Organization of ACI-LAC Regional Board Meeting.
- Organization of ACI-LAC General Assembly.
- Participation in ACI Governing Board meeting.
- Participation in AS-COA events (United States and Latin America).
- Participation in the Week of the Americas (New York, United States).
- Participation in the World Travel & Tourism Council meeting (WTTC200) in Buenos Aires.
- Participation in the events held on occasion of the Youth Olympic Games Buenos Aires 2018.
- Participation in the events held on occasion of the G20 Summit in Argentina.
- Lectures and seminars at Universities.
- World Routes 2018. The 24th World Route Development Forum held in Guangzhou (Province of Guangdong, China).
- Participation in the B20 events in Argentina and France.



GRI INDEX

This Sustainability Report was prepared following the Essential option “in Conformity” with GRI Standards. Taking the information published in this document as a basis, we produced the contents that follow, using the Standards of the Global Report Initiative (GRI). Throughout this document, AA2000 presents the Communication on Progress 2018, in compliance with the 10 principles of the United Nations Global Compact.

GRI INDEX OF CONTENTS

GRI INDEX OF CONTENTS

GRI STANDARD	CONTENTS	PAGE	OMISSION	UNITED NATIONS GLOBAL COMPACT PRINCIPLES	SDG
GRI 101: BASIS 2016					
GENERAL CONTENTS					
GRI 102: General Contents 2016	102-1 Organization name	16			
	102-2 102-2 Activities, brands, products, and services	16, 21, 34-35, 52-55, 57-63 http://www.aa2000.com.ar/Institucional			
	102-3 Headquarters location	City of Buenos Aires, Argentina.			
	102-4 Operations location	21			
	102-5 Property and legal form	20			
	102-6 Markets served	21 http://www.aa2000.com.ar/Institucional			
	102-7 Organization size	6-9, 22-25 http://www.aa2000.com.ar/Institucional			
	102-8 Information about employees and other workers	104-109 El 100% of our employees work on a full-time basis		Principle 6	8
	102-9 Supply chain	98-99			
	102-10 Significant changes in the organization and its supply chain	74, 76-83, 98-99 There was no significant change during such period in the structure, ownership, and supply chain of our company.			
	102-11 Warning principle or focus	5, 16, 30-33, 39-41, 44-47, 76, 88-89, 93-95, 101, 138			
	102-12 102-12 External initiatives	41, 44-47, 146-147, 160-164, 166-167, 172-195, 202-204			
	102-13 Statement by the senior decision-making executives	202-204			
	102-14 102-14 Describe the main effects, risks, and opportunities	10-13			
	102-15 Values, principles, standards, and rules of conduct	10-13, 30-33, 39-41, 47-49, 218-220			
	102-16 Advisory mechanisms and ethical concerns	16-19, 30-33, 101 http://www.aa2000.com.ar/Institucional		Principle 10	
	102-17 Governing structure	30-33, 101		Principle 10	
	102-18 Delegation of authority	26-27			
	102-19 Delegación de autoridad	26, 29			
	102-20 Executive-level responsibility concerning economic, environmental and social issues	26, 29 The Institutional Relations Division is responsible for the coordination of any action associated with AA2000 sustainability management.			
	102-21 Consultation with groups of interest concerning economic, environmental, and social issues	28-29, 44-45			
	102-22 Structure of the highest governing body and committees	26-29 A summarized Résumé of the members of the administration board and the top management line are included in the negotiable papers issuance brochures published by the company and posted on the issuer's website.			
	102-23 President of the highest governing body	The president of the Board of Directors holds executive positions in the organization.			

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GRI STANDARD	CONTENTS	PAGE	OMISSION	UNITED NATIONS GLOBAL COMPACT PRINCIPLES	SDG
GENERAL CONTENTS					
GRI 102: General Contents 2016	102-24 102-24 Appointment and selection for the highest governing body	26-29 The summarized Résumé of the members of the administration board and the top management line are included in the negotiable papers issuance brochures published by the company and posted on the issuer's website. Brochures are available on the Highway company and include financial information that are available to the public for free consultation. Directors' mandate terms are disclosed on the Highway website, with CNV financial information, and on the company's website.			5.5
	102-25 Conflicts of interest	30, 33-101			
	102-26 Role of the highest governing body in the selection of objectives, values, and strategies	The Board of Directors gets updates through the area directors and, more specifically, through the International Affairs Division, and then approves projects and sustainability strategies.			
	102-27 102-27 Collective knowledge of the highest governing body	28-29			4.7
	102-28 Performance assessment of the highest governing body	Shareholders go through the Report produced by the Board of Directors and assess compliance with the goals proposed by the administrative body.			
	102-32 Role of the highest governing body in the production of sustainability reports	The highest governing body, through its President, Mr. Martin Eduardo Antranik Eurnekian, and the company CEO, Antonio Matias Patanian, participate in the production and subscription of sustainability reports.			
	102-35 Compensation policies	28, 118, 127-128			
	102-36 Process to determine compensation	28, 118, 127-128			
	102-37 Involvement of the groups of interest in compensation	There is no relationship or consultation made with the groups of interest concerning compensation.			
	102-38 Annual total compensation ratio	Given the local context in which AA2000 conducts business, the information is considered confidential as to safeguard the personal security of our team members and top-level management.			
	102-39 Annual total compensation percentage rise ratio	Id.102-38			
	102-40 Groups of interest list	43			
	102-41 Collective bargaining agreements	105, 128-129		Principle 3	8
	102-42 Groups of interest identification and selection	43			
	102-43 Approach for the participation of the groups of interest	29, 43, 44-49, 52, 57, 58, 64-71, 100-101, 124-126			
	102-44 Key issues and concerns mentioned	47-49, 64-65, 70, 124-126			
	102-45 Entities included in the consolidated financial statements	Both the reports and the financial statements, together with the Sustainability Report present information about the performance of Aeropuertos Argentinas 2000 S.A.			
	102-46 Definition of reports contents and scope	46-49			
	102-47 List of material issues	47-49			

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GRI STANDARD	CONTENTS	PAGE	OMISSION	UNITED NATIONS GLOBAL COMPACT PRINCIPLES	SDG
GENERAL CONTENTS					
GRI 102: General Contents 2016					
	102-48 Information restatement		There was no change that may affect comparability of the information reported		
	102-49 Changes in report production		There was no significant chance concerning the scope and coverage with respect to previous reports.		
	102-50 Period subject matter of the report		January- December de 2018		
	102-51 Date of last report		Sustainability Report2017		
	102-52 Report submission cycle		Annual		
	102-53 Contact in case of any question		aerpuertossustentables@aa2000.com.ar		
	102-54 Reporting statement pursuant to GRI Standards		The report was made in accordance with the GRI Standards: Essential option.		
	102-55 102-55 GRI Index of Contents		207-216		
	102-56 External check		AA2000 Sustainability Report 2018 is not subject to any external check.		
MATERIAL TOPICS					
INDIRECT ECONOMIC IMPACTS					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach, its components	5, 10-13, 21, 24-25, 39, 41, 44-49, 73, 76, 166-167, 171, 183-184			
	103-3 Management approach assessment	5, 21-25, 39, 41, 44-49, 76-85, 171			
GRI 203: Indirect economic impacts 2016	203-1 Investment in infrastructure and supported services	5-9, 21-25, 73-85, 166-167, 171, 183-184			7, 9, 11
	203-2 Significant indirect economic impact	5-9, 21-25, 166-167, 171, 183-184			3, 8
ACQUISITION PRACTICES					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 98			
	103-3 Management approach assessment	41, 98-101			
GRI 204: Acquisition practices 2016	204-1 Expenses in local suppliers ratio	98			8
ANTI-CORRUPTION					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 30-33, 41, 101			
	103-3 Management approach assessment	30-33, 41, 101			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for corruption connected risks risk	30-33, 101		Principle 10	
	205-2 Communication policies and procedures and training about	30-33, 101 Under the framework of the Corporate Code of Ethics and Conduct, every team member is trained on organizational policies and procedures against Corruption		Principle 10	
	205-3 Confirmed cases of corruption and measures adopted	No case associated with corruption was registered in any of AA2000 operations		Principle 10	

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GRI STANDARD	CONTENTS	PAGE	OMISSION	UNITED NATIONS GLOBAL COMPACT PRINCIPLES	SDG
MATERIALS					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 134, 136-137, 138, 144-145, 147			
	103-3 Management approach assessment	41, 134, 138, 142, 144-145, 147		Principle 7 y 8	
GRI 301: Materials 2016	301-1 Materials by weight or volume	136-137, 144-145, 147		Principle 8	12
	301-3 Reused products and packing materials		These contents are not fully applicable to the operations of Aeropuertos Argentina 2000.		12
ENERGY					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 134, 138, 146, 148-151			
	103-3 Management approach assessment	41, 134, 138, 142, 146, 148-151		Principle 7 y 8	
GRI 302: Energy 2016	302-1 Energy consumption inside the organization	148-151		Principle 8	7, 12, 13
	302-4 Reduction in energy consumption	148-151			7, 12, 13
WATER					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	43, 46-47			
	103-2 Management approach and components	44, 106-107, 113, 115			
	103-3 Management approach assessment	106-107, 113		Principle 7 y 8	
GRI 303: Water 2016	303-1 Water extraction per source	113		Principle 8	6
	303-2 Water sources significantly affected by water extraction	AA2000 has no background concerning the affected water source.			6
EMISSIONS					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 134, 138, 140-141, 146			
	103-3 Management approach assessment	41, 134, 138, 140-141, 146		Principle 7 y 8	
GRI 305: Emissions 2016	305-1 Direct GHG emissions (scope 1)	140-141			12, 13
	305-2 Indirect GHG emissions when energy is generated (scope 2)	140-141			
EFFLUENTS AND WASTE					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 134, 138, 143-145			
	103-3 Management approach assessment	41, 134, 138, 143-145		Principle 8	
GRI 306: Effluents and waste 2016	306-1 Water spilling based on its quality and destination	143		Principle 8	6, 12
	306-2 Waste per type and disposal method	144-145		Principle 8	6, 12
	306-3 Significant	143			6, 12

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EFFLUENTS & WASTE						
GRI 306: Effluents and waste 2016	306-4 Transportation of hazardous waste		Waste management of international flights is conducted under Senasa Resolution 714/10 – National Plan for Access Prevention and Transmission of Plagues and Diseases by means of Regulated Waste. Pursuant to such resolution, waste should be treated in a differentiated way. In the case of Ezeiza airport, such waste are transferred to "Draconis" high-risk waste treatment plant, in compliance with such resolution.	AA2000 does not engage in hazardous waste imports or exports. In the case of exports, the question specifically arises when treatment is required but such treatment is not available in the country. This is the case of the so-called pcb oils.	Principle 8	12
	306-5 Water surfaces affected by water spills and/or runoffs		Water environments on which AA2000 dumps effluents do not pose signs of environmental damage as of the date of this report.		Principle 8	6
SUPPLIERS' ASSESSMENT						
GRI 103: Management approach 2016	103-1 Material subject matter explanation and coverage	5, 39, 41, 44-49				
	103-2 Management approach and components	41, 98-101, 134, 138				
	103-3 Management approach assessment	41, 98-101, 134, 138				
GRI 308: Suppliers' environmental assessment 2016	308-1 New suppliers who have passed assessment and selection filters pursuant to environmental criteria	98-101	In the future, under the framework of the Suppliers' Code of Conduct, suppliers will be assessed in such regard. This will be informed in upcoming reports.	Principle 8		
EMPLOYMENT						
GRI 103: Management approach 2016	103-1 Material subject matter explanation and coverage	5, 39, 41, 44-49				
	103-2 Management approach and components	5, 10-13, 41, 102, 104, 110, 114 58-59, 61-63				
	103-3 Management approach assessment	41, 102, 104, 110-114				
GRI 401: Employment 2016	401-2 Benefits for full-time employees not given top art-time or temporary employees	120				8
	401-3 Parental leave	122-123		Principle 6		8
HEALTH AND SAFETY AT WORK						
GRI 103: Management approach 2016	103-1 Material subject matter explanation and coverage	5, 39, 41, 44-49				
	103-2 Management approach and components	5, 10-13, 41, 102, 104, 130				
	103-3 Management approach assessment	41, 102, 104, 130-132				
GRI 403: Health and safety at work 2016	Types and frequency rates for accidents, occupational professional diseases, lost days, absenteeism, and number of casualties as the result of work accident or occupational diseases	131-132				3, 8
	403-4 Health and safety issued addressed in formal agreements with trade unions	128-132				8
EDUCATION AND TRAINING						
GRI 103: Management approach 2016	103-1 Material subject matter explanation and coverage	5, 39, 41, 44-49				
	103-2 Management approach and components	5, 10-13, 41, 102, 104, 114-115, 118				
	103-3 Management approach assessment	41, 102, 104, 114-119				

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TRAINING AND EDUCATION					
GRI 404: Education and training 2016	404-1 Education hours mean per year, per employee	114, 116-117		Principle 6	4, 8
	404-2 Programs to enhance employees' skills and transition assistance programs	114-115, 118			8
	404-3 Percentage of employees subjected to periodical performance assessment and professional growth	118-119		Principle 6	8
DIVERSITY AND EQUAL OPPORTUNITIES					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 104, 110, 112-113, 158, 160-163			
	103-3 Management approach assessment	41, 104-110, 112-113, 158, 160-163			
GRI 405: Diversity and equal opportunities	405-1 Diversity in governing bodies and among employees	26-27, 104-109		Principle 6	5, 8
	405-2 Basic wage ratio. Men against women compensation	127		Principle 6	8
NON-DISCRIMINATION					
GRI 103: Management report 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 84-85, 104, 158, 160-163			
	103-3 Management approach assessment	41, 84-85, 104, 158, 160-163			
GRI 406: Non-Discrimination 2016	406-1 Cases of discrimination and preventive corrective actions		No discrimination incident was recorded during the period covered by this Report.	Principle 6	8
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING AGREEMENT					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 30, 41, 102, 104, 128-129			
	103-3 Management approach assessment	30, 41, 102, 104, 128-129			
GRI 407: Freedom of association and collective bargaining agreement 2016	407-1 Operations and suppliers whose freedom of association rights and collective bargaining rights could be in risk		No violation of the freedom of association right was observed in the company or in the value chain	Principle 3	8
CHILD LABOR					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 30, 41, 101-102, 104, 158			
	103-3 Management approach assessment	30, 41, 101-102, 104, 158			
GRI 408: Childhood Program 2016	408-1 Operations and suppliers at significant risk concerning child labor		No incident was recorded concerning child labor in the company and the value chain	Principle 5	8, 16

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FORCED OR COMPULSORY LABOR					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 30, 41, 101-102, 104, 158, 164			
	103-3 Management approach assessment	30, 41, 101-102, 104, 158, 164			
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers under significant risk concerning forced and compulsory labor	No incident was recorded concerning events of forced labor or non-consented work in the company and the value chain		Principle 4	8
LOCAL COMMUNITIES					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 134, 138, 158, 169, 171			
	103-3 Management approach assessment	41, 134, 138, 158, 169, 171			
GRI 413: Local communities 2016	413-1 Operations with the participation of the local community, impact assessment and development programs	172-195		Principle 1	
	413-2 Operations with significant negative impact –actual or potential – in the local communities	138, 142 We monitor our staff concerning their exposition to noise using a dosimeter. To such purpose they are constantly examined		Principle 1	
SOCIAL ASSESSMENT FOR SUPPLIERS					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 98-101			
	103-3 Management approach assessment	41, 98-101			
GRI 414: Suppliers' social assessment 2016	414-1 New suppliers who have passed selection filters, in accordance with social criteria	98-101		Principle 2	5, 8
PUBLIC POLICY					
GRI 103: Management approach 2016	Management103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 90, 196, 198-201			
	103-3 Management approach assessment	41, 90, 196, 198-201			
GRI 415:Public policy 2016	415-1 Contribution to political parties and/or representatives	AA2000 no realizó aportaciones financieras o en especie a partidos políticos o instituciones relacionadas en 2017.		Principle 10	
CUSTOMER'S HEALTH AND SAFETY					
GRI 103: Management approach 2016	Management103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 86, 88-95			
	103-3 Management approach assessment	41, 86, 88-95			
GRI 416: Customers' health and safety 2016	416-1 Assessment of the impact on health and safety of the products or services categories.	86, 88-89, 91, 93-95			
	416-2 Cases of breaches associated with impacts on health and safety for the categories of products and services.	There was no breach recorded in 2018 linked to the impact of products and services on health and safety in their life cycle.			

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GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 50, 57, 68-70			
	103-3 Management approach assessment	41, 50, 57, 68-70			
GRI 417: Marketing and labeling 2016	417-1 Requirements for products and services information and packaging	All the information concerning advertising orders, contracts and agreements comply with the legal standards and are uniform for all customers.			
	417-2 Cases of breaches linked to products and services information and labeling	No incident or legal actions resulting from failure to comply with laws, regulations, and volunteer code adhesion was reported in 2018.			
	417-3 417-3 Cases of breaches associated with marketing communications	No breach connected with marketing communications were recorded in 2018.			
SOCIO-ECONOMIC COMPLIANCE					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 30-33, 41			
	103-3 Management approach assessment	30-33, 41			
GRI 419: Socio-economic compliance 2016	419-1 Breach of social and economic laws and regulations	No incident was reported in 2018 arising from any failure to comply with the regulations on the supply and use of the organization's products and services			
COMPREHENSIVE RISK MANAGEMENT					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 30-33, 41			
	103-3 Management approach assessment	30-33, 41			
PROFITABILITY AND INVESTMENT ATTRACTION					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5-7, 10-13, 21-25, 41, 76			
	103-3 Management approach assessment	5-7, 10-13, 21-25, 41, 76			
ACCESSIBILITY					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 61, 73, 84-85, 160-161			
	103-3 Management approach assessment	41, 61, 84-85, 160-161			
INTERMODALITY					
GRI 103: Management Approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 73, 74, 76, 78-83			
	103-3 Management approach assessment	41, 73, 74, 76, 78-83			

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DIALOG AND COMMUNICATION WITH GROUPS OF INTEREST					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 29, 41, 43, 44-49, 52, 57, 58, 64-71, 100-101, 124-126			
	103-3 Management approach assessment	41, 47-49, 64-65, 70, 124-126			
BUSINESS CONTINUATION AND READINESS IN CASE OF EMERGENCY					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 86, 88-89, 91, 93-95			
	103-3 Management approach assessment	41, 86, 88-89, 91, 93-95			
CUSTOMER EXPERIENCE					
GRI 103: Management approach 2016	103-1 Material subject explanation and coverage	5, 39, 41, 44-49			
	103-2 Management approach and components	5, 10-13, 41, 50, 57-71			
	103-3 Management approach assessment	41, 50-57-71			



HIGHLIGHTS AND CHALLENGES

GOALS 2018

COMPLIANCE

LOCAL PUBLIC

Creation of work processes for the New Business Units and Corporate sector: creation of flow charts, new work instructions, ISO standards.



Disclosure of the new Code of Conduct and subscription of the affidavits code.



Certification for the internal control processes concerning financial statements (Sarbanes-Oxley Act).



Restructuring of the Operations area in Córdoba and Mendoza.



Recognition of time burden at Ezeiza and Aeroparque as 180 hours a month.



ENVIRONMENT

Carbon footprint measurement.



Countrywide waste management.



Extension of the urban solid waste recycling program to the entire National Airport System.



Continuity in the update of environmental studies for all the airports in the country.



Creation of an informative tool linked to daily airport environmental management.






COMMUNITY

Strengthening of our relationship with the community of El Palomar laying the emphasis on job insertion.



Implementation of actions favoring accessibility.



-  Completed challenge
-  Partially completed challenge
-  Non-completed challenge

GOALS 2018

COMPLIANCE

VALUE CHAIN

Introduction of the AMS System (Airport Management System) and the Operations Coordination Center or CCO (Centro de Coordinación de Operaciones) at Jorge Newbery (Aeroparque) and Ezeiza airports.



Creation of the online commands panel.



Implementation of the resource allocation standards.



Introduction of management indicators with respect to possible negative impacts on the value chain wide relative to labor practices, environmental impact, and society.



Speeding up of passenger's control stands.



Train airport community members on contact with passengers.



INFRASTRUCTURE

Compliance with the projects and works commitments undertaken and agreed on with the National State at the airports under concession, covering different scales and scopes that go from internal area refurbishment, equipment and engineering to comprehensive runway repaving and new passenger's terminals.



Achievement of a national balance in terms of development at the airports scattered all across the territory so that the facilities that used to be left to oblivion are finally refurbished.



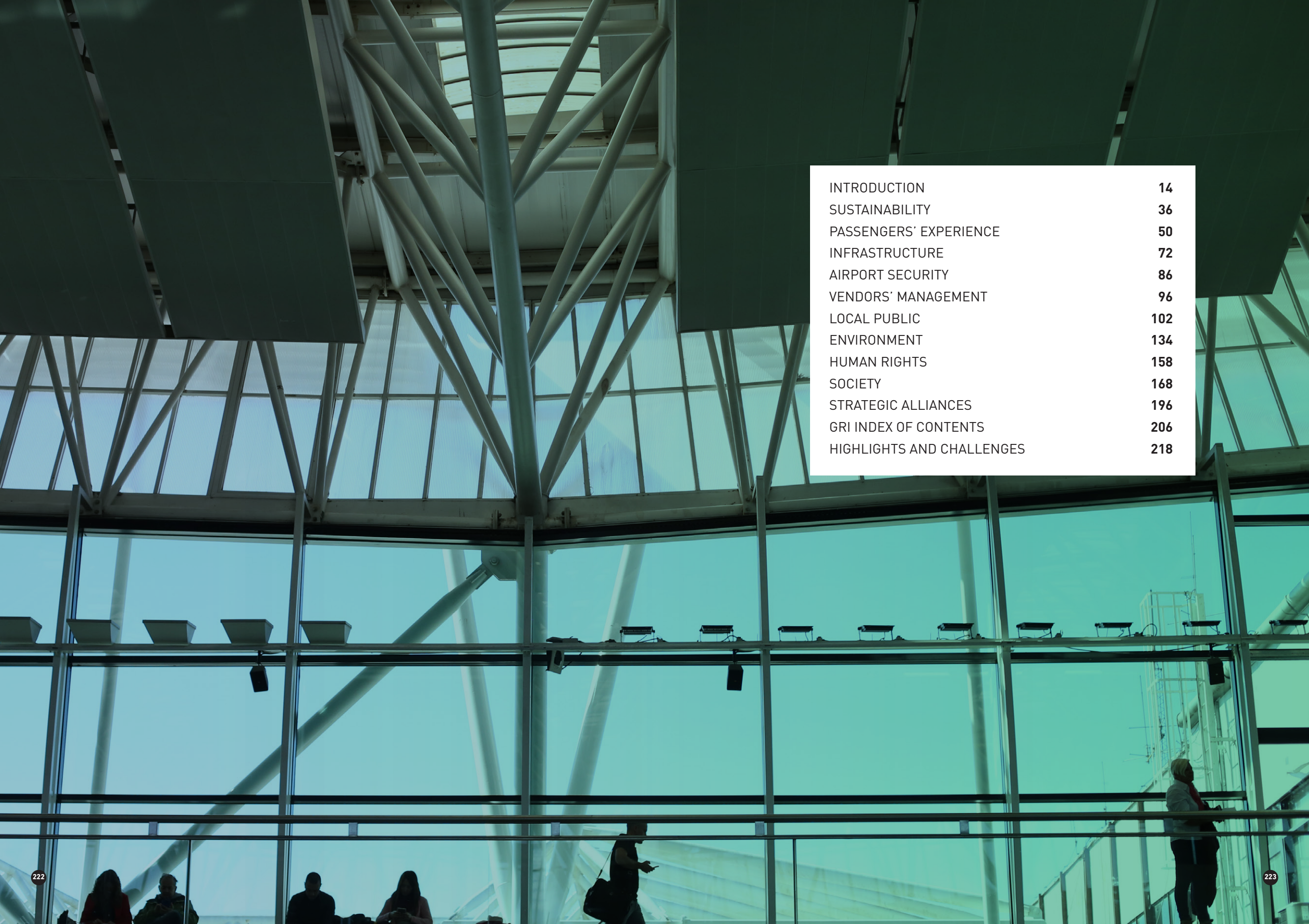
Strengthening of the relationship with academia, professional associations, institutions, agencies, inter alia, to nurture education and application of airport-related topics and its cutting edge in the country and around the globe.



LOOKING TO THE FUTURE: CHALLENGES 2019

- Compliance with the Projects and Works Plan defined for 2019 to serve traffic prudently and sustainably, avoiding the development of constructions that exceed the requirements with suitable service levels.
- Measurement of the carbon footprint at Ezeiza.
- Recycling of urban solid waste at Córdoba and Bariloche airports.
- Certification under the LEED standard for Comodoro Rivadavia Airport.
- Organization of an internal seminar on safety; the safety day.
- Completion of ICAO certification process for Mendoza Airport.
- Consolidation of the Compliance program with respect to the Integrity, Risk Management, and Internal Control.
- Introduction of tactile floors for blind people, and Braille buttons in elevators to improve accessibility at the terminal.
- Installation of bicycle stations to promote sustainable mobility.
- Development of actions and spaces that take into account families with children.
- Improvement in work atmosphere management taking the Great Place to Work methodology as a basis.
- Adjustment of the IT processes and structures to enhance service quality.
- Implementation of the first airport ecosystem project.
- Addition of social suppliers to our value chain.





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Buen viaje
Have a nice trip
Boa viagem
Gute fahrt
Bon voyage
Buon viaggio
Բարի ճանապարհ
一路順風

Our acknowledgment to all our team members and directors who have had an active role to draft this key document, which is crucial for accountability and helps improve business management year after year, focusing our efforts on sustainability.

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