

Sustainability
Report

2022



Aeropuertos **Argentina 2000**



Sustainability
Report
2022



Aeropuertos **Argentina 2000**

Contents

**Impact
Indicators**
Pág. 8

**Message from
the President**
Pág. 14

**Message from
the CEO**
Pág. 16

1

2

3

4

INTRODUCTION
Pág. 18

**SUSTAINABIL-
ITY**
Pág. 44

EXPERIENCE
Exceeding custom-
er expectations
Pág. 58

**HUMAN CAPITAL
MANAGEMENT**
Strengthen a culture
of innovation, agility
and inclusion
Pág. 102

5

**INFRASTRUC-
TURE AND OPER-
ATIONS**

Operate with safe-
ty and efficiency

Pág. 166

6

SOCIAL IMPACT

Create a posi-
tive impact in the
communities in
which we operate

Pág. 190

7

CLIMATE ACTION

Manage our en-
vironmental im-
pact responsibly

Pág. 222

8

**STRATEGIC
ALLIANCES**

Value articulation for
responsible busi-
ness performance

Pág. 272

**GRI Content
Index**

Pág. 268

**Fulfillment of
goals in 2022**

Pág. 286

**2023
challenges**

Pág. 289

Sustainability Statement AA2000



At Aeropuertos Argentina 2000 we focus on the people and on the environment where we live.

We focus on management based on the satisfaction of our passengers, companions and employees to ensure quality service, cutting-edge infrastructure, safety, security and accessibility, so that everyone can enjoy a pleasant experience in our terminals.

We have a strong commitment to the communities of the destinations chosen by our passengers. To this end, we develop programs in partnership with key players, in order to respond comprehensively to their demands and generate real opportunities. We promote inclusive employment through health, education, art and culture as tools for social growth. We care for the environment with a strategy focused on the reduction of our carbon footprint and the responsible management of natural resources.

Therefore, from our business, we connect millions of people, assuming our role as a key player in our country and committed to sustainable development.

Impact Indicators

Through the systematization and monitoring of financial and non-financial indicators, at Aeropuertos Argentina 2000 we measure our impact in order to boost the positive ones and mitigate the negative ones, thus contributing to the development of a sustainable business and future.

ECONOMIC AND FINANCIAL IMPACT

\$21,996

millions in Infrastructure investment

vs. **\$61,521 millions** in 2021 (1)

\$49,011

millions EBITDA

vs. **\$16,143 millions** in 2021 (1)

\$40,638

millions of Operating profit for the year

vs. **(\$5) millions** in 2021 (1)

(1) Data re-expressed by inflation

OUR PASSENGERS:

Exceeding our customers expectations.

32,699,846

Passengers

vs. **12,823,903** in 2021

181,304

Cargo movement (tn)

vs. **174.263** in 2021

370,710

Aircraft movement

vs. **218.560** in 2021

70

Active airlines

vs. **57** in 2021

35

Airports

vs. **35** in 2021

OUR PEOPLE:

Strengthen a culture of innovation, agility and inclusion

2,531

Employees

vs. **2,497** in 2021

23.82%

Women

vs. **22.75%** in 2021

8 hs

average training per employee

vs. **10** in 2021

36%

**positions filled
by employees**

vs. **50%** in 2021

\$12,281,528,344

**salary and social
security payments**

vs. **\$5,717,531,587** in 2021

OUR DESTINATIONS

Social Impact

93%

expenses in local suppliers

vs. **95%** in 2021

\$378,195,010

in private social investment

vs. **\$63,830,813** in 2021

ENVIRONMENTAL IMPACT:

Climate Action

\$5,288,100

In investments and other environmental expenses

vs. **\$127,046,192** in 2021 (1)

105,873,990

Electric energy consumption (Mwh)

vs. **86,942,835** in 2021 (2)

1,631,582

natural gas consumption (m³)

vs. **1,391,091** in 2021 (2)

1,838,957

water consumption (m³)

vs. **1,689,378** in 2021 (2)

(1) Inflation-adjusted data as of December 2022.

(2) The increase is in accordance with the increase in passenger numbers in 2022.



Message from the President

Year 2022 was a period of reconstruction and growth after a time fraught with difficulties. We launched an ambitious infrastructure plan in the interior of the country to equip our airports with the necessary technology and security in order to make them more efficient and safer.

Another great news this year was that the works at the New Departure Terminal at Ezeiza were restarted, in order to place the main international airport at the forefront of the industry. Just a few weeks ago, on April 14, 2023, we were able to welcome the President of the Nation at the opening ceremony, and a few days later it became operational so that millions of travelers can enjoy it in the coming years.

Industry is going through a transformation process that challenges us permanently, demanding us to do our best to meet the demand of more informed and more demanding passengers. We must put all our energy into accelerating the transformation process in which we are immersed, where digitalization plays a key role.

To this end, during 2022 we continued improving our analytical capacity, which has allowed us to have a clearer and more detailed vision of the operation of our airports, and to improve the efficiency and quality of the services we offer to our customers. We launched our Sustainability Strategy with the commitment to manage the business by optimizing the impact on the planet and people, formalizing at company level our contribution to the United Nations Global Compact and the 2030 Agenda for Sustainable Development.

Working in collaboration with the airport community, public agencies and our stakeholders is essential to our growth keeping a broad vision and considering different points of view. It was very important to have presented our vision and to benefit from the exchange of experiences at the annual meeting of ACI-LAC (Airports Council International

for Latin America and the Caribbean), which we hosted and which was attended by more than 300 representatives of the industry from all over the region, both from the public and private sectors.

In environmental terms, we continue working on the reduction of greenhouse gas emissions through the implementation of energy efficiency practices in our operations, such as the switch to renewable energy sources and the program to eliminate the use of single-use plastics at our airports.

As we have been doing until now, we will continue to ensure the safety of workers, passengers and all those who transit our airports, as well as guaranteeing compliance with human rights and promoting inclusion.

I thank our entire team of collaborators for their commitment and support through this path of growth. It has been a year full of successes and it has prepared us for 2023, the year of our 25th anniversary, in the best possible way.

We will continue to work together, with responsibility and transparency, to make further progress in achieving our objectives, and towards the creation of shared value for ourselves, our stakeholders, and the communities we serve.

Sincerely,

Martín Eurnekian



Message from the CEO

I am pleased to present the twelfth Sustainability Report of Aeropuertos Argentina 2000, which follows the most recognized guidelines and standards of accountability.

After two really difficult years for our industry, during 2022 activity began to recover significantly. Passenger numbers grew by 155% compared to 2021, although they were still 22% below 2019 levels. This growth contributed to revenues of \$112,055,914,843. The net result for the year ended on December 31, 2022 showed a profit of \$40,638,030,971, compared to a loss of \$4,963,622 recorded in 2021.

This activity recovery required a great effort in terms of operations and resource management, and we rose to the challenge.

The cargo terminal played a substantial part in our recovery. During 2022, cargo volume was above pre-pandemic levels. Annual cargo volume was 182,491 tons.

We are celebrating one year since the formation of the data science team. We understand that data is a fundamental asset in the development of efficient business and in decision-making processes. Within this framework, dashboards from different business areas were automated; we launched the data governance process, to guarantee the origin, quality, and assign responsibilities over data, and we began to use predic-

tive algorithms to make short, medium and long term traffic estimates; which allows us to better plan and be more efficient in the allocation of airport resources.

As we understand that investing in infrastructure is key to operate efficiently and safely, during the year we invested \$21,995,877,987, mainly in the airports of Ezeiza, Aeroparque, Bariloche, Posadas, Santa Rosa and Jujuy, as part of a broad federal works plan. We completed six construction works, initiated 13 and reactivated five others that had been interrupted during the pandemic. Among the latter, the New Departures Terminal at Ezeiza, which recently started operating and synthesizes all our technical knowledge and the collaborative work with the airport community, stands out.

Additionally, we continue to invest in our people as they are our main asset. We organized 144 courses, which reached 2,246 individuals (around 90% of the total staff) and a total of 20,716 training hours. I am deeply grateful to the nearly 2,500 workers who give their best every day.

As regards environmental care, we have taken measures to become more energy-efficient across all business units, achieving significant reduction percentages. I am proud to say that as of February 2023, 90% of the energy consumed in Ezeiza, and 100% of the energy used in the new departure terminal, comes from renewable sources. We also launched an initiative to reduce disposable plastics by 2025, in which 8 of our airports participated, and 39 brands and 79 establishments within our airport community committed to the cause.

We have also made progress in terms of accessibility by providing training and awareness events. In this context, we obtained the ALPI accessibility certification for the Mendoza airport.

We have regained impulse and are on the path of growth. But we will not be able to achieve our goals if we pretend to do it in isolation. We are part of an ecosystem that is in constant interaction, and that dynamic shapes our present and our future. Therefore, I would like to thank all our collaborators, customers and stakeholders for their commitment and ongoing support in the effort to build a more sustainable and responsible company.

Thank you,

Daniel Ketchibachian

We have regained our
impulse and are on
the path of growth.





3. 9. 10.

Introduction



Our ambition is to be leaders and benchmarks in the industry, beloved by our customers, employees, and stakeholders, in order to be sustainable in the long term.

35

airports in all the country

2,201

collaborators adhered to the Code of Conduct

90%

of the country's aero commercial traffic

1,761

participants completed the training on the integrity program



Company's profile

We continue working to connect people with the rest of the world.

Since 1998, with 35 airport terminals within the Argentine national territory, we have become the major airport operator in the country. True to our purpose, we work every day with the aim of exceeding our customers' expectations by offering passenger services that make their journey start from the moment they enter the airport, ensuring a great experience from the very beginning.

All our decisions are people centered, so that our more than 2,500 employees continue to choose us as the best place to work.

91.5% of our company's capital is of national origin. The shareholder structure of Aeropuertos Argentina 2000 is available at: <https://www.aa2000.com.ar/Autoridades>

35

airports in all the country

1998

concession start



90%

aero commercial traffic
of the country

+24

years of experience

32,699,846

passengers in 2022

2,531

employees



Presentation of CAAP

Aeropuertos Argentina 2000 is part of Corporación América Airports, one of the world 's leading private airport operator, which operates and manages 53 airports in 6 countries: Argentina, Armenia, Brazil, Ecuador, Italy and Uruguay.

Its operations include the operational and commercial management of airports and, in some cases, also fueling, cargo, and other related services.

53
airports

6
countries

3
continents

66 millones
of passengers

Corporate Strategy: My Airport

Through our strategy “My Airport” we aim to be leaders and benchmarks of the industry, beloved by our customers, employees, and stakeholders, in order to be sustainable in the long term.

To this end, we develop multidisciplinary teams that use agile methodologies to move forward and acquire value more swiftly. Furthermore, to convey the strategy throughout all business operations, we conduct communication campaigns

and training based on its pillars, focusing on our purpose. Additionally, the strategy takes action by establishing for the different business units and areas objectives that align with these commitments and that are to be met through day-to-day actions and responsibilities.





Argentina Cargo Terminal (TCA for its Spanish acronym)

TCA is a business unit that belongs to Aeropuertos Argentina 2000. Through it, we provide comprehensive storage and logistics services to foreign trade agents involved in air imports and exports, as well as general cargo operators.

Our main activity is to manage the cargo terminals of the main international airports in the Argentine Republic, storing imported and exported cargo in bonded warehouses while their recipients complete customs procedures with the General Customs Directorate. We also provide services to the airlines operating there.

The headquarters are located at Ezeiza International Airport, with branches in Córdoba, Mendoza, Mar del Plata, Aeroparque Jorge Newbery, and Tucumán. The terminals are suited for the volumes and characteristics of the products handled in the different airports. The main one is Ezeiza, which is equipped with the most modern technology for the handling of various types of cargo.

This year, cargo volume was above pre-pandemic levels.

14,897

customers

182,491

tons of annual cargo
movement

2.65%

annual growth
in volumes

7.33%

reduction in the average
annual cargo dwell time

Context and economic performance

During 2022, there was a strong recovery in activity, after over two years of strong negative impact on passenger traffic due to the COVID-19 pandemic. The reactivation, which had started in the last quarter of 2021 when international operation restrictions were lifted and borders were reopened, continued at a steady rate throughout 2022. Year over year, passenger traffic grew by 155%, with an increase in passengers each month. In this scenario, the financial year recorded revenues of \$112,055,914,843. The net result for the year ended on December 31, 2022, showed a profit of \$40,638,030,971, and the net equity as of that date reached \$139,487,495,104.

Continuing the strategy to strengthen the company's financial position and fund the construction commitments, we bolstered the company's cash position by issuing dollar-linked Negotiable Obligations (ONs) in the domestic capital market for a total amount of US\$138 million, maturing in 2032, and additional ONs for a total amount of US\$86 million, with maturity dates ranging from 36 to 48 months.

For the year 2023, we expect passenger traffic to remain on the path of recovery in the international front, as well as its ongoing growth in the domestic segment - which has already reached pre-pandemic levels - leading to a positive impact on operation results. At the same time, within the context of sustained passenger recovery, we are still focused on strict monitoring of the Company's operating costs, in order to leverage the efficiency achieved during the pandemic period.

Furthermore, we expect to continue with the execution of the capex program (investment in infrastructure projects) established in our contractual framework, which includes work projects for the airports in the Buenos Aires area as well as in several airports in the interior of the country, continuing the program of improvement and modernization of the airport infrastructure with a national perspective.

Main economic financial indicators

(millions of ARS)

SALES

\$112,056

vs. **\$61,521** in 2021

EBITDA

\$49,011

vs. **\$16,143** in 2021

NET RESULT

\$40,638

vs. **-\$5** in 2021

OPERATING PROFIT

\$33,630

vs. **-\$1,502** in 2021

NET WORTH

\$139,487

vs. **\$131,132** in 2021

NON-CURRENT FINANCIAL DEBT

\$115,265

vs. **\$101,022** in 2021

CURRENT FINANCIAL DEBT

\$12,093

vs. **\$23,633** in 2021

BASIC EARNINGS PER SHARE ATTRIBUTABLE TO COMPANY'S SHAREHOLDERS (\$ PER SHARE)

\$157,1966

vs. **-\$2,4618** in 2021

ECONOMIC VALUE GENERATED AND DISTRIBUTED	2021 ⁽¹⁾	2022
Aggregated data		
Shareholders- dividend payment	\$0	\$370
Financial costs	\$10,604	-\$1,294
Investment in the business	\$10,705	\$21,996
Supplier payments	\$65,693	\$73,549
Employees - Salaries and social benefits	\$15,869	\$22,055
Customers - Income from ordinary activities	\$61,521	\$112,056
Community - Private Social Investment	\$57	\$378
Environment- Total Expenses	\$247	\$375
Government - Fees and Taxes	\$4,552	\$7,644

(1) Note Inflation-adjusted data as of December 2022.



Corporate governance

During the decision-making process, the corporate governance of the company considers all the sources that can contribute to ensuring that the actions taken by Aeropuertos Argentina 2000 are optimal and are aligned with the company's objectives and strategies in a responsible, ethical, and transparent manner.

BOARD OF DIRECTORS

A management based on reliability, integrity and expertise.

At Aeropuertos Argentina 2000, we have a Board of Directors with capable and prepared leaders who can adapt and work in a constantly changing environment. They carry out their duties in a responsible manner based on ethical principles and transparency, complying with the legal framework in

force and transmitting the corporate values and culture to the stakeholders.

The seven members of the Board of Directors, three of which are independent under the regulations of the Securities Commission (Comisión de Valores- CNV) and one is an alternate director, are appointed by the general shareholders meeting, taking into account their background, experience and their possible contribution to the Board.

The Board of Directors meets periodically, and in 2022, 22 meetings were held, most of them virtually. The main topics discussed focused on the approval of financial statements, the issuance of negotiable obligations, and the granting of powers. In turn, the management presents to the Board the various plans, projects, and budget of the Company well in advance, and these are approved by all the members in the board meetings.

THE BOARD ³

Chairman	Martín Francisco Antranik Eurnekian
Vice President	Antonio Matías Patanian
Director	Máximo Luis Bomchil
Director	Orlando J. Ferreres
Director	Jorge González Galé
Director	Agustín Herrera
Director	Anibal José Pitelli
Alternate Director	Gustavo Pablo Lupetti

Characteristics

Selection and appointment by the Shareholders Meeting.

Training and participation in sustainability forums and other events.

Conflicts of interest are governed by the Code of Conduct and internal policies.

Remuneration approved by the shareholders and aligned with the business objectives.

Evaluation carried out by the shareholders meeting.

Ongoing communication with stakeholders.

³ All members of the Board of Directors are Argentine. 30% of the directors are between 30 and 50 years old, while the remaining 70% are over 50 years old.

The Audit Committee is composed of the following regular auditors: Patricio Alberto Martín, Tomás Miguel Araya, and Alejandro Esteban Messineo. Substitute auditors: Francisco Martín Gutiérrez, Federico Campolieti and Ariadna Laura Artopoulos.

Board of Directors' duties

Among its main duties, the Board of Directors is responsible for determining and approving the company's mission, vision and values, and for promoting culture, ensuring compliance with the highest standards of ethics and integrity in the best interest of the Company and its shareholders. In addition, the Board meets quarterly to analyze and approve the company's finan-

cial statements, which are then submitted to the regulatory bodies: National Airport System Regulatory Agency (ORSNA for its Spanish acronym), Argentine Securities Commission (CNV for its Spanish acronym), Bolsas y Mercados Argentinos S.A. and Mercado Abierto Electrónico S.A., and to the Luxembourg Stock Exchange.

Other duties of the Board:

1.

Approval and oversight of the overall strategy and policies.

2.

Design and monitoring of corporate governance structures and practices.

3.

Ensure management integrity.

4.

Evaluate and review the effectiveness of internal control systems.

5.

Approve investments, concessions, or strategic transactions, excluding those approved by the shareholders' meeting.

6.

Determine the organizational structure and operation of the Board.

7.

Convene the Shareholders' Meetings, prepare the agenda, and propose resolutions.

8.

Develop and oversee training programs for directors as well as their reports.



ROLE OF THE BOARD IN SUPERVISING IMPACT MANAGEMENT

Guided by our values and with the ambition to be leaders and benchmarks in the airport industry, we drive solid and assessable policies and programs that allow us to operate with responsibility, transparency, and efficiency, according to high international standards. In this regard, the Board of Directors ensures compliance with the highest standards of ethics and integrity in the best interest of the Company and its shareholders. Additionally, the Board monitors and reviews the effectiveness of the internal audit, which evaluates whether the risk management, control, and governance processes designed and implemented by the Company are adequate and operate efficiently.

Characteristics of corporate governance

Election and appointment

According to the Bylaws, directors are appointed by the general shareholders meeting, which considers their professional and personal background, as well as their experience in economic, social, and environmental matters, without any discrimination. It is their duty to fulfill the obligations, responsibilities, and functions described in the Bylaws.

Training

According to the needs of the Board, continuous training programs are developed. In addition, members participate in different forums, events, and specific conferences related to the industry.

Conflicts of interest

The Code of Conduct of the Company establishes that all Collaborators must avoid any situations that present or may present a conflict between their personal interests and the interests of the Company. In addition, the Conflict of Interest Prevention Policy sets guidelines for the behavior to be adopted in the event of a conflict of interest, it classifies these conflicts as real or potential, and establishes the courses of action to be followed.

Remuneration mechanisms

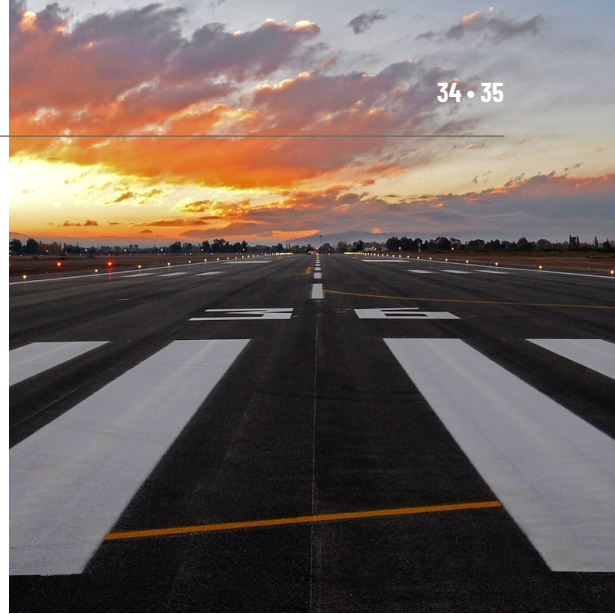
The remuneration policy for the members of the Board of Directors is transparent and within the framework approved by the shareholders, aligned with the Company's Strategy. The Board determines the sum and method of payment, taking into account the functions and responsibilities of each director, their positions within the Board, and other objective circumstances that may be considered relevant. For managerial positions, we follow a remuneration policy that includes variable components based on business performance and the achievement of individual objectives. The Company does not have a dividend distribution policy.

Evaluation Mechanisms

The responsibility for evaluating the Board of Directors lies with the general shareholders meeting, which assesses the degree of fulfillment of the proposed objectives.

Communication with stakeholders

The relationship with stakeholders is established through various communication channels facilitated by the Executive Committee.



Ongoing dialogue takes place through the website, social media, press releases, work meetings, industry events, participation in panels and others. Additionally, publications such as the Sustainability Report, Yearbook, Annual Report and Balance Sheet are made available. Communication methods include phone calls, notes, emails, participation in chambers and associations, among others. Directors use reports, information, and surveys to show the risks, opportunities, and impacts associated with stakeholder actions within our management. These include the Great Place to Work (GPTW) survey, the materiality analysis conducted within the sustainability report, and the Airport Service Quality (ASQ) survey by ACI (Airport Council International), which aims at assessing passenger experiences and identifying improvement opportunities.

SUSTAINABILITY STRATEGY MANAGEMENT

Through the directors of each area, the Board stays informed about sustainability projects and strategies. Additionally, they are presented with relevant topics and provided with reports and data that are useful for decision-making.

Spaces for interaction, participation, and training of the Board of Directors.

During 2022, members of the Board of Directors and of the Executive Committee took part in various meetings and exchange spaces as panelists, hosts, and/or members of working groups. Among the diverse events, we can highlight the following:

Aeronautical Gender and Diversity Roundtable:

We joined the inter institutional framework agreement for the creation of the committee on gender and inclusion as an opportunity to strengthen the positions of women within the industry.

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

Congress in Buenos Aires:

We hosted the Annual Assembly, Conference & Exhibition of Airports Council International - Latin America and Caribbean (ACI LAC), the most important airport event in Latin America and the Caribbean.

World Economic Forum:

We are part of the "Clean Skies for Tomorrow" initiative, a task force that aims to decarbonize our industry through Sustainable Aviation Fuels (SAF), among others.

Innovation Now is Green - ALTA:

We were part of this panel where we analyzed how sustainability is leading the agenda of corporate culture and education. And how innovation is paving the way for achieving "green aviation."

Meeting between Argentine and United States health authorities:

desde TCA recibimos a las
At TCA, we hosted Argentine and United States health authorities to sign the updated bilateral agreement of the Pre-shipment Program for the export of Argentine fruits from fruit fly-free areas to the United States. This agreement allows us to enhance air trade to the USA through TCA's cold storage chambers.

@Smart City - Santiago del Estero:

We were there as panelists to discuss the importance of "Connectivity for Economic Development," analyzing the need for territorial integration and connectivity to stimulate the region's economic potential, as well as the reinforcement of infrastructure and services to connect the territory.



Executive Committee⁴

The Executive Committee is in charge of the development of the executive functions for the integral fulfillment of the strategic vision. It is composed of the President, the CEO, and seven Directors of departments who, in addition to carrying out ordinary management, develop procedures and indicators that allow to measure the performance of the company and its functions.

President	Martín Francisco Antranik Eurnekian
CEO	Daniel Marcos Ketchibachian
Administration and Finance	Juan Martín Vico ⁵
Legal Affairs	Gustavo Pablo Lupetti
Operations and Maintenance	Martín Guadix
Customer Experience	Manuel José Aubone
Infrastructure	Lucas Pérez Monsalvo
Human Resources	Verónica Rodríguez Bargiela
Corporate affairs	Jorge Rosales

⁴ 70% of its members is between 30 and 70 years old, while 30% is over 50. Out of the total committee, 4 members have been in their positions for 1 year, one member has been in the position for 2 years, three members have been in their positions for 4 years, and one member has a tenure of 22 years.

⁵ Juan Martín Vico has not been part of the Executive Committee since January 3, 2023.

AUDIT COMMITTEE:

The Company has an audit committee composed of at least two independent directors who possess specialized knowledge and experience in the economic, environmental, and social fields and are appointed by the shareholders.

General Managers of business units

General Manager of Aeroparque business unit	Marcelo Bujan Kalustian
General Manager of Ezeiza business unit	Sebastián Villar Guarino
General Manager of Terminal de Cargas Argentina business unit	Federico Laborde
General Manager of West business unit	Sergio Rinaldo
General Manager of South business unit	Nicolás Posse
General Manager of South business unit	Estanislao Aleman

Governance Structure of Terminal de Cargas Argentina (TCA):

The governance of TCA is composed of eight management positions that lead the strategic aspects of the business aligned with the company's purposes, focused on sustainability and integrity.

Ethics, integrity and transparency

Ethics and transparency as pillars of our management

Ethics and Compliance

Our management is framed within the guidelines of the highest ethical standards, ensuring transparency, clarity and seriousness in our processes.

In this context, we work on the prevention, assessment and management of integrity risks. During 2022, as part of our ongoing efforts to establish clearer responsibilities for the Compliance area, as well as to promote the growth and strength of compliance and development of the Integrity Program, we consolidated a new structure with the Integrity Manager of AA2000 and their team reporting directly to the CEO of AA2000 and the Compliance Manager of Corporación América Airports.

Due diligence

We aim to identify, prevent, mitigate, and respond to the negative consequences of our management. Therefore, this year we updated the Work Instructions for the due diligence processes of suppliers and licens-

ees. Additionally, we published the Work Instruction for due diligence in personnel selection.

Due diligence processes carried out in 2022

214
licensees

237
suppliers

79
new hires

76
donations

7
gifts and
entertainment

Responsible business conduct commitments and policies

All our commitments and policies are in compliance with local and international regulations that apply to us. Our commitments and policies are 100% applicable to our activities and business relationships, and it is the Board of Directors who is responsible for their approval. They are communicated to employees through the signing of the Code of Conduct and Integrity Policies via the DocuSign tool, while business partners are communicated through integrity clauses included in the contracts.

Code of Conduct

The Code establishes the values and behaviors that we expect our employees, as well as our business partners, to uphold in their daily performance. We communicate the Code to our internal audience through various communication channels. This year, in order to streamline and digitalize the adherence process, we facilitated the signing of the Conflict of Interest Declaration through the already mentioned DocuSign tool.

2,201

collaborators adhered to the Code

72%

of the collaborators completed training on the Code

87%

Global adhesion, including personnel within and outside the agreement

1,761

Participants completed training on the Integrity program

Whistle-Blowing Channel

The Whistle-Blowing Channel Policy is used to report, evaluate, and correct behaviors that violate the Code or go against applicable regulations. To raise concerns or report issues related to compliance with the Code of Conduct, we provide various channels within the Company Intranet, website, email, and a phone line, all managed by an independent third party.

The company carries out various communication and awareness campaigns regarding the Whistle-Blowing Channel Policy, aiming to inform about the general guidelines, the types of behaviors that should be reported, the available reporting channels, and the guarantees of the process, such as complainant protection, anonymity, and confidentiality.

In the communication campaign carried out in 2022, we incorporated a QR code to make it easier for employees to access the reporting platform. Additionally, during 2022, we conducted the first communication campaign for suppliers, with a message of integrity informing them about the corporate Whistle-Blowing channels to report any deviations.

Complaints Committee

We have a Committee for the handling and follow-up of ongoing complaints. It is made up of the Internal Audit and Compliance areas, with the participation and coordination of the HR and Legal areas in the decision-making processes.

Internal Control System

In order to ensure compliance with policies, regulations and applicable laws in the man-

agement of our business, we have an internal control system that is at the same time audited for its effectiveness and operation.

Our internal control system encompasses processes, activities, and controls developed to provide a reasonable level of assurance regarding the achievement of business objectives related to:

- ▣ the effectiveness and efficiency of operations,
- ▣ the reliability of financial information,
- ▣ the compliance with applicable regulations.

It is based on the Integrated Frameworks for Internal Control and covers five main components: the control environment, risk assessment, control activities, information and communication, and monitoring of the system's operation.

Furthermore, we have three lines of defense against potential risks. The first line consists of the business areas' management, the second line includes the roles of the Compliance and Internal Control areas, and finally, our Internal Audit regularly evaluates that the existing policies and controls are appropriate, and it also verifies their implementation and functioning. It should be noted that the participating areas are independent.

Anti Corruption practices

We implement initiatives and actions that help us manage and prevent corruption.

- ▣ **Signing a commitment to comply with the Code of Conduct and Integrity Policies** by all employees, expressing the company's strong rejection of any form of corruption.

- **Internal communication** regarding the guidelines and principles defined in the Code of Conduct and Policies, which include concepts related to corruption (e.g., corporate video on the Code of Conduct available on the Intranet.)
- **Communication to suppliers** sending them a message of integrity, which includes concepts related to corruption.
- **Training** in various ways, always referring to the company's rejection of all forms of corruption.
- **Management of Conflicts of Interest** aimed at preventing potential integrity risks.
- **Management of third party due diligence**, in order to identify potential integrity risks.
- Declarative systems for **gifts, hospitality, and donations** from the company.

For each of these initiatives and actions, we have indicators that allow us to track and control the progress, in order to monitor their scope and activate remediation measures if needed.

0 (Zero)
confirmed incidents
of corruption.

Communication on anti-corruption policies and procedures:

100%
of the members of the
governance body ⁶

2,520
employees

174
business partners ⁷

Anti corruption training:

72%
of employees ⁸

38%
of members of the govern-
ance body

Assessment of risks related to corruption:

100%
of operations

⁶ It includes the President, CEO, Administration and Finance, Legal Affairs, Operations and Maintenance, Customer Experience, Infrastructure, and Human Resources.)

⁷ It refers to the joint action taken with the Procurement department, which involved sending an email with the Integrity message signed by the CEO. However, in the Reversal Letters with third parties, the integrity policies and procedures are communicated, including statements regarding anti-corruption.)

⁸ Personnel who completed the e-learning program on Integrity, as well as other training activities by other means.



Risk Management

A comprehensive and proactive risk management aligned with compliance with current regulations and under a framework of ethics and transparency is essential for business development and the achievement of strategic objectives.

Our regulatory and risk management system responds to international best practices, outlining the responsibilities of both the Board of Directors and other departments involved in our processes. It also specifies the activities required for the classification, measurement, mitigation and monitoring of managed risks.

FUNCTIONS OF EACH PARTY INVOLVED IN RISK MANAGEMENT

Board of Directors:

- Characterizes the risk management in the Organization, including the definition of acceptable risk level.
- Approves the Corporate Risk Management Policy.
- Reviews and approves the budget to address critical risk mitigation plans.

Audit Committee

- Proposes the Organization's Risk Management strategy.
- Establishes the acceptance criteria for the risk managed by CAAP according to strategic objectives and the established risk appetite.
- Requires bi-monthly risk management and monitoring reports generated by the Corporate Risk Management Area on a periodic basis.
- Ensures that Corporate Risk Management has the necessary resources for the development of its activities.

CEO:

- Knows the exposure levels and the risks assumed, based on the established risk appetite.
- Proposes to the Board of Directors the risks to be managed by the Company in accordance with the strategic objectives.
- Ensures that the criteria set out in the Corporate Risk Management Policy are considered in all AA2000 activities, whether now or in the future.



Crisis management and business continuity plans

Each airport reviews, tests, evaluates, and adapts its emergency plans and crisis management to ensure the minimization of potential negative impacts on operations and communities, and on the continuity of our business.

In our Business Continuity Plans, we consider every opportunity of change or improvement arising from infrastructure transformations, technological adjustments, lessons learned while testing them, and any variables with potential impacts on environmental or social issues.

Information Security

Regarding the reliability of accounting and financial information, for the evaluation of the effectiveness of internal controls and risk management, we continue to use the Integrated Frameworks for Internal Control (COSO 2013 Report) and Corporate Risk Management (2017) issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO).



3. 8. 9. 10. 11.
12. 13. 15. 17.

Sustainability



We aim to be leaders and benchmarks of the industry. We are committed to managing our business focused on a low-carbon economy, diverse and respectful working teams, innovative and cutting-edge infrastructure that promotes the development of the communities where we operate.

-
- ▣ **Implementation of the global Sustainability Strategy, with a local approach.**
 - ▣ **Launch of the Plastic Elimination Program at all our terminals by 2025.**
 - ▣ **Expansion of carbon footprint measurement.**

Sustainability at AA2000

We believe there is a different way of doing things and that is why we are determined to drive the economic and social development of the destinations where we operate our airports, taking into account the present and future generations.

To this end, we establish alliances with key players to comprehensively address the demands of our stakeholders, responsibly assuming our contribution to the sustainable development of our country and the world.

At Aeropuertos Argentina 2000 we are focused on the people, the community, and the environment where we live and operate.

Our management is based on our stakeholders satisfaction in order to ensure a quality service, innovative infrastructure, security, and accessibility, with the aim of providing an outstanding and distinctive experience within our terminals. In this context, we develop programs in partnership with key stakeholders to comprehensively address demands and generate real opportunities for personal and professional growth. We promote inclusive employment through health, education, art, and culture as tools for social

development. We care for the environment with a strategy focused on reducing our carbon footprint and the efficient management of natural resources. Through our business, we connect millions of people, assuming our commitment to the sustainable development of our country and the world.

In 2022, as part of CAAP's sustainability strategy, we started aligning our projects with those 5 strategic pillars with a local approach.

Strategic Sustainability pillars



EXCEED CUSTOMER EXPECTATIONS

We play a major role in the sustainable development of industry. We aim to exceed the expectations of our passengers and provide them with a positive and enjoyable experience, ensuring our terminals are accessible by all. We invest in technology to progress on our digital transformation journey and we collaborate with all our stakeholders to enhance the passenger experience.



STRENGTHEN A CULTURE OF INNOVATION, AGILITY, AND INCLUSION

Our employees are our most valuable asset. We care for their well-being and development since we know that their growth is the driving force behind our company's success. We foster an agile, collaborative, safe, and inclusive workplace, focused mainly on accelerating women's development in our industry.



ENSURE SAFE AND EFFICIENT OPERATIONS

We ensure safe and reliable environments and operations with state-of-the-art infrastructure and technology, complying with regulations and preventive measures. We focus on efficiency as a key dimension of business management. We seek continuous improvement of our processes to operate in an agile manner.



CREATE A POSITIVE IMPACT ON THE COMMUNITIES WHERE WE OPERATE

We are committed to creating a positive impact on the communities where we operate our airports, contributing to their economic and social development. We promote a sustainable value chain focused on the purchase and contracting of national products and services, and we work in partnership with various local stakeholders in order to achieve our goals.



MANAGE OUR ENVIRONMENTAL FOOTPRINT RESPONSIBLY

Committed to a low-carbon economy, responsible resource use, and biodiversity conservation, we invest in projects that prioritize nature and people in our decision-making process. This transformative path drives our efforts to address the climate emergency.

COMMITMENT TO THE SUSTAINABLE DEVELOPMENT GOALS (SDGS)

We are committed to the United Nations Sustainable Development Goals (SDGs), and the Paris Agreement. Through our management and triple impact actions, we work towards achieving the proposed targets and objectives. In this regard, we map the SDGs in which we generate more value and align our strategy with their objectives in order to contribute to this 2030 Global Agenda.



Progress in our commitment to sustainability

2005

- Adhesion to the local network of the UN Global Compact.

2016

- Analysis of AA2000's contribution to the Sustainable Development Goals (SDGs).

2011

- Elaboration of AA2000's first Sustainability Report.

2013

- Creation of the Corporate Social Responsibility (CSR) department within the Institutional Relations Direction.



2014

- First dialogue with external stakeholders to define the relevant topics for AA2000's sustainability management.



2017

- Presentation of four cases on the ODS-CEADS platform showcasing AA2000's actions towards achieving the SDGs.
- Participation in the "Cuidando el Clima" project, an initiative of the Argentine Network of the United Nations Global Compact.

2021

- Launch of the Sustainability Strategy.
- Alignment of our material topics to Corporación América.
- Signing of the Zero Tolerance to Violence Agreement on the International Day for the Elimination of Violence against Women.

2020

- Reorganization of the Sustainability Strategy and definition of new material topics in accordance with the new COVID-19 situation.

2018

- Calculation of emissions under the Airport Carbon Accreditation (ACA) at Aeroparque.
- Surveys and plans regarding accessibility, implementation of improvements, and training for employees.

2019

- First meeting of the Executive Committee and senior management with the sustainability agenda.

2022

- Incorporation of the global Sustainability Strategy with a local approach.
- Launching of the Single-Use Plastics Reduction initiative in our terminals, to be fully accomplished by 2025.



SUSTAINABLE TOURISM: WE TRAVEL AGAIN DIFFERENTLY

Tourism is one of the major sources of employment and wealth in the world. At Aeropuertos Argentina 2000, we believe that well-managed tourism can play a crucial role in the socio-cultural, environmental, and economic development of destinations and their communities.

Since 2021, we have initiated the “Sustainable Travelers” movement, through which we work to reinvent the way in which we travel by maximizing its positive impacts and minimizing its negative ones. This movement is based on three pillars: destination, hosts, and travelers.

Destination:

We strive to promote environmental awareness among our passengers when planning a trip. We do this by providing them with information about destinations that value and prioritize sustainability, through the implementation of environmental and social protection norms and policies in those destinations.

Hosts:

We work to promote good practices among the hosts located where we operate our airports, encouraging regional economies, protecting local culture, and caring for their destinations.

Travelers:

We strive to impart a culture of sustainable travel in our passengers, understanding that it is an attitude that goes beyond the chosen destination, it means to travel generating the least possible damage to the environment and promoting the development of local communities.



In 2022, we continued to make progress in promoting the culture of sustainable tourism and the importance of becoming a sustainable traveler. Specifically, we implemented two significant initiatives:

- **Zero Plastic Destination Campaign⁹** : The objective of this campaign is to reduce single-use plastic in the country’s airports by 2025.

- **Sustainable Tourism Hosts Course.**, offered in collaboration with the Catholic University of Salta, focuses on the Hosts¹⁰ pillar and is aimed at providing the necessary skills and knowledge to provide exceptional service to tourists and enhance the customer experience.

Furthermore, we continue to raise awareness among passengers through social media platforms by providing relevant information on how they can travel better and in a more sustainable manner.

⁹ For more information on this topic, see section “Environmental Awareness”, in the chapter about Environment.

RELATIONSHIP WITH OUR STAKEHOLDERS

We believe that it is through the dialogue and exchange of ideas with our stakeholders that we enhance our business the most.

In this regard, we constantly update our communication channels with key stakeholders, aiming to advance in the digitization of various existing communication methods.

Stakeholder group	Means and Channels of communication
Employees	Internal communications through magazines, e-mails, signs, reports, intranet, performance management, trainings, face-to-face meetings, climate surveys, focus groups, and the My Airport Cultural Transformation Program.
Unions	Ongoing dialogue. Meetings, and working groups
Shareholders	Information available on the CNV (National Securities Commission) corporate website, market reports, sustainability reports, and Shareholders Meetings.
Airlines	Meetings conducted through video conferences, for the signing of agreements and alliances.
Contractors and Suppliers	Meetings for the signing of agreements and contracts, web-based supplier services, issuance of reverse letters, and signing of the Code of Conduct.
Passengers	Communication through the corporate website, Mobile App, Social media platforms, Customer Service Desk, telephone support, "Complaints and Suggestions" Book, satisfaction surveys; information provided at airports and awareness campaigns.
Customers	Meeting for the signing of agreements, reverse letters ¹¹ ; information provided at airports and awareness campaigns.
Community	Information at airports and awareness campaigns, communication through the corporate web and social media, development of social impact programs, donations, and social actions support.
Media	Meetings, information about our activities when asked for or through publications, corporate web and Social media.
Chambers, public sector, and Intervening Bodies ¹²	Meetings for the signing of contracts and agreements, face-to-face meetings and preparation of reports on the company's activities and results.

10 For more information on this topic, see section "Improvements implemented for inclusive service", in the chapter about Customer Experience.

11 Used during the contracting process to reach better understanding between both parties.

12 National Airport System Regulatory Authority (ORSNA for its Spanish acronym), Airport Security Police (PSA for its Spanish acronym), National Directorate of Migrations (DNM for its Spanish acronym), General Customs Directorate (DGA for its Spanish acronym), National Civil Aviation Administration (ANAC for its Spanish acronym).

Materiality Analysis

For the preparation of the 2022 Report, we considered the materiality analysis conducted in 2021, which helped define the key material topics for the business and the Sustainability Strategy.

This analysis included an initial stage of identification of topics, which was based on a trends report and a market study, both at national and international levels. In this way, we selected 21 material topics that were further prioritized through an online survey completed by the members of the Executive Committee and by 375 individuals from 11 different stakeholder groups. The objective was to have them weigh the topics selected based on the level of impact our business has on sustainable development. As a result, we obtained the materiality matrix presented in this document.

In 2022, with the aim of aligning the material topics with the global Sustainability Strategy, they were aligned with the strategic action pillars of Corporación América Airports.

It is worth mentioning that, within the context of the launch of the new GRI Universal Standards 2021 and in response to international guidelines and requirements for non-financial disclosure, and seeking the generation of real and effective value in sustainable development, in 2022 we began planning the impact analysis exercise, which considers double materiality. During 2022 we will face the challenge of further deepening our impact analysis, taking into account the financial consequences resulting from external environmental and social factors, as well as the impact our business has on sustainable development.

Materiality Matrix



Internal public

- Environment
- Business
- Social

Material topic	Related sustainability pillar	Impacts	Scope
Business			
Risk management and emergency preparedness	Ensure safe and efficient operations	On the functioning of operations and services offered by the company and on business continuity.	Internal and external
Innovation and technology	Ensure safe and efficient operations/ Exceed customer expectations	On changes in passenger flow, accessibility, and experience due to innovation, as well as on the environment through process efficiency.	Internal and external
Accesibility	Exceed customer expectations	On the level of inclusion of vulnerable sectors due to the incorporation of gastronomic options, signage, infrastructure, and other amenities.	External
Infrastructure and sustainable mobility	Exceed customer expectations	On the mobility of people, goods, and services (both national and international), national and international connectivity, access possibilities, and	Internal and external
Empowerment of local destinations and sustainable cities.	Generate a positive impact on our communities	On the degree of promotion and growth of local cities that contribute to the economic, social, and environmental development of the region.	Internal and external
Ethics and transparency	Exceed customer expectations	On the level of trust and reputation of the company through relationship with stakeholders.	Internal and external
Economic performance	Exceed customer expectations	On business and investment opportunities as a result of economic growth.	Internal
Passenger experience	Exceed customer expectations	On the level of passenger satisfaction with the services provided and experiences offered.	External

Material topic	Related sustainability pillar	Impacts	Scope
Environment			
Climate change and emissions	Action for Climate	On greenhouse gas emissions and on climate change,	Internal and external
Sustainable fuels	Action for Climate	On climate change through fuel use.	Internal and external
Quality of local air	Action for Climate	On the degree of quality air at local communities.	Internal and external
Waste management and circular economy	Action for Climate	On the degree of contamination and use of resources.	Internal and external
Waste management	Action for Climate	On the quality of life of the communities near our operations.	External
Water and effluents management	Action for Climate	On water and its responsible use.	Internal and external
Biodiversity	Action for Climate	On ecosystems, biodiversity, and the environment.	External
Social			
Health and safety	Strengthen a culture of agility, innovation, and inclusion	On individuals' health and well-being due to work conditions regarding health and safety.	Internal and external
Diversity and equal opportunities	Strengthen a culture of agility, innovation, and inclusion	On the degree of social and labor inclusion of individuals from vulnerable sectors.	Internal and external
Work conditions and professional development	Strengthen a culture of agility, innovation, and inclusion	On generating employment and providing training opportunities that enhance people's quality of life.	Internal
Human Rights	Strengthen a culture of agility, innovation, and inclusion	On working performance because of the well-being and tranquility of individuals given that their individuality and human rights are being respected.	Internal and external
Dialogue and contributions to local community	Generate a positive impact on our communities	On the level of socio-economic development of communities and the generation of opportunities for personal and professional growth.	External
Sustainability in supply chain	Generate a positive impact on our communities	On the value chain as a partner in the airport ecosystem.	External



3, 8, 9, 10, 11,
12, 17

Experience: Exceeding our customers' expectations



We focus on management based on the satisfaction of our passengers, companions, and employees to ensure quality service, cutting-edge infrastructure, safety, accessibility, and technology, with the aim of providing everyone with a pleasant experience within our terminals.

32,699,846

passengers

164.5% increase vs 2021

24,000

satisfaction surveys

3,8 (scale 1 to 5)



Mendoza Airport received the ALPI Certification

EXCEED EXPECTATIONS OF OUR CUSTOMERS



Continuous Growth

32,699,846

Total Passenger Movement
vs. **12,823,903** in 2021

181,304

Total Cargo Movement (tn)
vs. **174,263** in 2021

370,710

Total Aircraft Movement
vs. **218,560** in 2021

Passenger Movement	2021	2022	EZE	AEP	Northeast	South	West
National	10,402,885	23,016,606	1,751,887	9,841,436	3,789,538	3,324,451	4,309,294
International	1,984,597	8,610,963	5,589,350	2,364,061	330,827	27,634	299,091
In transit	436,421	1,072,277	172,150	752,064	55,049	37,110	55,904
TOTAL	12,823,903	32,699,846	7,513,387	12,957,561	4,175,414	3,389,195	4,664,289

Cargo Movement (tn)	2021	2022	EZE	AEP	Northeast	South	West
National	1,678	2,513	-	-	420	1,047	1,047
International	158,049	164,029	159,782	1,608	1,896	6	736
In transit	14,536	14,762	14,709	-	4	6	44
TOTAL	174,263	181,304	174,491	1,608	2,320	1,059	1,827

Aircraft Movement	2021	2022	EZE	AEP	Northeast	South	West
Passenger Aircrafts	107,223	251,159	42,251	102,535	37,531	29,344	39,498
Cargo Aircrafts	6,466	5,782	5,700	4	5	4	69
Other	104,871	113,769	3,220	62,057	12,151	12,787	23,554
TOTAL	218,560	370,710	51,171	164,596	49,687	42,135	63,121

AMOUNT OF CARGO RECEIVED

In kgs

	2021	2022	EZE	AEP	COR	MDZ	MDQ	TUC
Import	85,504,809	94,196,608	88,827,912	921,841	737,542	82,257	3,624,973	2,083
Export	68,173,413	83,145,883	80,609,111	591,769	1,158,754	236,637	549,569	43
In transit	24,109,715	5,148,164	5,053,717	94,447	-	-	-	-
TOTAL	177,787,937	182,490,655	118,300,545	1,608,057	1,896,296	318,894	4,174,542	2,126

TCA Movements in 2022	2021	2022
Number of customers	14,045	14,897
Reduction in the average annual cargo dwell time (%)	6,99	7,73
Annual Cargo Movement tn (Regulatory Body of the National Airport System-ORSNA for its Spanish acronym)	177,788	182,491



Passenger Journey

Each person has a unique story, they travel for work, business, pleasure, tourism, or health. We make sure our passengers have a quality traveling experience, in which several actors from the airport community intervene. Their journey through the terminals starts upon their arrival at the airport (parking lot) and it is made up of three different stages: departure (check in, baggage check in), boarding (security check, migrations, boarding gate, entry to the plane) and arrival at the destination (descent from the plane, immigration, costumes, baggage belts). When they arrive at one of our terminals, their journey is the same, but the other way around.



Our customers

We are committed to providing our customers with a safe and efficient working environment for their operations, and to exceeding our passengers' expectations.

To this end, our teams collaborate daily with all stakeholders in the airport ecosystem to continuously improve the passenger and licensees experience. We call the companies that provide services for our passengers within the terminals our customers.

We are focused on offering a variety of services, personalized attention, gastronomic offerings and transportation to the entire airport community. At the same time, we strive to create a pleasant, clean, comfortable and safe environment.

Number of customers	2021	2022	EZE	AEP (13)	North-east	South	West
<i>Retail (business premises) (14)</i>	71	79	11	11	21	23	13
Gastronomic	72	91	34	12	17	16	12
Airlines (19)	57	70	30	7	7	11	15
Petrol stations	1	7	1	3	2	1	0
Advertising	27	375	96	85	54	59	81
Passenger assistance services (15)	50	41	12	6	4	16	3
Mobility (transport and parking) (16)	98	148	13	13	27	39	56
Services provided to third parties (17)	186	241	76	68	26	53	18
Services to aircrafts (18)	52	207	52	55	14	20	66
TOTAL	614	1,259 (20)	325	260	172	238	264

(13) It includes FDO .

(14) It includes duty free, duty paid, kiosks, sale of regional products, newspapers and magazines, vending machines, pharmacies, all retail-related items.

(15) It includes ATM services, vip lounges, tourist information services, call centers, packing, car wash, IVA reimbursement.

(16) It includes pre and post air transportation, car rental, parking, car rental companies, cab and private car hire services.

(17) It includes transportation of goods, ramp services, post office, antenna installation, freight forwarders, maintenance, cleaning service, security.

(18) It includes catering, fuel, passenger and employee transportation, flight coordination, technical assistance and aircraft maintenance.

(19) We consider all the different subsidiaries of LATAM, SKY and AVIANCA as only one.

(20) To calculate the number of customers during 2022, we considered the number of customers per airport for each business unit, not the total number of customers per business unit. As a result, the total number of customers during 2022 is considerably higher than the figure provided in 2021.

Satisfaction measurement

We continue to conduct in-house satisfaction surveys at 25 airports to improve our passengers' satisfaction and to understand their needs and expectations regarding our service.

We develop our in-house surveys following guidelines of ACI's (Airports Council International) global ASQ (Airport Service Quality) program, which measures passenger satisfaction when passing through an airport to help us understand their perception of the service rendered.

In this context, during 2022, we made progress regarding internal organization, profiles and restrictions on result management, we created users and licenses for enabling or disabling standard questions.

According to the results of the Airport Satisfaction Survey, our passengers highly value our services, and they provide us with key information on the most valued aspects and on those to be improved.

24,423
surveys

3.87*
General Satisfaction

*1 to 5 scale

MOST VALUED ASPECTS

- **WIFI**
- **Staff efficiency**
- **Staff courtesy**
- **Airport staff customer service**
- **Transport**
- **Airport Cleanliness**

LESS VALUED ASPECTS

- **Courtesy of airport control personnel**
- **Time prior to passport control**
- **Seating availability**
- **Stores**
- **Bathroom availability**

ANNUAL AVERAGE 2022

3.84 Aeroparque	3.98 Bahía Blanca	3.82 Bariloche	1.96 Catamarca	4.24 Comodoro Rivadavia
4.00 Córdoba	4.04 Ezeiza	1.54 Formosa	3.97 Iguazú	4.05 Jujuy
2.21 La Rioja	4.33 Mar del Plata	3.94 Mendoza	0.92 Neuquén	3.35 Paraná
1.65 Posadas	3.83 Puerto Madryn	3.65 Resistencia	3.40 Río Gallegos	4.06 Río Grande
4.07 Salta	3.07 San Juan	3.10 San Luis	3.03 Santiago del Estero	3.40 Tucumán

3.34 **Total general**
* scale 1 to 5



OTHER ACTIONS TO ASSESS PASSENGER SATISFACTION

Profile surveys to passengers

Between September and December of 2022, we conducted passenger profile and satisfaction surveys in Ezeiza, Aeroparque, Mendoza and Cordoba airports.

These surveys provided us with valuable information about the passengers that pass through our terminals, including socio demographic data, airport access, and satisfaction level regarding services such as the parking lot, the gastronomic premises or the stores within the different terminals.

CASES SURVEYED ON DIFFERENT DAYS BOTH IN ARRIVALS AND DEPARTURES:

600

Aeroparque and Ezeiza

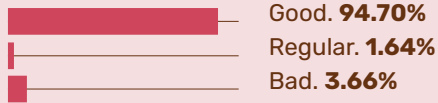
300

Córdoba and Mendoza

TELEPHONE SURVEYS

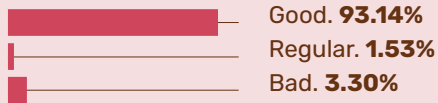
5,304
regarding attention

% Attention



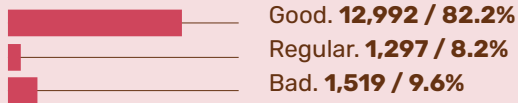
5,196
regarding information

% Information



SOCIAL GATEWAY SURVEYS

15,808
Surveys



SURVEYS AT EZEIZA

2,583
in-person surveys
at the terminals

4.03/5
General satisfaction
score

We also conducted surveys on Digital Nomad profiles and service quality in our VIP lounges.

SURVEYS AT AEROPARQUE

2,939
in-person surveys
at the terminals

3.84/5
General satisfaction
score

In order to know the opinion of passengers in the VIP segment, we conducted surveys using QR codes and tablets using Google forms to learn about the *Customer Journey*.

Northeast Business Unit Surveys

We conduct Airport Satisfaction Surveys in 8 airports of the region, CÓRDOBA and IGUAZÚ are under the quarterly program, and FORMOSA, PARANÁ, POSADAS, RESISTENCIA, RÍO CUARTO y SANTIAGO DEL ESTERO are under de semestral program.

The data collection method is no longer through QR codes, but the passenger is given a tablet to complete the survey. The results let us know which aspects need to be worked on in order to improve passenger satisfaction.

Study conducted with passenger profile surveys at Mendoza airport

In order to identify passenger profiles, know their travel motivations, know how they organize their trip, measure general airport satisfaction level and identify aspects to be optimized and assess satisfaction with the different airport features, in Mendoza we conducted the Customer in Touch survey.

314
surveys
63%
passenger
service level

CONTACT WITH CUSTOMERS AT ARGENTINA CARGO TERMINAL

Through 2022, we had frequent meetings with our customers to understand their needs.

Regarding Courier customers, we had monthly meetings through CAPSIA (Argentine Chamber of international air service providers) to understand their concerns and meet their needs. Furthermore, we carried out an infrastructure project in the Export Courier, which was

co-designed by the customers and other actors in the ecosystem.

For automotive companies, one of the main importing industries operating in TCA, we held quarterly meetings with the Association of Automotive Manufacturers (ADEFA for its Spanish acronym) where we presented a special service tailored for them.

With the Pharma industry, we designed a special service for laboratories that was shared with each of them.

Additionally, we maintained quarterly meetings with Jurca (Argentine Chamber of Airline Companies) to gather the needs of the airline companies.

In addition to all of that, we implemented a metrics system that allows us to track our Service Levels and delve into the key indicators that impact the customer experience. These were presented to ORSNA, with whom we will be working in 2023 to further analyze and enhance their impact.

AGILE COMMUNICATION

We carried out various digitization projects to improve interaction with our clients, enhance their experience, and simplify communication methods.

We created email group addresses for different commercial sectors to work together with operations in providing additional services. This way, we streamlined non-face-to-face communication, bypassing the Customer Service Center (CAC for its Spanish acronym), and making it possible to directly reach those responsible for managing and executing the services.



Improvements implemented for a differential attention

In 2022, we conducted targeted campaigns and programs to bring forward distinctive proposals.

We highlight the training in Autism Spectrum Disorders (ASD), the implementation of dashboards and screens displaying important information for passengers and airport management, and the Pet-Friendly program for passengers traveling with their pets, among other advances aimed at providing a differentiating experience.

PLATAFORMA #REDVIAJERA

We have “Red Viajera,” our platform designed to answer all the inquiries from our passengers, which is the result of the collaboration among all the stakeholders in our ecosystem –airports, airlines, agencies, chambers, associations, organizations, ministries, and opinion leaders– with the aim of assisting passengers. This space contains all the relevant information, including requirements and recommendations for domestic and international travel destinations.

Throughout the year, there were over 100 updates based on the needs of passengers and users.

**CAMPAIGNS:
DIFFERENTIATED PROPOSALS
FOR A BETTER EXPERIENCE**





Winter Campaign

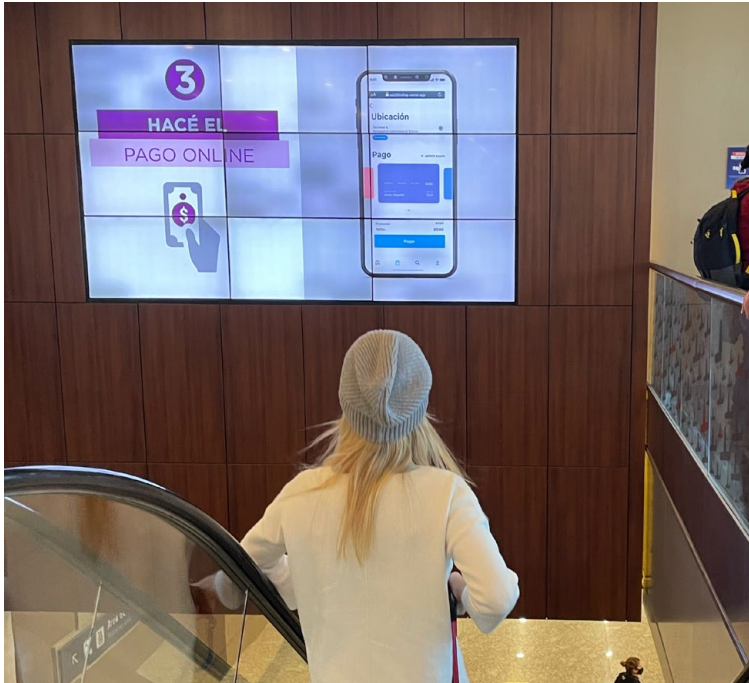
In line with our brandformance-oriented marketing strategy (branding + performance), during the winter holidays we launched a digital campaign to make the key services offered by the airports known by the passenger.

Using the concept "Your journey starts here," we amplified content related to gastronomy, parking, the kids-friendly program, Wi-Fi, and the commercial offerings to showcase the various options available at our 35 airports. Additionally, at Aeroparque, we announced the opening of the pre-check-in area, a new space at the airport featuring an expanded gastronomic offer and new games for children, aiming to improve the waiting experience.

The advertising campaign was implemented 100% on digital media so as to reach as many users as possible. The media channels that participated in the campaign included Meta, digital newspapers, YouTube, and Google Display

In Meta, we successfully reduced the planned CPM (Cost per Thousand Impressions) compared to the actual results, achieving a 48% decrease. As a result, it generated more impressions and reach than expected. We initially planned for a reach of 26%, but with optimizations, we achieved a total reach of 38%.

On YouTube, the VTR (View-Through Rate) performed exceptionally well, surpassing the benchmark for TrueView ads (25%), which is at 32.5%. Thanks to this we got more views than estimated (2.8 million estimated vs. 3.6 million achieved.)



Summer Campaign

In January, we launched the summer campaign with the same objective as the winter one: to make the main services of the airports known, taking advantage of the high passenger season. In this case, four videos were created: the first one was an overall presentation of all services, the second one showcasing the various gastronomic options, another one focusing on child entertainment at the airport, and the last one highlighting the retail store offerings.

The advertising campaign strategy was different this time, as, for the first time, the videos were scheduled in a staggered manner and with different objectives. The introductory video aimed at reach and frequency and remained active throughout the entire campaign. The other videos were released at different moments to avoid competition and were set with a bidding objective, ensuring video views.

The campaign was activated on Meta and achieved excellent results in terms of reach and video views.



In addition to the winter and summer campaigns, in 2022 we carried out other projects to improve the passengers' experience.

Zero Plastic Destination

As we understand the impact our operations have on the environment, we have set a collective goal with the airport community: to reduce single-use plastics in our airports by 2025.

We launched the campaign using the creative concept: "Zero Plastic Destination" in Aeroparque, Ezeiza, Salta, Tucumán, Mendoza, Córdoba, Bariloche, and Iguazú. More than 45 brands and concessionaires participated, and on a single day, we distributed 35,000 units of biodegradable tableware and 14,000 reusable paper bags to replace single-use plastic ones.

Furthermore, we organized a working breakfast with journalists and concessionaires, and we invited speakers from the company Unplastify to further inform us about the global impact of excessive plastic usage. This was followed by a tour at Aeroparque during which concessionaires showed the changes they are making to meet the goal. As a closing activity, we invited the Mutan team, a company specializing in plastic recycling and the production of new materials. We distributed keychains made from recycled plastic with the "Zero Plastic Destination" initiative logo.

To communicate this initiative, we used our social networks and we also invited Floxie, a well-known influencer in the travel sector, to make a report through Instagram. This takeover had a total reach of 42,712 people.



Parking AEROPARQUE

In November, due to the start of the high season and the ongoing construction work at Aeroparque, the business unit reported that the parking lots were operating at limited capacity and the areas surrounding the airport were congested.

Considering this issue, we launched a digital campaign to anticipate and offer alternative ways of getting to the airport as well as to provide information about the parking lots.

The media channels chosen for the campaign were Google, Meta, La Nación, Clarín, and Waze.

We created a landing page with all the information about transportation and parking at Aeroparque. Additionally, we ran a Search campaign on Google and Meta ads (Facebook and Instagram). The landing page ranked fourth among the most visited pages on the Aeropuertos Argentina 2000 website, with 30,090 pageviews, following the Home page, Ezeiza, and Aeroparque. Most of the traffic was thanks to sponsored content published in La Nación, and secondly to the campaign on Google.



Argentina World Cup

During the FIFA World Cup 2022 in Qatar, we organized various activities at Ezeiza, Aeroparque, and airports across the country.

Under the creative concept of “Give it your all,” we designed an experience where we invited passengers to enter a cabin with the look and feel of Aeropuertos Argentina 2000, encouraging them to cheer for the Argentine national team and catch flying papers with discounts and promotions from various commercial establishments at Aeroparque and Ezeiza. At the same time, in the interior of the country –Mendoza, Córdoba, Tucumán, Salta, Iguazú, and Bariloche–, we created themed spaces to invite passengers to watch the matches at the airport.

As a grand finale, we worked together with the Aerolíneas Argentinas team and the Argentine Football Association (AFA) to welcome the Argentine national team upon their arrival in our country with the World Cup. For this occasion, we organized a red carpet event, we designated a special area for national and international press, and we invited “La Mosca” to host the event with an exclusive performance with the song “Muchachos,” which was sung by Argentine fans throughout the entire tournament. This event garnered spectacular coverage as all media outlets broadcasted the live arrival of the Argentine National Team from our airport.

PROGRAM FOR THE AIRPORT COMMUNITY

This program which was born in 2021 for the Ezeiza community, in 2022 it reached 6,000 app users.

In 2022, we resumed sending news via email, communicating commercial updates, exclusive promotions, and useful information for everyone. This included important information such as the assistance protocol for passengers with autism spectrum disorder.

In April, we organized a fair-style event to mark the end of the high summer season and the beginning of the high winter season. More than 1,000 people participated, and we gained 500 new users. In November and December, we set up a free and exclusive space for the community to watch the World Cup matches, and we live-streamed the raffle of 10 national team jerseys. Approximately 100 people attended each match. Additionally, we promoted menus and available spaces in local establishments to watch the matches, other than the exclusive space for the community.

In September, we launched the program at Aeroparque with an event which was attended by 500 people. The event included partnerships with 14 brands that participated with games, prize giveaways, vouchers, tastings, and samplings. Hard Rock Café was present through a live music show performed by a band consisting of community members, who were selected through the program.

Currently, we have over 1,000 users from Aeroparque in this community, who were also invited to share the World Cup matches in exclusive spaces.

The project has already been presented in the different business units throughout the interior of the country so that it can be launched in various airports.

PASSENGER FLOW ANALYSIS

Using an Artificial Intelligence-driven system, we measure passenger movement and obtain predictive and real-time information about customer behavior. This way we can measure occupancy and congestion areas with the objective of identifying pain points and designing actions accordingly.

By incorporating data from multiple sensors and data sources, the analytics platform provides valuable metrics such as occupancy, estimated waiting times, and queue behavior. This enables airports and their partners to make data-driven decisions and ensure that passenger processing is as efficient and smooth as possible. At Ezeiza, passengers have access to screens displaying estimated waiting times at security checkpoints, to help them manage their time more efficiently.



MEASURING WAITING TIMES AT AEROPARQUE

Using the Bliptrack platform, we are able to measure the waiting times at domestic and international arrivals as well as at international departures. This enables us to identify the periods with higher passenger flow in each terminal and subsequently implement corrective measures where necessary, with the aim of streamlining processes.

FREE WIFI SERVICE

In order to provide free WIFI service to our passengers and to the airport community, we have an infrastructure consisting of 680 antennas distributed throughout the country. In 2022, we recorded a total of 6,998,116 devices connected across all the terminals, with an average connection time of 29 minutes. To analyze user behavior and enhance the quality of the service, we implemented usage analytics.

To further improve the passenger experience within the terminals, we expanded the internet connectivity dedicated to the WiFi service at EZEIZA, AEROPARQUE, BARILOCHE, SALTA, MENDOZA, CORDOBA, and TUCUMAN.

Additionally, in compliance with manufacturer recommendations, we conducted updates on both the WiFi and LAN infrastructure to ensure the proper functioning of devices.

DELIVERY POINT

Both at Aeroparque and Ezeiza, we offer a food delivery service in the areas near the boarding gates for those who prefer this option. Simply scan the QR code, choose the preferred option, and the delivery will be swiftly made to the table, all from the mobile device.

DIGITAL CHANNELS

Building upon the insights gained in 2021 and considering the company's objectives and challenges, we have updated our social media strategy. Our focus has evolved from mere brand recognition to a brandformance strategy, combining both branding and performance. In essence, we strive to raise brand awareness and drive revenue-generating activities by promoting our products and services.

Communication pillars

Information about Aeropuertos Argentina

2000: who we are and what we do, as well as updates on upcoming infrastructure projects, customer service channels, and other topics.

Services: an overview of the services and products offered at our various airports within the concession.

Sustainable tourism: aiming at building the sustainability profile of our brand platform, we included this section to introduce actions that contribute to sustainability. We also aim to educate our audience about global agenda challenges and topics.

Brand ambassadors: we implemented a new influencer strategy and enhanced the digital presence of our executives and high-profile personnel on LinkedIn.

INITIATIVES AND ACTIONS REGARDING INNOVATION AND TECHNOLOGY

We launched ADA, our first virtual assistant

In December, we launched the MVP (minimum viable product) of ADA (Airport Assistant), the industry’s first virtual assistant. ADA operates through WhatsApp and is powered by artificial intelligence software. In its initial phase, ADA is available exclusively at Aeroparque, and new users can access it by scanning QR codes placed at various points in the airport.

New look & feel website AA2000

In 2022 we redesigned our website in order to give it a more contemporary, dynamic, and lightweight style. Among the main changes, we highlight the flight tracker, the removal of images on each airport’s landing page, improved design and button visibility, reduced banner sizes on the homepage, a revamped color palette, and overall improved usability of the site, making it more modern and efficient.

ADA OBJECTIVES

Improve the passenger experience, provide relevant information for their journey through the airport, and create a new channel for the sale of products and services offered at the terminal.

ADA, aims to improve the passenger experience by providing personal assistance throughout their journey at the airport. It includes a flight search feature that allows users to stay updated on their flight status and receive important information. Additionally, ADA assists passengers in the various stages of the traveler journey by sending notifications regarding baggage prior to check-in, document requirements for security checks, and dining and shopping recommendations during the pre-boarding phase.

4,000
users

24,000
Messages
exchanged
in total.

*Between its launch at Aeroparque on 5.12.22 until 31.1.23

Digital Channels

WEB PAGE

4,193,511 **New users**
vs. **2,235,005** in 2021

12,010,924 | 75%
Website visits | **% visits through mobile devices**
vs. **6,471,110** in 2021 | vs. **68%** in 2021

DIGITAL SCREENS

1,570 **Digital Screens**
vs. **1,580** in 2021

1,374
Screens providing flight information
vs. **1,400** in 2021

40
Screens providing information about individuals who are being sought
vs. **50** in 2021

156
Screens with posts
vs. **130** in 2021

ANTENNAS

680
vs. **669** in 2021

CONNECTED DEVICES

6,998,116
vs. **6,187,051** in 2021

SOCIAL NETWORKS

75,000

Facebook
vs. **73,209** in 2021

45,448

Twitter
vs. **40,700** in 2021

304,000

LinkedIn
vs. **209,608** in 2021

100,000

Instagram
vs. **86,459** in 2021

8,360

YouTube
vs. **8,300** in 2021CUSTOMER EXPERIENCE
CONTACT CENTER INDICATORS

	2022	2021
Total amount of cases (Chat, APP y BOT)	132.538	93.181
Solved through/ by BOT	76.210	16.895
Facebook (21)	2.665	5.903
Twitter (21)	14.398	7.601

(21) These correspond to private inquiries via Facebook and Twitter, respectively.

In order to streamline customer procedures, TCA has implemented a virtual queue system to organize and improve the administrative processes and payment of services for cargo retrieval.

PASSENGER CONTACT

We base our management on passenger satisfaction, thus, we provide a range of services to make their experience more enjoyable.

Aeroparque

At the information desk, we have introduced ASD (Autism Spectrum Disorder) assistance Kits, and badges for individuals who have invisible disabilities. Additionally, we offer a kit with Braille illustrations for blind individuals.

In terms of technology, we have added a new unlimited WiFi service for passengers. We also provide QR codes for hiring remises (private cars for hire) and setting taxi fares. We have also introduced Customer 2.0 bags.

Regarding infrastructure, we have improved the look and feel of the terminal by incorporating artificial and real plants. We have also decorated the pre-check-in area with plants. Furthermore, we have added bicycle parking facilities, new dining options, and an outdoor waiting area in the pre-check-in area. For young children, we offer strollers in the public area and high chairs in the food courts. During Christmas, we organize various activities, including the presence of Santa Claus and candy distribution. In the pre-check-in area, we have created a kids'

Dialogue channels with passengers:

- **Personalized assistance 24/7 through information desks and roaming staff in the public area and pre-boarding area.**
- **Contact center and communication channels such as chat, website, social media, and telephone line available 24/7.**
- **Customer service phones placed at various points in the terminals, allowing direct communication with the Customer Service team when the handset is lifted.**
- **Free and unlimited WiFi throughout the whole airport.**

section, providing entertainment and activities for children. Additionally, we have started a new kids' section within the national pre-boarding area.

Ezeiza

We have added screens at every information center, displaying the estimated waiting times at the security checkpoints, which allows each passenger to manage their time.

Furthermore, representatives from the Customer Experience department have developed three video modules on Sign Language, covering general vocabulary, airport-specific terms, and common phrases used at the airport. These modules have been incorporated into the Customer Experience training programs through the virtual platform "Mi Aprendizaje," making them available to all company departments.

In 2022, we organized educational visits to Ezeiza airport for various primary and university-level educational institutions. As part of the Kids Friendly program, we conducted various activities for children and shows designed for the entire family. Additionally, as part of the Pet Friendly program, we organized activities for passengers traveling with their pets, including visits from service dogs and their trainers who interacted with the public to show people how these dogs are trained in order to carry out their assisting

duty. Furthermore, along the walkway connecting the parking areas to the terminals, we have introduced spaces specifically designed for the grooming, hydration, and rest of pets.

West

We inaugurated a kids-friendly space in Jujuy's public hall, which features real airplane seats and vinyl graphics to simulate an aircraft cabin. Regarding signage, during the accessibility certification in Mendoza, we defined the designs and guidelines for their use in other airports to be certified in the future.

South

In Bariloche, we inaugurated a new retail store called "La Candela", and we also updated the signage throughout the airport according to the brand guidelines.



Sustainable Host Course

In 2022, we signed an agreement with the University of Salta (UCASAL) to develop a “Sustainable Host Course.”

Through this simple and practical training program, which will be conducted in 2023, entirely online and asynchronously, we will provide the concepts and key aspects of sustainability and tourism, as well as tools and best practices for serving tourists and improving business management while promoting cultural appreciation and environmental conservation. These course materials have been developed by the team from the UCASAL’s Master’s Program in Sustainable Tourism Management.

In 2022, we recovered the amount of passengers in VIP lounge, to similar pre-pandemic levels.

VIP CLUB

We continue to develop agreements for exchanges with renowned brands and special activities for key dates, to assist our VIP passengers.

Additionally, we have remodeled and expanded various lounges in the airports to enhance the passenger experience.

Aeroparque

At the Aeroparque VIP Lounge, we initiated renovation, expansion, and segmentation works to improve facilities and be able to accommodate more passengers. We reinstated the reciprocity agreement with the airports in Montevideo and Punta del Este, allowing our members and those in Uruguay to access services in both countries.

For AMERICAN EXPRESS BLACK customers, we introduced international boarding services (lounge, additional controls, and transfers) for passengers with prior reservations. We relocated the parking spaces to the sixth floor of the Multilevel parking lot and added signage boards and tensabarriers (separating posts).

In terms of sustainability, we implemented waste separation initiatives, and as part of the "Plastic Free Destination" initiative, we installed a sustainable water and soda machine for passengers. We also replaced all water and soda bottles with aluminum cans.

Ezeiza

We inaugurated new VIP lounges and we remodeled existing ones. In the Ezeiza Lounge, we opened a new VIP room in the Ezeiza international pre boarding departures area, significantly increasing its passenger capacity. Additionally, we renovated the Ezeiza Departures VIP Lounge, both its space and its furniture, to improve the facilities.

This year, in February, we inaugurated the new VIP Lounge located at gate 23 for customers of American Express banking. We also renovated the VIP Lounge located at gate 1 for VISA customers, as well as remodeled the VIP Club Member Lounges.

We reopened the Arrivals Lounge, reinstated exclusive controls, and removed the pandemic protocols, returning to self-service at the bar.

We expanded the range of gluten-free food options for all four main meals and introduced new choices to the children's menu. We also implemented an interactive menu that allows members' orders to reach the kitchen in real-time.

Furthermore, we introduced Last Minute offers for passengers to access last-minute promotional fares.

In other order, in Ezeiza, we restored services to exclusive controls that had been limited due to security protocols. We launched the Project to Enhance the VIP Club Proposal, which set in motion a detailed study of services, including qualitative and quantitative surveys, to better understand the passengers' needs. Additionally, we added a telephone line in the Arrivals Lounge for conducting surveys via WhatsApp.

In terms of sustainable actions, we installed water machines with high-quality filtration and mineralization processes, avoiding the waste of thousands of plastic bottles each year and saving storage space. In private rooms, we replaced bottled water with canned water, both still and sparkling, and we reduced the use of single-use plastic bottles by 100%. We also added special bins for waste separation. In collaboration with the VIP Lounge team, Serza, and Security and Hygiene, we successfully recycled cardboard, aluminum, and plastic. Additionally, we installed a recycling station to facilitate waste separation, starting with cardboard and paper in the initial stage.

In addition to adding payment facilities such as Mercado Pago and DragonPass, we increased the discount for our passengers at the Duty Free from 10% to 20%.

South

This year, passengers were able to access the negative band in VIP Club Lounges with the convenience of paying at the entrance with a credit card.

PARKING

Aeroparque

At the beginning of July, we opened a new parking lot, Parking Río, with a total of 613 new spaces for users. This new space allows us to meet the high demand for parking spaces during the winter season.

During December, we implemented several actions aimed at improving the user experience in this area. The highlights include:

- The segmentation of parking lots, designating Parking Río exclusively for long-term stays and Parking Sur exclusively for vehicles parking by the hour. This promotes vehicle rotation in the larger-capacity parking area, minimizing the possibility of delays in entry due to lack of available spaces.
- The Valet Parking service (provided by New Valet Parking) was introduced to offer an additional service to users and avoid delays in entry when parking lots are full.
- Lastly, the implementation of automatic payment machines, currently available in Parking Sur, to pay for parking and improve traffic flow at the exit lanes.

Ezeiza

We have relaunched the Long Stay service in the parking lot at Ezeiza with promotional rates for long-term stays. This parking lot has a capacity of over 1,000 uncovered spaces, available for reservation in advance on our website. Reservations can be made between 45 days and 12 hours prior to arrival at the airport. The parking lot provides a free shuttle bus service to Terminals A and C (and vice versa).

We also offer primary assistance services, including tire inflation and battery recharging.

Due to high demand, we are undertaking a construction project which will consist of two stages. The first stage will add 300 new parking spaces, followed by 297 more spaces in 2023. We will also be launching the Valet Parking service soon.



MOBILITY

Within Ezeiza, we have eight car rental companies, three remis (private car service) companies, and short and long-distance bus services. We also provide a space for electric car charging. We have reinstated the Telepase system, which allows for electronic toll payment, and we offer bus transfers to the Long Stay parking lot. Additionally, we have implemented remote payment booths and dynamic information displays regarding the occupancy status of the covered E2 parking lot.

Furthermore, we made infrastructure improvements, including the employee parking entrance and the waiting area, a new entrance to E1, and a new E1 annex for emergency situations.

The Line 51 bus was incorporated as a new public transportation option to the City of Buenos Aires.

West

In December, we inaugurated the parking lot in Mendoza and reintroduced the GELB system. This is a new parking system which implements license plate readers and rates, and through a digital system, provides traceability and statistics to improve the service.

On the other hand, we implemented the integrity program for licensees by uploading reverse letter (CR) request forms in Docusign.

South

In Bariloche, we changed the signage at the booths, in accordance with the brand manual. Additionally, we designated a new space located next to the ground floor terminal for rental cars. This allowed us to streamline the Hertz operation by providing parking for 30 cars for vehicle delivery. On the upper floor, we also installed two Hertz and Localiza booths, each with three parking spaces, for vehicle returns, thereby relieving congestion on the ground floor.

Additionally, we implemented the Integrity Program for permit holders. Furthermore, we have introduced Mercado Pago in Comodoro Rivadavia and Bariloche.

GASTRONOMIC SERVICES

Ezeiza International Airport offers a wide and diverse gastronomic offering designed to meet the needs of passengers, companions, and the airport community in general, featuring well-known brands, appreciated by users. This proposal is aligned with Aeropuertos Argentina 2000's pricing policy, under which establishments must offer the same prices as in other non-airport establishments of the same brand. This ensures transparency and allows passengers to choose the option that is most convenient for them.

Furthermore, we are developing programs to identify the offerings and take actions that promote sustainability, focusing on the environment and the well-being of people. One of these programs is the Zero Plastic Destination Project, aimed at reducing plastic use in our terminals.



TRAINING ON CELIAC DISEASE

At Ezeiza, we conducted a training session on celiac disease together with the Argentine Celiac Association. The objective was to provide knowledge and raise awareness among the airport community, particularly in food commercial stores.

Due to the positive response to this initiative, we replicated it in Aeroparque in person, and virtually in other airports across the country. Over 100 individuals from gastronomic companies operating at the airports, airline catering companies, VIP lounges, retail companies selling food products, AA2000 customer experience team, and ORSNA participated in the training.

Proposal for food Labels at Aeroparque

We are working on a new project in collaboration with the gastronomic permit holders at Aeroparque, in which we aim to identify the special menus offered by each establishment. We designed communication graphics that allow passengers to easily identify whether the desired menu option is available at a particular location. Within each establishment, we detail three types of menu segments: gluten-free, vegan, and kids' menus.

Our objective is to create a clear distinction in all the establishments by highlighting the type of gastronomic offerings they provide. Our proposal to achieve this is to develop a system of food labels that effectively provide this information, using the universal symbols adapted to AA2000's branding guidelines, including color palettes and typography.



Gastronomy at Ezeiza

In 2022, we introduced the new gastronomic proposal at the airport, featuring a combination of local and international food and beverage brands, to answer the demands and trends of our passengers. We are also carried out actions together with permit holders and some departments such as sustainability, marketing, press, and commercial to ensure environmental care.

In November, we organized a gastronomic tour in the sterile area of Ezeiza Airport, specifically for the press and influencers. The objective was to showcase the variety of options available to passengers. We went to various establishments where guests were greeted by representatives from each company (chef, manager, marketing) who provided information about the brand and its attributes, while offering them tastings of their most iconic products.

We also organized activations for passengers in collaboration with service providers, including:

- Live music at the Hard Rock Café.
- Roulette game with prizes and discounts at Burger King.
- Activations in partnership with gastronomic companies to celebrate Children's Day.
- Wine tastings at the VIPClub lounge, including a celebration of Malbec Day in

collaboration with Bodegas del Fin del Mundo.

- ▣ Exclusive tasting at Catena Zapata.
- ▣ Launch of the first McDonald's with 100% digital service.
- ▣ Decoration for the World Cup in the establishments.

West

In 2022, to improve the airport experience in the West Region, we introduced new car rental companies in Mendoza, Salta, Jujuy, and Tucumán. In Mendoza, we introduced a new gastronomic concept called "Casa Vigil," which combines a new culinary proposal with renowned wines.

South

In Bariloche, we set up in the boarding area two bars from the licensee Kandahar offering take-away service. We added the food truck of Señor Valdés in Puerto Madryn, as well as Del Viento establishments in Comodoro Rivadavia and Kandahar in Bariloche. For passengers with celiac disease, in Bariloche, the Gate 24/7 kiosk and the gastronomic venues Kandahar and Natural Market offer gluten-free products.

- ▣ Recreation areas at gates 5 and 23 in Ezeiza.
- ▣ Baby strollers.
- ▣ Mini pick-ups for transportation in the pre-boarding area.
- ▣ Baby chairs in food courts.
- ▣ Kids menu in gastronomic venues.
- ▣ Nursing rooms.
- ▣ Bathrooms equipped with changing tables and baby chairs in the WC.
- ▣ Audio books available to download on mobile phones by scanning QR codes.
- ▣ Gift kits on special occasions (coloring books, puzzles, etc.).
- ▣ In San Juan, we installed a dinosaur-themed space and a dinosaur mascot at the airport entrance to surprise passengers.

KIDS & FAMILY SERVICES

We prepared various areas to ensure families have a positive experience within the airports.

Complaint Management

To file complaints and make inquiries, passengers have access to automated services: telephone line , chat, QR code, and website, as well as the Complaints Book available at the Information Desk.

Number of complaints filed per airport (%)			Complaints Classification		
	2021	2022		2021 ⁽²³⁾	2022
Ezeiza	23.17	37.96	Attention	27.29	7.69
Aeroparque	44.63	36.07	Facilities Availability	19.46	13.19
Córdoba	7.07	5.44	Security	8.95	10.44
Mendoza	4.15	3.88	Information and Signage	7.61	17.58
Bariloche	6.34	4.88	Regulations and Procedures	12.98	6.59
Iguazú	4.63	3.50	Prices / Fares	4.47	6.59
Others	10.00	8.27	Comfort	3.36	9.34
			Cleanliness	5.15	6.59
			Indoor Temperature	0.67	4.40
			Others	10.07	17.58

²³ The 2021 complaint classification includes all the new sanitary measures and controls imposed due to the pandemic. It encompasses everything related to health protocols, necessary documentation, and inspections.)



Under ORSNA 155/1002 Resolution, we formally respond to the passenger within a maximum period of 10 days after the suggestion or complaint has been recorded.

TCA

In 2022, there were 454 claims entered through the Legal Department's reception desk, and 3 through the Remedy system, with an approximate response time of 30 hours. Out of these claims, 54 were found to be valid, of which 20 were resolved satisfactorily and 34 negatively. At the Commercial Management department we received 295 claims with an average resolution time of 2.5 days. In this department, we conduct the analysis of the claim on the same day of its reception and promptly redirect it to the corresponding area, ensuring a faster and more efficient response to the customer. This way, we can identify improvable aspects in terms of customer satisfaction, measure complaint resolution speed, generate statistics, and track their progress.



Our goal is to make all our airports 100% accessible by 2030. / We are committed to achieving 100% accessibility in all our airports by 2023.

We adapt all our projects and construction works to comply with the standards set by the Comprehensive Protection System for Persons with Disabilities Law and we comply with Law No. 24,314 - Accessibility for Persons with Reduced Mobility - Minimum Health Services in Public Buildings. We constantly work towards ensuring that individuals with disabilities and/or reduced mobility are provided with all they need in each of the terminals intervened.

Regarding the design of the terminals, we carry out projects based on the model created for Ezeiza Airport, which enables and facilitates full utilization of the facilities by individuals with disabilities and/or reduced mobility. The key aspects of the model are:

We work to ensure that all elements are provided for people with disabilities and/or reduced mobility in each of the intervened terminals.

- Accessible circulation, both vertically and horizontally, without uneven surfaces or obstacles;
- Furniture suitable for wheelchair users;
- Designated paths and priority passes for individuals with disabilities and/or reduced mobility;
- Vertical circulation options including pedestrian stairs, escalators, and elevators;
- Sanitary facilities equipped with all necessary requirements for safe and independent use by all individuals. It should be noted that adapted restrooms are calculated according to municipal codes, in accordance with Article 4.8.2.3 of the CABA Building Code;
- Available spaces near entrances in parking areas for senior citizens.

In terms of awareness, in 2022 we conducted training sessions on accessibility for our staff, with the aim of raising awareness about the importance of integration and respect for all individuals. These training sessions included:

- “Building Accessible Airports”
- “Accessibility in Infrastructure”
- “Seminar on Accessibility and Universal Design”
- “Sign Language” presentation by SEA
- Presentation on the inclusion of individuals within the autism spectrum (ASD) in collaboration with the Brincar Foundation.

194

collaborators trained in sign language in 25 airports.



ALPI Certification at Mendoza Airport

Understanding that real accessibility enables individuals with disabilities to be autonomous and to make decisions independently without the need for assistance or intervention from others, in 2022 the West Business Unit worked on obtaining the Architectural Accessibility Certification granted by ALPI for Mendoza Airport.

This certification, which is also recognized by the Disability Observatory of Mendoza, validates compliance with the Argentine Accessibility Guidelines and consisted of three stages:

- Accessibility survey: we conducted an internal assessment analyzing which aspects had already been corrected and which ones had not, based on a report delivered by ALPI which was divided into 8 sections: parking lot, circulation, lobby, stairs, escalators and elevators, handrails and railings safety, VIP lounge, boarding and waiting area, counters, and transfer chairs. After this analysis, 11 corrective actions were suggested and validated with the Association.
- Implementation of corrective actions: planning and implementation of these actions to make different areas of Mendoza Airport accessible.
- New survey, analysis and certification: a new tour of the terminal by ALPI to verify the measures adopted and their functionality, ultimately granting the airport certification.



These are some of the corrective actions taken:

- Reforms in parking spaces, including the delimitation of special sectors for vehicle drop-off and pick-up, and the painting of the reserved areas for people with disabilities or reduced mobility.
- Mobility signage, installation and improvement of stairs, elevators, and escalators.
- Addition of floor vinyls to indicate the location of elevators.
- Placement of tactile floor at the entrances of elevators, escalators, and stairs.
- Deactivation of automatic door closure and activation of the manual closing option.

- Addition of 3 support tables with chairs for individuals with reduced mobility.

- Modification of counters with different heights, among others.

As a result, we have achieved a 100% progress in terms of certification: 3 out of 3 stages were completed, 11 planned corrective actions were carried out, and 3 teams collaborated for their execution.



We have strategically chosen Jujuy airport as the next airport to undergo certification due to its recent remodeling and absence of obstacles for certification. In this way, we have successfully completed the initial survey phase conducted by ALPI, and in the future, we will work to implement the corrective measures they recommend.

ATTENTION TO PASSENGERS WITH AUTISM SPECTRUM DISORDERS

We updated the assistance protocol for passengers with Autism Spectrum Disorders, which we had been providing since 2019 at Ezeiza Airport. We expanded the service to all our airports by centralizing all requests through our Contact Center. The protocol is an internal procedure that ensures priority attention to passengers and their families at different stages of the airport journey, until boarding the aircraft. The new protocol was implemented on September 1, 2022, across all 35 airports in our concession, and it has yielded excellent results. Assisted cases have increased by 300% compared to the previous year, reaching a total number of 96.

Furthermore, we organized training courses for our staff to provide a service that meets the needs of all our passengers.

PARKING CAMPAIGN FOR INDIVIDUALS WITH DISABILITIES

In collaboration with the “Observatory of Persons with Disabilities” organization, we worked on an awareness and information campaign regarding the proper use of parking spaces reserved for individuals with disabilities. With the aim of protecting the accessibility rights of passengers with disabilities, the campaign involved placing informative signs on the windshields of vehicles that do not display their disability parking permit.



3, 4, 5, 8,
9, 10

Human Capital Management: strength- en a culture of innovation, Agility and Inclusion



Our employees are a valuable asset to us. We care about the well-being and development of each person, as we know that their growth is the driving force behind our company's success. That is why we foster an agile, safe, and inclusive work environment, with a special focus on accelerating the development of women in our industry.

2,531
employees

24%
women

20,716
total of training hours

36%
of positions filled with internal employees



We obtained the GREATPLACE TO WORK Certification

STRENGTHEN
A CULTURE OF
INNOVATION, AGILITY
AND INCLUSION



A group of five airport staff members, three women and two men, are standing on a wide, paved runway. They are all wearing bright orange high-visibility safety vests over their work clothes. The man in the center has his arm around the woman to his left. They are all smiling at the camera. The background shows a clear blue sky with some light clouds and a large, rounded hill in the distance.

Human Capital Management

Our ambition is to be the best place to work, that is why we have a value proposition to attract and retain our talents. We are committed to the training, development, and well-being of all our employees, fostering a culture of innovation, agility, and inclusion.



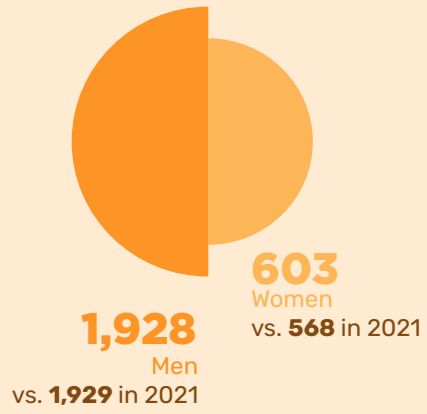
PROCESS DIGITALIZATION

Aligned with our strategic pillars of innovation and sustainability in our operations, this year we have implemented new tools to digitize all human resources processes with high standards of operational and storage security.

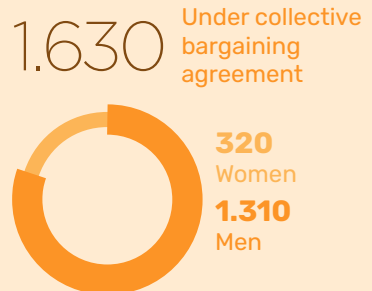
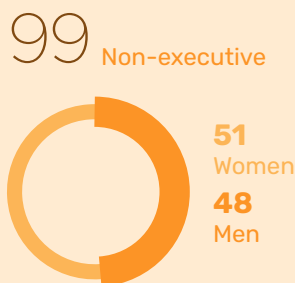
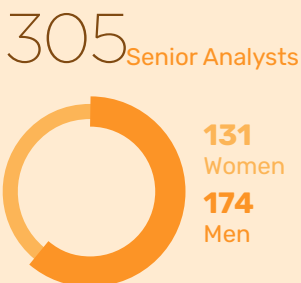
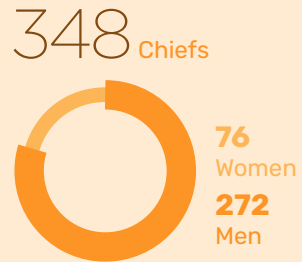
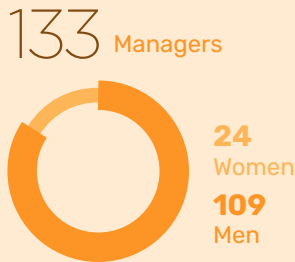
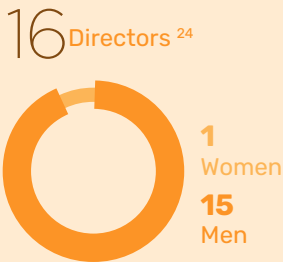
Our challenge this year was to implement digitalization in the human resources area to increase efficiency in the sector and overcome the geographical dispersion of employees. This has benefitted process automation, productivity, monitoring and control, immediate accessibility to information, efficiency, and time and cost savings due to paper reduction.

Our Employees

2,531
total employees
vs. 2,497 in 2021



EMPLOYEES PER CATEGORY



EMPLOYEES

AA2000 Aggregated data

	Men	Women	Total 2021	Men	Women	Total 2022
Total number of Employees	1,929	568	2,497	1,928	603	2,531
Payment of salaries and social security contributions (24)	\$ 4,607,241,122	\$ 1,110,290,465	\$ 5,717,531,587	9,585,894,485.00	2,695,633,859.00	12,281,528,344
By age						
Under 30- Federal Capital and suburbs	85	76	161	83	78	161
Under 30- Interior of the country	39	13	52	40	9	49
Between 30 and 50- Federal Capital and suburbs	976	314	1,290	976	343	1,319
Between 30 and 50- Interior of the country	338	112	450	331	118	449
Over 50- Federal Capital and suburbs	374	42	416	379	44	423
Over 50- Interior of the country	117	11	128	119	11	130
By type of contract						
Permanent	1,906	558	2,464	1,904	596	2,500
Temporary (26)	23	10	33	24	7	31
By type of contract and region						
Permanent- Federal Capital and suburbs	1,411	421	1,832	1,414	458	1,872
Temporary (26) - Federal Capital and suburbs	20	10	30	24	7	31
Permanent- Interior of the country	495	137	632	490	138	628
Temporary (26) - Interior of the country	3	0	3	0	0	-
By type of workday						
Full-time	Not Available	Not Available	Not Available	1,919	590	2,509
Part-time	Not Available	Not Available	Not Available	9	13	22
By type of workday and region						
Full-time- Federal Capital and suburbs	Not Available	Not Available	Not Available	1,431	455	1,886
Part-time- Federal Capital and suburbs	Not Available	Not Available	Not Available	7	10	17
Full-time- Interior of the country	Not Available	Not Available	Not Available	488	135	623
Part-time- Interior of the country	Not Available	Not Available	Not Available	3	2	5
Other Indicators						
Number of disabled employees	6	0	6	No value	No value	No value

2022 EMPLOYEES

Distribution by Business Unit

	EZEIZA			AEROPARQUE		
	Men	Women	Total	Men	Women	Total
Total number of Employees	354	141	495	295	88	383
Payment of salaries and social security contributions	1,895,482,948.00	552,679,721.00	2,448,162,669.00	1,598,136,318.00	370,556,019.00	1,968,692,337.00
By Category						
General Manager/ Director (27)	1	0	1	1	0	1
Manager	11	1	12	11	2	13
Chief	48	10	58	46	11	57
Senior Analyst	20	10	30	15	7	22
Non- executive Employees	6	0	6	3	4	7
Under collective bargaining agreement	268	120	388	219	64	283
By age						
Under 30	28	25	53	20	25	45
Between 30 and 50	235	108	343	214	58	272
Over 50	91	8	99	61	5	66
By type of contract						
Permanent	346	136	482	293	86	379
Temporary (28)	8	5	13	2	2	4
By type of workday						
Full-time	352	131	483	293	88	381
Part-time	2	10	12	2	0	2

(24) Out of the total \$12,281,528,344, \$3,687,173,675 corresponds to the corporate building, and the remaining amount is allocated to the business units. (25) This value applies to all employees holding the position of Director, regardless of the members of the Executive Committee. (26) Temporary employees are mainly subcontracted, contractors, self-employed, freelancers, or external employees. (27) Este valor alcanza a todos los colaboradores bajo el cargo de Director, independientemente de los miembros del Comité de Dirección. (28) Los empleados temporarios son principalmente subcontratados, contratistas, cuenta-propistas, independientes o empleados externos.

	NORTHEAST			SOUTH		
	Men	Women	Total	Men	Women	Total
Total number of Employees	175	55	230	147	50	197
Payment of salaries and social security contributions	914,364,663.00	242,237,561.00	1,156,602,224.00	858,283,674.00	240,646,407.00	1,098,930,081.00
By Category						
General Manager/ Director (27)	1	0	1	1	0	1
Manager	12	3	15	10	2	12
Chief	26	7	33	26	6	32
Senior Analyst	2	4	6	2	7	9
Non- executive Employees	0	2	2	0	1	1
Under collective bargaining agreement	134	39	173	108	34	142
By age						
Under 30	7	2	9	18	0	18
Between 30 and 50	128	47	175	92	46	138
Over 50	40	6	46	37	4	41
By type of contract						
Permanent	175	55	230	147	50	197
Temporary (28)	0	0	-	0	0	-
By type of workday						
Full-time	172	55	230	146	48	194
Part-time	0	0	0	1	2	3

(29) This value applies to all employees holding the position of Director, regardless of the members of the Executive Committee. (30) Temporary employees are mainly subcontracted, contractors, self-employed, freelancers, or external employees.

EMPLOYEES 2022

Distributed by Business Unit

	WEST			TCA		
	Men	Women	Total	Men	Women	Total
Distribution by Business Unit	Men	Women	Total	Men	Women	Total
Total number of Employees	187	41	228	485	43	528
Payment of salaries and social security contributions	957,947,160.00	177,982,395.00	1,135,929,555.00	725,946,416.00	60,091,387.00	786,037,803.00
By Category						
General Manager/ Director (31)	1	0	1	1	0	1
Manager	17	2	19	5	1	6
Chief	30	5	35	31	5	36
Senior Analyst	3	3	6	7	8	15
Non- executive Employees	0	1	1	4	1	5
Under collective bargaining agreement	136	30	166	437	28	465
By age						
Under 30	14	5	19	16	4	20
Between 30 and 50	127	32	159	324	34	358
Over 50	46	4	50	145	5	150
By type of contract						
Permanent	0	0	.	471	43	514
Temporary(32)	187	41	228	14	0	14
By type of workday						
Full-time	186	41	227	484	43	527
Part-time	1	0	1	1	0	1

(31) This value applies to all employees holding the position of Director, regardless of the members of the Executive Committee. (32) Temporary employees are mainly subcontracted, contractors, self-employed, freelancers, or external employees.

EMPLOYEES 2022

Distributed by Business Unit

	CORPORATE		
	Men	Women	Total
Distribution by Business Unit	Men	Women	Total
Total number of Employees	285	185	470
Payment of salaries and social security contributions	2,635,733,306.00	1,051,440,369.00	3,687,173,675
By Category			
General Manager/ Director (33)	9	1	10
Manager	43	13	56
Chief	65	32	97
Senior Analyst	125	92	217
Non- executive Employees	35	42	77
Under collective bargaining agreement	8	5	13
By age			
Under 30	20	26	46
Between 30 and 50	187	136	323
Over 50	78	23	101
By type of contract			
Permanent	285	185	470
Temporary (34)	0	0	0
By type of workday			
Full-time	283	184	467
Part-time	2	1	3

(33) This value applies to all employees holding the position of Director, regardless of the members of the Executive Committee. (34) Temporary employees are mainly subcontracted, contractors, self-employed, freelancers, or external employees.

BREAKDOWN BY AGE AND POSITION 2022

Aggregated Date

	Over 50	Between 30 and 50	Under 30
Director	7	9	0
Manager	63	70	0
Chief	102	236	10
Senior Analyst	49	232	24
Non-executive	13	43	43
Under collective bargaining agreement	319	1.178	133

BREAKDOWN BY AGE AND POSITION 2022

Ezeiza

	Over 50	Between 30 and 50	Under 30
Director	0	1	0
Manager	6	6	0
Chief	17	39	2
Senior Analyst	4	23	3
Non-executive	1	1	4
Under collective bargaining agreement	71	273	44

BREAKDOWN BY AGE AND POSITION 2022

AEP

	Over 50	Between 30 and 50	Under 30
Director	0	1	0
Manager	4	9	0
Chief	16	37	4
Senior Analyst	1	17	4
Non-executive	1	3	3
Under collective bargaining agreement	44	205	34

BREAKDOWN BY AGE AND POSITION 2022

Northeast

	Over 50	Between 30 and 50	Under 30
Director	0	1	0
Manager	8	7	0
Chief	11	21	1
Senior Analyst	0	6	0
Non-executive	0	2	0
Under collective bargaining agreement	27	138	8

BREAKDOWN BY AGE AND POSITION 2022

South

	Over 50	Between 30 and 50	Under 30
Director	1	0	0
Manager	6	6	0
Chief	9	22	1
Senior Analyst	3	6	0
Non-executive	0	1	0
Under collective bargaining agreement	22	103	17

BREAKDOWN BY AGE AND POSITION 2022

West

	Over 50	Between 30 and 50	Under 30
Director	1	0	0
Manager	11	8	0
Chief	13	22	0
Senior Analyst	0	2	4
Non-executive	0	1	0
Under collective bargaining agreement	25	126	15

BREAKDOWN BY AGE AND POSITION 2022

TCA

	Over 50	Between 30 and 50	Under 30
Director	0	1	0
Manager	3	3	0
Chief	14	22	0
Senior Analyst	4	10	1
Non-executive	0	1	4
Under collective bargaining agreement	129	321	15

BREAKDOWN BY AGE AND POSITION 2022

CORPORATE

	Over 50	Between 30 and 50	Under 30
Director	0	5	5
Manager	0	31	25
Chief	2	73	22
Senior Analyst	12	168	37
Non-executive	32	34	11
Under collective bargaining agreement	0	12	1

Employment generation



229

**new employees
hired**

+300%

**of increase in hired
personnel compared
to 2021**

36%

**of positions filled by
internal employees**

NEW EMPLOYEES HIRED

Aggregated Data

	2021		2022	
	Enrollments- Number of new employees hired	Hiring rates (En- rollments/ Total of Employees)	Enrollments- Number of new employees hired	Hiring rates (En- rollments/ Total of Employees)
TOTAL	76	0.03	229	9.05%
By gender				
Feminine	26	0.01	87	14.43%
Masculine	50	0.02	142	7.37%
By age				
Under 30	22	0.008	81	38.57%
Between 30 and 50	50	0.02	142	8.03%
Over 50	4	0.0016	6	1.08%
By Region				
Federal Capital and suburbs	61	0.02	188	9.88%
Interior of the country	15	0.006	41	6.53%

NEW EMPLOYEES HIRED

2022

	EZE		AEP		NORTHEAST	
	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Em- ployees)	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Em- ployees)	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Em- ployees)
TOTAL	27	5.45%	59	15.40%	8	3.48%
By gender						
Feminine	13	9.22%	23	26.14%	0	0.00%
Masculine	14	3.95%	34	11.53%	8	4.57%
By age						
Under 30	14	26.42%	21	46.67%	1	11.11%
Between 30 and 50	13	3.79%	38	13.97%	5	2.86%
Over 50	0	0.00%	0	0.00%	2	4.35%

EW EMPLOYEES HIRED

2022

	SOUTH		TCA		WEST	
	Enrollments- Number of new employ- ees hired	Hiring rates (Enrollments/ Total of Em- ployees)	Enrollments- Number of new employ- ees hired	Hiring rates (Enrollments/ Total of Em- ployees)	Enrollments- Number of new employ- ees hired	Hiring rates (Enrollments/ Total of Em- ployees)
TOTAL	16	8.12%	26	4.26%	18	7.89%
By gender						
Feminine	5	10.00%	5	11.63%	5	12.20%
Masculine	11	7.48%	21	4.33%	13	6.95%
By age						
Under 30	4	22.22%	10	50.00%	9	47.37%
Between 30 and 50	11	7.97%	15	4.19%	9	5.66%
Over 50	1	2.44%	1	0.67%	0	0.00%

EW EMPLOYEES HIRED

2022

	CORPORATE	
	Enrollments- Number of new employees hired	Hiring rates (En- rollments/ Total of Employees)
TOTAL	75	15.96%
By gender		
Feminine	36	19.46%
Masculine	39	13.68%
By age		
Under 30	22	47.83%
Between 30 and 50	51	15.79%
Over 50	2	1.98%

NEW EMPLOYEES HIRED

Aggregated data

	2021		2022	
	Number of employee departures	Employee Turnover Rate (Departures/ Total number of employees)	Number of employee departures	Employee Turnover Rate (Departures/ Total number of employees)
TOTAL	171	0.069	189	7.47%
By gender				
Feminine	62	0.024	52	8.62%
Masculine	109	0.044	137	7.11%
By age				
Under 30	20	0.008	24	11.43%
Between 30 and 50	151	0.060	114	6.45%
Over 50	0	0	51	9.22%
By region				
Federal Capital and suburbs	144	0.057	109	5.73%
Interior of the country	27	0.010	80	12.74%

PERSONNEL TURNOVER

2022

	EZE		AEP		NORTHEAST	
	Number of employee departures	Employee Turnover Rate (Departures/Total number of employees)	Number of employee departures	Employee Turnover Rate (Departures/Total number of employees)	Number of employee departures	Employee Turnover Rate (Departures/Total number of employees)
TOTAL	27	5.45%	29	7.57%	12	5.22%
By gender						
Feminine	10	7.09%	10	11.36%	3	5.45%
Masculine	17	4.80%	19	6.44%	9	5.14%
By age						
Under 30	2	3.77%	6	13.33%	4	44.44%
Between 30 and 50	18	5.25%	20	7.35%	4	2.29%
Over 50	7	7.07%	3	4.55%	4	8.70%

PERSONNEL TURNOVER

2022

	SOUTH		TCA		WEST	
	Number of employee departures	Employee Turnover Rate (Departures/Total number of employees)	Number of employee departures	Employee Turnover Rate (Departures/Total number of employees)	Number of employee departures	Employee Turnover Rate (Departures/Total number of employees)
TOTAL	15	7.61%	38	7.20%	16	7.02%
By gender						
Feminine	3	6%	6	13.95%	3	7.32%
Masculine	12	8.16%	32	6.60%	13	6.95%
By age						
Under 30	1	5.56%	1	5%	0	0%
Between 30 and 50	11	7.97%	17	4.75%	11	6.92%
Over 50	3	7.32%	20	13.33%	5	10%

PERSONNEL TURNOVER

2022

	CORPORATIVA	
	Number of employee departures	Employee Turnover Rate (Departures/Total number of employees)
TOTAL	52	11.06%
By gender		
Feminine	17	9.19%
Masculine	35	12.28%
By age		
Under 30	10	21.74%
Between 30 and 50	33	10.22%
Over 50	9	8.91%

We are in the top 5 most attractive companies to work for, according to the #RandstadEmployerResearch study.

As part of our sustainability strategy, we are committed to promote diverse and inclusive employment to make a better world. Thanks to our nationwide presence, we generate employment opportunities throughout the entire country. Thus, to enhance local development, we identify professionals with compatible qualifications and who reside near our airports, and we consider them for job opportunities.

We have efficient and transparent recruitment, selection, and onboarding processes, providing support to the new team members at every step. Our goal is to implement practices that contribute to the well-being of our teams. Therefore, this year we introduced a personnel entrance satisfaction survey to assess the process and each stage. This feedback serves as a key tool for continuous improvement.

Regarding the selection process, we are continuously conducting interviews, the majority of which are done virtually. However, on certain occasions, we conduct in-person interviews for operational and managerial positions.

We primarily conduct external searches using the Hiring Room platform, which synchronizes on a free basis with the job postings at the fan page of Aeropuertos Argentina 2000 website and with every free job portal. Through this platform, we built a database

of 18,149 active applicants. Additionally, we post job openings on Bumeran and university job boards. Another external recruitment channel is through recommendations from our staff members.

In order to foster employee development, when there is a vacancy, we prioritize filling it with internal resources. In 2022, 36% of the vacant positions were filled by company employees, resulting in horizontal growth, role enrichment, promotion, or reclassification.

Type of Mobility	Number
Horizontal Growth	49
Role Enrichment	1
Promotion	73
Reclassification	92
Total Number	215



Professional Internships Program

At AA2000, we carry out this program aimed at providing young students with the opportunity to experience the company's culture, exposing them to learning and development opportunities.

This initiative provides an opportunity for young people to learn by doing, to discover their professional interests while immersing themselves in areas of their interest. Fourteen youngsters in their final year of high school from the Mekhitarist School in CABA participated in the program. They rotated through different areas according to

their professional interests, with the guidance and support of mentors.

To conclude their internships, each participant successfully completed a real challenge related to the actual tasks of the department they were assigned to. The aim was to allow them to apply what they had learned during their time in the company. These opportunities contribute to the development of future professionals.



Commitment to diversity

We reinforce our commitment to diversity and equal opportunities by creating spaces of trust and openness that foster value creation through collaborative teams all across the country. From this standpoint, we ensure a positive and inclusive experience for all members of Aeropuertos Argentina 2000, celebrating diversity and promoting equity.

In this regard, we have selection, training, and accessibility policies that impact on our passengers.

In 2022, we continued training our employees in sign language. As part of the Customer Experience School, in the Accessibility Program, we implemented a module in different formats to reach those working in passenger assistance. Furthermore, we conducted a training session with the BRINCAR Foundation, which explained what autism is and how to provide assistance to passengers within the spectrum.

Additionally, in partnership with the DISCAR Foundation, we incorporated people with

intellectual disabilities into our workforce. Currently, we have three employees in this program.

At Aeropuertos Argentina 2000, we consider accessibility to be a fundamental aspect of our work. Thus, we focus on training, ensuring that all our teams and representatives from airport communities have the necessary tools to reduce barriers and provide passengers with a positive travel experience.

We are committed to implementing practices that embrace diversity and inclusion in their broadest sense. Aligned with this commitment and to contribute to reducing the gender gap, we are driving the Women in Aviation, Travel, and Tourism initiative, aiming to promote the professional development of women in the industry.³⁵

³⁵ For more information on the program, see the Training Section in this chapter.



Internal talents management

We launched our Talent Incubator with Camada XXII, with a learning approach that encompasses experience, leadership, and culture to accelerate the development of young talents. We also relaunched the “Soy Anfitrión” program, aimed at developing transformational leaders who can inspire and develop their teams.

On our part, we strive to have the best working teams, which is why we have a talent management strategy with initiatives that foster development and retention of our personnel. We identify key talent and assess the potential of our teams. Based on this, we design programs to enhance the development and growth of each employee. This way, we manage performance through continuous *feedback* and we reward achievements.

TRAINING

2022
numbers

9 of 10 people
participated in at least one
learning experience

2.246
people participated in at
least 1 learning experience

10.440
participants carried out the
learning instances deployed

20.716
total learning hours

81%
of AA2000 members
completed at least one
course through the platform
“Mi Aprendizaje” (My
learning)

NUMBERS BY CATEGORY

88%

of the people under collective bargaining agreement completed at least one learning experience

93%

of the people outside the collective bargaining agreement completed at least one learning experience

NUMBERS BY BUSINESS AND SERVICE UNITS

Carried out at least 1 learning experience

EZE

82%

80% coverage UA and 94% coverage OA

AEP

61%

52% coverage UA and 98% coverage OA

UNO

71%

97% coverage UA and 93% coverage OA

UNE

82%

82% coverage UA and 90% coverage OA

UNS

98%

98% coverage UA and 100% coverage OA

TCA

76%

73% coverage UA and 100% coverage OA

USNS

44%

23% coverage UA and 46% coverage OA

Internal training indicators	2021	2022
Number of courses dictated	144	209
Number of people trained	2,011	2,246
Number of training hours	20,309	20,716
Average hours of training per employee	10	8

Internal training indicators						
2022 Data by Business Unit	EZE	AEP	NORTH-EAST	SOUTH	WEST	CORP
Number of courses dictated	91	87	101	111	110	90
Number of people trained	411	249	210	193	224	525
Number of training hours	2,940	3,090	2,056	2,874	2,811	4,526
Average hours of training per employee	6	8	9	15	12	10

Hours of training	2021		2022	
	In person	E-learning platform	In person	E-learning platform
By gender				
Men	842	15,129	4,275	5,042
Women	142	4,196	870	2,508
By Category				
Manager / Administrator	18	1,542	839	169
Chief / Sub Chief	41	5,538	1,893	788
Non-executive	7	1,087.5	0	0
Senior Analyst / Semi Senior	0	0	22	190
Supervisor / Responsible / person in charge	124	1,957	294	672
Assistant / cashier	796	9,199	1,231	4,039
Other positions	n/a	n/a	866	1,692

n/a: Information not available.

Hours of training. EZE	2021		2022	
	In person	E-learning platform	In person	E-learning platform
By gender				
Men	205	1,302	663	734
Women	35	645	80	500
By Category				
Manager / Administrator	1	101	71	19
Chief / Sub Chief	7	551.5	274	135
Non-executive	0	64.5	0	0
Senior Analyst / Semi Senior	0	0	0	27
Supervisor / Responsible / person in charge	25	277	107	243
Assistant / cashier	207	953	264	758
Other positions	n/a	n/a	27	52

n/a: Information not available.

Hours of training. AEP	2021		2022	
	In person	E-learning platform	In person	E-learning platform
By gender				
Men	0	1,501	906	605
Women	0	430	162	625
By Category				
Manager / Administrator	0	90.5	123	8
Chief / Sub Chief	0	588.5	550	84
Non-executive	0	49.5	0	0
Senior Analyst / Semi Senior	0	0	2	3
Supervisor / Responsible / person in charge	0	466.5	122	157
Assistant / cashier	0	736	269	933
Other positions	n/a	n/a	3	45

n/a: Information not available.

Hours of training. NORTHEAST	2021		2022	
	In person	E-learning platform	In person	E-learning platform
By gender				
Men	98	2,736	156	528
Women	42.5	1,049	52	308
By Category				
Manager / Administrator	0	304	59	30
Chief / Sub Chief	9	1,241.5	46	67
Non-executive	3	93.5	0	0
Senior Analyst / Semi Senior	0	0	0	2
Supervisor / Responsible / person in charge	4	355.5	2	84
Assistant / cashier	124.5	1,790.5	97	606
Other positions	n/a	n/a	4	47

n/a: Information not available.

Hours of training. SOUTH	2021		2022	
	In person	E-learning platform	In person	E-learning platform
By gender				
Men	168.5	2,826	443	683
Women	45	585.5	91	478
By Category				
Manager / Administrator	15	312	60	21
Chief / Sub Chief	23	918	134	163
Non-executive	3	69.5	0	0
Senior Analyst / Semi Senior	0	0	0	2
Supervisor / Responsible / person in charge	13.5	282	47	64
Assistant / cashier	159	1,830	258	896
Other positions	n/a	n/a	35	15

n/a: Information not available.

Hours of training. WEST	2021		2022	
	In person	E-learning platform	In person	E-learning platform
By gender				
Men	0	3,257	461	800
Women	0	454	48	275
By Category				
Manager / Administrator	0	339.5	67	51
Chief / Sub Chief	0	951.5	55	109
Non-executive	0	21	0	0
Senior Analyst / Semi Senior	0	0	0	2
Supervisor / Responsible / person in charge	0	337	12	72
Assistant / cashier	0	2,062	343	804
Other positions	n/a	n/a	33	37

n/a: Information not available.

We foster our employees' growth providing them with various learning opportunities. Aligned with the principles of agility and innovation, we offer a range of training initiatives. The "Mi Aprendizaje" (My Learning) platform provides our employees with asynchronous learning resources related to technical skills and cross-functional tools within the company. In collaboration with specialists, we also implement synchronous virtual and in-person learning sessions, mainly for operational roles.

We have three schools that provide specialized technical training for operational roles with specific needs:



OPERATIONAL MANAGEMENT SCHOOL

During 2022, we deployed the Wildlife Control courses on the “Mi Aprendizaje” (My learning) platform, offering two levels: basic and advanced. A total of 358 participants completed these courses. Additionally, we developed the advanced level of the Winter Operations course, which was attended by 65 people. The objective of this course is to provide training on factors that can lead to accidents or incidents during Snow Operations, including the use of chemicals, snow removal equipment, and other relevant topics.

83%
2.668 participants

4.617
hours

Course	Business	Unit Number of participants	Modality	Duration (in hours)
Radio Operator	EZE - AEP - FDO	11	Presencial	30
Winter Operations	UNS - UNO	52	Virtual asynchronous	1
E-ROD	UNO - UNE - UNS - EZE - AEP	157	Virtual asynchronous	1
Gearmotors Maintenance	EZE	10	Virtual asynchronous	8
Wildlife Control- Basic Level	UNO - UNE - UNS - EZE - AEP	166	Virtual asynchronous	1
Thermography- Basic Level	UNO - UNS - AEP - UNE - EZE	4	Virtual synchronous	4
Thermography- Advanced Level	UNO - UNS - UNE - EZE	18	Virtual synchronous	8
Beacons	UNO - UNE - EZE - UNS - AEP	63	Virtual synchronous	1.30
Personal Protective Equipment, Security and Hygiene	UNO - UNE - UNS	150	Virtual synchronous	1
Medium voltage - Maintenance of electrical panels	UNO - UNE - UNS - AEP - EZE	27	Virtual synchronous	4
PLC - Basic Level	UNE - UNO - EZE - UNS - TCA	39	Virtual synchronous	8
Operation and maintenance of medium-voltage substations	UNO - UNE - UNS	16	Virtual synchronous	6
Gear motors Maintenance	EZE	22	Virtual synchronous	8
Power Surge Protection	UNE - UNO - EZE	16	Virtual synchronous	4
Wildlife Control at Airports- Advanced Level	UNO - UNE - UNS - EZE - AEP	134	Virtual asynchronous	1
VRV for LG equipment	EZE	28	Virtual asynchronous	30
PLC - Advanced Level	UNE - UNS - EZE	14	Virtual synchronous	6
Uninterruptible Power Supply (UPS)	UNE - UNS - TCA - EZE	26	Virtual synchronous	6
VRV for LG and Daikin equipment	AEP - TCA	9	Virtual asynchronous/ In person	33
Work with machines+chemical risk, security and hygiene	UNE - UNS - UNO	159	Virtual synchronous	1
Reactive power compensation in the presence of harmonics	UNE - UNS - UNO	2	Virtual synchronous	6



CARGO SCHOOL

This year, we offered the air conditioning installation and repair course for maintenance teams. We also conducted the virtual 5S methodology course, focusing on department leaders, which included both online platform learning and real field work practice. Additionally, we implemented courses on safe forklift driving, AVSEC through the platform, and the Docusign and SAP courses for the commercial team.

86%

809 participants

1.749

hours

Course	Number of Participants	Modality	Duration (in hours)
Painting Work		virtual asynchronous	10
Air Conditioning Installation and Repair	3	blended	300
Safe Forklift Driving	170	virtual asynchronous	1.30
AVSEC	214	virtual asynchronous	2
Docusign	7	virtual asynchronous	1.30
SAP	8	virtual synchronous	1.30

CUSTOMER EXPERIENCE SCHOOL

During the year, we developed the Customer Experience Program, which consisted of two sections. The first one focuses explicitly on passenger service and consists of seven modules, while the second section is related to accessibility and comprises six modules.

The program is delivered virtually and is complemented by synchronous meetings that include asynchronous activities. We also provide material through the “Mi Aprendizaje” (My Learning) platform. The program involves various specialist partners who contribute to the design and implementation of the program.

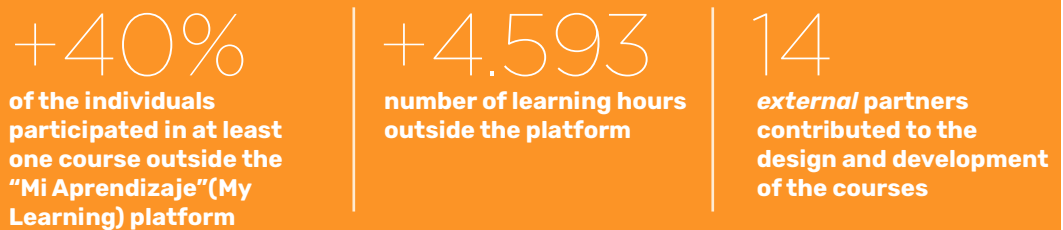
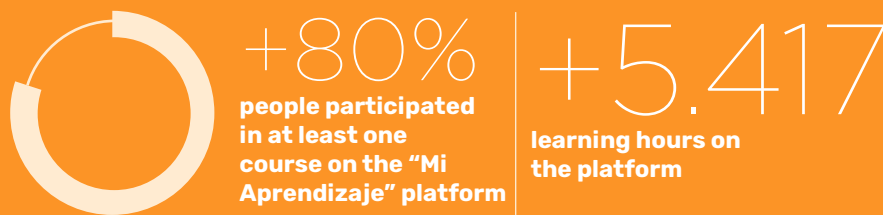
A total of 385 people from customer service, the VIP lounge, parking, and some employees from the operations department went through the program’s content.

99%
2.746 participants

3.543
hours

Course	Business Unit	Number of participants	Modality	Duration (in hours)
Section 1- Passenger Service- 7 modules	UNO - UNE - UNS - EZE - AEP	1,880	Virtual Synchronous and Asynchronous	12
Section 2- Accessibility- 6 modules	UNO - UNE - UNS - EZE - AEP	2,577	Virtual Synchronous and Asynchronous	9

TECHNICAL PROPOSALS DEPLOYED THROUGH SCHOOLS IN NUMBERS:



THE TALENT INCUBATOR

Under the philosophy of attracting, retaining, and nurturing talents, we launched the 1st Edition of the Talent Incubator Program - Camada XXII. With a learning ecosystem perspective that encompasses experience, leadership, and culture, we support the development of future leaders and enrich the talent pool of AA2000. This year, 30 new talents joined the "Camada XXII," reflecting the diversity of our country and the plurality of backgrounds.

This way, we encourage young individuals who show talent and passion for what they do to become drivers of change and transformation, with the aim of becoming ambassadors of AA2000's culture. Through their learning experiences, participants share practices, gain a comprehensive understanding of the organization, and engage in initiatives to develop new tools and skills.

THE PROGRAM IN NUMBERS:

Total initiatives within the Program: coordination of 16 blended spaces (in person and virtual) in 4 months.

2

days of Program onboarding

2

workshops on personal development analysis (PDA)

1

presentation on route development

1

agility workshop

1

co-creation space for defining AA200's strategy

1

personal branding workshop

8

virtual workshops on development and *networking*

4,5

average general satisfaction with the meetings

4,73

program general satisfaction average

LEADERSHIP'S TRAINING

One of our priorities regarding human capital management is to create spaces where leaders promote teamwork based on the objective and values of AA2000, to keep improving the airport experience and to continue to be a reference and leaders in our industry.

During 2022, we held an in-person meeting in which over 160 leaders from across the country participated. We focused on various aspects, such as adapting to the new business challenges.

On the other hand, this year we presented a new edition of #SoyAnfitrión (#IAmIHost). We listened to our collaborators and took action based on the needs assessment we conducted through Core talks. These spaces allowed us to listen and gather input on our teams' perception of how to continue improving the experience, work environment, and value proposition of AA2000.

This program is specially designed for leaders and aims to develop key abilities and behaviors associated with our values, focusing on self-awareness tools and leadership. Additionally, we provide close support and guidance to leaders to discuss their daily challenges, leadership style, feedback, coaching, effective communication, the role of a leader as a change agent, empathy, and strengthening interpersonal skills, among others. The importance of these programs lies in the leader's role in team development.

According to the feedback from our participants, 100% of them recommend these learning spaces and believe that they have gained valuable tools to further accelerate the development of their teams.

45
training
spaces

400
leader collaborators

80%
of leader
participation

DIGITAL LEARNING

Throughout 2022, we added to our platform 10 new courses on different topics:

Integrity Program, Winter Operations, 5S Methodology, Wildlife Control, Customer Service, Accessibility, SAP, TAMS, E-ROD. We also launched the "Learning Mode ON" campaign to encourage continuous learning and skill development among our employees, inviting them to explore the platform.

2.040
collaborators completed at least one learning experience.

7.550 hs
learning through the platform

SAP MOBILE

This tool enables us to expedite the task assignment process in our airport maintenance teams, track progress, and streamline daily work.

Currently, we implemented it in 34 of our 35 airports, being AEP the one where implementation is pending. The improvements achieved through its implementation could be seen in:

- ▣ Reduction in paper usage for work order documentation.
- ▣ Ease of inputting information into the system at the work site.
- ▣ Enhanced quality of the data entered into the system.
- ▣ Increased availability of information for decision-making and process improvement.

TRANSFORMATION FOCUSED ON AGILITY

We continue with our cultural transformation process by implementing agile teams and a new role called “Coach of Coaches.”

As we are committed to agile transformation and fostering an innovative culture, this year we conducted an agility workshop to welcome a new role within the company: the agility coach of coaches. This allows us to take a step further in the implementation of the agile management model. As a result, we have created a team of 20 coaches to fulfill this new role and continue transforming our culture. Additionally, we trained 27 new agility coaches to further drive the management model at a national level.

In this context, we implemented 328 continuous improvement initiatives with focus on transformation, along with 80 agility-related initiatives that are tracked monthly to analyze their impact on different sectors within the organization and the business.

Furthermore, as part of the new organizational design, we implemented new work methodologies based on agility. These have enabled us to develop collaborative networks that harness talent beyond geographical or demographic boundaries, promoting diversity and inclusion. This way, we progressed with the implementation of new concepts, such as the Expertise Support Center. These communities aim to produce and share knowledge, develop abilities, and enhance collective intelligence within Corporación América Airports.

On the other hand, we promote missions, which are interdisciplinary teams composed of individuals from various roles, hierarchies, and geographic locations. These teams work with agile methodologies to deliver value to both the customer and the business. We have already delivered over 100 solutions through these missions, which are made of teams with talent from all across the country. We are driven to continue developing practices that strengthen the culture of innovation, agility, and inclusion and that help us become an attractive place to work.

Through these management networks that transcend organizational structures, we have achieved an agile, fluid, and horizontal dynamic where individuals can use all their potential and freely choose how to contribute to the fulfillment of our ambitions. A transforming consequence of implementing these new work methodologies is the opportunity to promote talent beyond borders.

690
employees implementing
the agile management model

70
agile teams in AA2000

6
agility meeting by
business unit

+ 40
speakers from agile teams representing their business unit to share the improvement initiatives implemented.



INTEGRITY PROGRAM

Our management is based on ethics and transparency, therefore, it is fundamental that all our employees know the codes, policies and regulations that govern our actions. Aligned with this, we launched the first mandatory virtual course within the Integrity Program. Its objective is to spread the integrity concepts of the business and its key elements, such as the Code of Conduct, conflict of interest prevention and the Whistle-blowing Channel, among others. These key concepts ensure that our day-to-day actions are aligned with the highest ethical standards.

1.861
collaborators
completed the
course

WOMEN IN AVIATION TRAVEL & TOURISM PROGRAM

Aligned with our pillar of strengthen a culture of innovation, agility and inclusion, we reactivated this program which seeks to promote women development in the industry through tools that enhance opportunities to compete based on merit. Through this program we offer women in the industry, whether from AA2000 or from private companies and public entities from the aviation sector, scholarships to pursue postgraduate and MBA studies at the University of San Andrés.

As part of this initiative, we also grant young women who graduated from secondary schools all across the country a full scholarship to pursue an engineering degree at the Universidad Austral. This initiative aims at inspiring more women to choose STEM careers. In addition to granting the scholarship, we seek to provide participants with learning opportunities and added value by being part of the process. Therefore, we offer them to solve a real case from the industry, and those who get to the final stage are invited to participate in the “CEO for a day” program.

As a result of the recruitment campaign disseminated on social media, newspapers, and other media channels, 73 young people from 9 provinces applied. As part of the first evaluation stage, they had to solve an exercise proposed by Aeropuertos Argentina 2000 and Universidad Austral. 17 cases were solved, and 10 finalists were selected, who were then invited to Aeroparque Internacional Jorge Newbery for the second and final evaluation stage. After a day together dedicated to solving the case, one winner was chosen, who will commence her studies in the Engineering program in 2023.

73
applicants

9
provinces

17
resolved cases

1
finalist

TRAININGS IN SYSTEMS

Aligned with our digital transformation culture, this year we created various training opportunities on tools and technological solutions, which are available to all employees on the Mi Aprendizaje (My Learning) platform.



Performance management

We maintain *feedback* sessions with leaders, peers, and colleagues from other departments throughout the year to enhance and encourage talent development, achieve better results, and foster a culture of trust.

In order for all employees outside the collective bargaining agreement to reach their full potential and continue to grow, we complement performance management with an evaluation system called My Performance. In this system, we assess the “what” by measuring specific goals based on individual and collective objectives, and the “how” by evaluating how each individual embodies the company’s values.

Regarding objectives, each person creates their own by setting a weight, a description, and a target. Then the progress of each objective is recorded, identifying to what extent it has been achieved. In the final stage of the process, an evaluation is conducted to construct an overall and final average grade based on the analysis of the fulfillment of all objectives. In this way, individual objectives are approved by their leader at the beginning of the year and are evaluated by them at the end of

the period. Throughout the year, there are feedback sessions with leaders, peers, and colleagues from other areas, where they balance the objectives and their fulfillment.

In this way, we consider performance management as a comprehensive process where performance goals are established based on two key elements:

1. The SMART methodology.
2. The assessment of the portrayal of AA2000 values in calibration spaces.

Within this framework, and considering that sustainability permeates the entire business, our performance objectives are associated with one or more of our strategic pillars:

- ▣ Exceed customer expectations.
- ▣ Lead the construction of a virtuous and sustainable ecosystem.
- ▣ Operate with safety and efficiency.
- ▣ Strengthen a culture of innovation, agility, and inclusion.

As a novelty, this year we unified the system where the 2021 performance evaluations for personnel under the collective bargaining agreement will be hosted. With this action, we have completed the AA2000 roster in BetterMe. The goals and subjects assessed are established at corporate, business unit, business service, and individual levels.

Furthermore, we incorporated calibration sessions into the process. To facilitate this, we organized a kick-off meeting with all the leaders of AA2000, so that they get to know the process and continue to collaborate in building our practices. The objective is to share the purpose of calibrations, the reason behind our actions, and the value they hold. Topics such as the company's DNA, culture, talent, and leadership were addressed during this event.

EMPLOYEES ASSESSED ON PERFORMANCE ³⁶

2022	Number	%
% of employees assessed	842	100%
By gender		
Men	582	69.12%
Women	260	30.88%
By professional category		
Director	15	1.78%
Manager	131	15.56%
Chief	333	39.55%
Non-executive	363	43.11%

³⁶ All performance evaluation data corresponds to employees outside the collective bargaining agreement . Currently, we do not have data for employees within the agreement.



date: 10/1 10/10
size: 18/10 7/12
color: 1/12 1/13
range: 7/13 7/14

Climate Management

Great Place To Work®

Certified

DIC 2022-DIC 2023

ARG

We conducted an employee Climate Pulse Survey and organized over 100 virtual and in-person sessions for the entire organization, in which we presented AA2000 strengths and improvement opportunities. By the end of 2022, we were granted the Great Place to Work certification, as one of the best companies to work for in Argentina.

85%

of our employees participated in the Great Place to Work survey

83%

of our employees are proud to work for our company

82%

of our employees feel that they can be themselves and are proud of the company's achievements

We continue working on listening to our employees and together creating a great place to work.

By the middle of the year, we conducted a pulse survey to listen to the needs of our employees. Based on the results, we organized virtual and in-person sessions to present the findings to the entire organization, highlighting AA2000 strengths and improvement opportunities. We referred to these sessions as CORE talks, which stands for CO: Construct, Converse, Connect, Understand (in Spanish “comprender”) - RE: Reflect, Rethink, Redesign, Reactivate.

We conducted over 100 meetings, which were moderated by the Human Resources team. In these meetings, directors, managers, administrators, supervisors, and non-executive employees shared their ideas and action plans.

It was an opportunity to get together after having gone through the pandemic, providing all teams with the opportunity to be heard and propose paths to continue building a better place to work.

Towards the end of 2022, we participated in the Great Place to Work survey with a record participation rate of 85% and we achieved certification as one of the best companies to work for in Argentina, with an overall positive response rate of 65%.

These results encourage us to continue working towards the creation of healthy work environments and to maintain our position as an attractive place to work.

BENEFITS PROGRAM

Benefits programs are designed as a value proposition to attract and retain talent within the company. They are part of the organizational culture and reflect a set of behaviors, beliefs, and values.

We firmly believe that the more connected the organizational identity is with employees, the more productive, efficient, and profitable our management results will be.

Benefits that have an impact on our employees' finances include:

- ▣ Benefits with different banks
- ▣ Discounts with universities
- ▣ Clarín 365;
- ▣ YPF Ruta;
- ▣ Discounts at ShopGallery
- ▣ Discounts at Duty Free
- ▣ Discounts at BDFM (Bodegas Fin del Mundo)
- ▣ Health coverage
- ▣ Nursery fee for children from 45 days to 4 years old
- ▣ Gifts upon a child's birth.

We also support managers by providing them with a fixed monthly fuel allowance.

BENEFITS THAT IMPACT ON PERSONAL AND FAMILY LIFE BALANCE

We believe in commitment as one of our values and, therefore, we promote work modalities that allow us to commit to results both at the professional and personal levels, prioritizing the health and well-being of our employees. We adopted new work modalities based on mutual trust, which require coordi-

nation among the teams to ensure the quality of the service provided to passengers and both external and internal customers.

In line with this, we conducted a pilot test of new work modalities, ensuring high levels of flexibility, where each member of our team can achieve their work and professional goals based on the nature of their role.

Under the hybrid work modality, each team can choose and coordinate on which days they will work in-person and on which they will work remotely. The results have shown that this system enhances productivity because it provides a specific and concrete time management tool to promote balance between professional and personal life.

The other possible option is to be a digital nomad. We offer the possibility for employees who request to work from a location different from their home, to work 100% remotely, whether it be due to travel or to temporary relocation to another city or country. In these cases, we cover the internet expenses of all our employees who are outside the collective bargaining agreement.

To continue contributing to the great challenge of balancing work and personal life, we have implemented the Summer Fridays initiative with the objective of promoting autonomous and collaborative agreements among teams to finish early the last workday of the week.

We continue implementing the special benefit for employees outside the collective bargaining agreement, allowing them to finish their workday at 1:00 PM on Fridays during the months of December, January, and February.

BENEFITS FOR MOTHERS AND FATHERS

To accompany the gradual return to work after maternity leave, we offer the benefit of working half-day for the following six months, while perceiving full salary and benefits. For new fathers, we also provide a 10-day paid leave after a child's birth.

We are committed to supporting our teams in both their professional and personal growth. We have a differential benefits program aimed at improving the quality of life of our employees, always taking into consideration each one's life stage from onboarding to offboarding.

	POST MATERNITY AND PATERNITY EMPLOYEE RETENTION RATE	2021		2022	
		Women	Men	Women	Men
1	Number of employees who made effective use of their parental leave in 2022	23	42	25	32
2	Number of employees who returned to work during the reporting year after their maternity/paternity leave	9	42	11	31
	Return-to-work rate	0.39%	100%	44%	96.88%
3	Number of employees who returned to work during 2022 (after their parental leave initiated in 2020 or 2021)	6	0	8	-
4	Number of employees who continued working after 12 months of returning to work following their maternity/paternity leave	4	0	8	-
	Retention rate	0.66%	0	100%	-

TCA

	POST MATERNITY AND PATERNITY EMPLOYEE RETENTION RATE	2021		2022	
		Women	Men	Women	Men
1	Number of employees who made effective use of their parental leave in 2022	1	9	1	11
2	Number of employees who returned to work during the reporting year after their maternity/paternity leave	1	9	1	10
	Return-to-work rate	100%	100%	100%	90.91%
3	Number of employees who returned to work during 2022 (after their parental leave initiated in 2020 or 2021)	1	0	-	-
4	Number of employees who continued working after 12 months of returning to work following their maternity/paternity leave	1	0	0	-
	Retention rate	100%	0	100%	-

	Aggregated data Number of Employees	EZEIZA		AEROPARQUE	
		Women	Men	Women	Men
1	Number of employees who made effective use of their parental leave in 2022	7	2	2	6
2	Number of employees who returned to work during the reporting year after their maternity/paternity leave	3	2	1	1
	Return-to-work rate	42.86%	100%	50%	16.67%
3	Number of employees who returned to work during 2022 (after their parental leave initiated in 2020 or 2021)	1	-	-	-
4	Number of employees who continued working after 12 months of returning to work following their maternity/paternity leave	1	0	0	0
	Retention rate	100%	N/A	N/A	N/A

N/A: This rate cannot be calculated because there are no employees.

NORTHEAST		SOUTH		WEST		CORPORATE	
Women	Men	Women	Men	Women	Men	Women	Men
-	1	4	5	1	4	10	3
-	1	-	5	-	4	6	3
	100%	-	100%	-	100%	60.00%	100.00%
-	-	4	-	-	-	3	0
0	0	4	0	0	0	3	0
N/A	N/A	100%	N/A	N/A	N/A	100.00%	0.00%



Internal Communication

We support our business strategy through internal communication, encouraging the participation and commitment of AA2000 work teams.

In 2022, we worked hard on digitalization and on the implementation of Yammer, a collaborative platform that works as an internal social network in which AA2000 employees share with each other business-related content, celebrations and team recognitions. We also incorporated into this platform other operations within Corporación América Airports. This way, employees are not only able to learn about the operations in Argentina but also to share and interact with colleagues from other countries.

On the other hand, the corporate intranet is still available. It offers sections such as Services with all the necessary information for employees, Compliance, improving content and the interaction with users, and an airport credentials management system to facilitate their issuance or renewal.

Another communication channel available is email, where we continue to enhance segmentation to ensure information reaches employees accurately. Additionally, WhatsApp serves as a useful tool for communication via TCA and Ezeiza's corporate phone lines. In 2022, we planned the implementation of "We are online," the Aeroparque's WhatsApp group.

To support various campaigns, we developed internal videos covering topics such as digital billboards, intranet, Yammer, and WhatsApp. Additionally, we share monthly videos with the entire company, where AA2000's CEO, Daniel Ketchibachian who provides the latest news of the organization, welcomes newly hired employees, and acknowledges teams for their daily efforts.

As part of internal communication, we organize different events related to the business as well as entertainment.

Regarding the business, we held "Mano a Mano" meetings for all business and service

units, both virtually and in person, to measure and improve through feedback from our teams. To end the year, we had a virtual event called "Mi Aeropuerto en Vivo." It was aimed at sharing the year's results and upcoming challenges, and more than 600 people participated in it.

In terms of sports events, we organized an internal soccer tournament in Buenos Aires, including both male and female teams. There were 26 teams divided into two zones: Ezeiza and CABA. During the Qatar 2022 World Cup, we launched an online prediction game (PRODE) for the entire company, and there were 10 winners. For those matches scheduled during working hours, we created spaces in all our airports for colleagues to share the experience together.

This year, we resumed end-of-year celebrations and brought together all our employees in Buenos Aires for a party. The teams in other regions of the country held team gatherings.

We strive to segment communications, reaching each audience with content that adds value, whether focused on business priorities, processes, or specific organizational situations.



MEETINGS WITH LEADERS

With the objective of fostering the company's strategy, aligning objectives, sharing good work practices, presenting key projects, and communicating major achievements, twice a year we organize meetings in which more than 150 leaders from our company participate, including AA2000 managers, administrators and directors.

After the meeting, the leaders are provided with the material discussed there to share it with their teams. This way, we maintain a transparent, aligned and fluid communication, fostering a greater understanding by all our employees of the company's results and achievements.

In 2022, we also had the pride of organizing our "CAAP Leadership Summit" and hosting 230 leaders from Corporación America Airports from Armenia, Italy, Uruguay, Brazil, Ecuador, and Argentina. This was the fourth in-person edition of this event, spanning 3 full days, where we shared the progress of

our projects and initiatives; we discussed trends, challenges, and most importantly, we shared the CAAP Strategy. During this gathering, we defined the purpose, ambition, strategic pillars, and values of CAAP, marking a significant milestone.

88%

of employee participation in the meetings

4,5

of meeting satisfaction



Compensation

We have a compensation policy that organizes the salary structure into job bands, based on roles and responsibilities, it also takes into account the competitive market, and internal equity. To obtain comparable information, we use a job evaluation system provided by an external consulting firm, specializing in compensations.

During 2022, we conducted four salary reviews in the months of March, April, June, and October for all our employees. For personnel outside the collective agreement, we implemented segmented adjustments in line with the prioritization of key talent.

External consultants, independent of the company's management, are involved in the determination of compensation. Furthermore, we ensure that there are no differences in remuneration between men and women, promoting equal employment opportunities.



Relation with trade unions

During 2022 there were no interruptions of public services due to conflicts with labor unions. We follow a policy of fostering smooth relations and permanent dialogue with the labor unions that work within the scope of AA2000. We are focused on addressing issues of common interest, both salary-related or others.

We respect the principle of freedom of association, allowing individuals to join, disaffiliate, or remain without affiliation with respect to the trade unions that are signatories to the Collective Bargaining Agreement in force since 2015 with national scope. We are committed to negotiation always within the framework of both national and international legal provisions. In order to prevent or minimize conflict situations that may impact on airport operations, we prioritize continuous dialogue.

As scheduled, in 2022, we held collective bargaining negotiations for salary adjustments, having concluded the salary negotiation for said period. All labor-related issues are addressed through ongoing contact with the delegate committees operating in various business units, and handling matters related to operations, as well as through the Safety and Hygiene Committee, which meets regularly every 15 days, following the current agenda, or on demand to discuss specific topics.

Furthermore, throughout the year, we adhered to the schedule of quarterly collective bargaining meetings, concluding the annual collective bargaining agreement by the end of December. In addition to that, in May, we initiated a labor working group with the participation of both unions, aiming to establish a common agenda of topics of interest. Through this group, we were able to address and decide on various issues, including:

- ▣ Redefinition of the infrastructure allowance
- ▣ Evaluation of the Job Posting procedure
- ▣ Negotiation of structures

COLLECTIVE BARGAINING AGREEMENT 2022	2021		2022	
	UNDER THE AGREEMENT	OUTSIDE THE AGREEMENT	UNDER THE AGREEMENT	OUTSIDE THE AGREEMENT
Total employees	1,650	847	1,630	901
Percentage over total of employees	66%	34%	64,40%	35,60%

Collective Bargaining Agreement 2022	EZE	AEP	NORTH-EAST	SOUTH	TCA	WEST	CORP
Staff under the agreement- Total number	388	283	173	142	465	166	13
Staff outside the agreement- Total number	107	100	57	55	63	62	457
Staff under the agreement- %	78.38%	73.89%	75.22%	72.08%	88.07%	72.81%	2.77%
Staff outside the agreement- %	21.62%	26.11%	24.78%	27.92%	11.93%	27.19%	97.23%



Health and Safety at Work

At AA2000, we promote comprehensive health care, both personal and collective, by providing healthy work environments and by complying with the regulations in force. We ensure to take all actions necessary to identify and minimize occupational risks, facilitating access to information, training, and prevention.

It is the responsibility of all the people within the company to comply with health and safety protocols. To inform all stakeholders, we have a Health and Safety Policy that serves as the foundation for risk reduction and prevention of occupational accidents.

Our policy outlines the key guidelines for maintaining the highest standards in this area, covering the following topics:

Leadership and responsibility. To lead through this policy all actions related to health management and to promote the responsibility among all the people involved, seeking comprehensive personal and collective health care. This includes modifying all harmful attitudes and introducing improvements in the environment to achieve a state of good health. To accomplish this, the company is committed to providing access to information, education, and prevention, as well as promoting actions aimed at identifying health risk factors.

Legal and labor compliance. Aligned with the guidelines set forth by the World Health Organization (WHO), the International Labour Organization (ILO), and various international scientific organizations, the company promotes healthy and safe work. These principles set the legal and organizational framework for implementing this policy.

Risk assessment and management. It is essential to assess the risks associated with potential adverse effects on health, both within the framework of non-culpable diseases as well as under the Occupational Risks Law No. 24,557 and its regulatory decrees, or any future modifications.

Training, educating, and raising awareness. Working to raise awareness, provide information, and teach on the importance of the different programs developed by the organization within this policy, aiming for greater participation and commitment from all staff members.

Information and communication Information management is of vital importance. The data obtained from the programs and their

actions will be disclosed without violating medical confidentiality, for the sole purpose of being analyzed to achieve the desired standards in compliance with this policy.

These principles of the Health Policy, which were established in a document signed by the CEO of AA2000 in 2013, are continuously reviewed to ensure that they cover all legal, safety, and solidarity awareness aspects to prevent work accidents or illnesses.

We have a Safety and Health Committee to complement the policy, monitor its implementation, identify potential risks, and anticipate measures to protect the psychophysical health of all employees. This committee is composed of members from AA2000, the Association of Aeronautical Personnel (APA for its Spanish acronym), and the Union of Civil Servants (UPCN for its Spanish acronym).

The committee meets regularly to address issues that may pose a threat to employees well-being, develop action plans, and monitor measure implementation.

HEALTH AND SAFETY AT TCA

The Occupational Health and Safety Policy at TCA is aligned with the guidelines set forth by the AA2000 Policy. In 2022, TCA conducted six meetings of the Health and Security Committee. Some of the advancements and improvements implemented include:

- ▣ Adaptation of the hazardous goods import warehouse, including pedestrian demarcation and the placement of preventive

signage in the TR/DAP sector.

- Replacement of 200 LED tubes with luminaires of higher luminous power, improving lighting in the warehouses.
- Improvements in the demarcation of cargo stacking streets.
- Modifications in the height of shelving racks to improve ergonomic posture during manual loading and unloading of cargo.
- Design, manufacturing, and implementation of an auxiliary device for use in forklifts, solving the handling of weapon boxes during export verification.
- Relocation of a curtain with a new beam, allowing better visibility for the entry and exit of forklifts from the yard to the interior of the warehouse.

MEDICAL SERVICE ACTIVITIES

Since 2022, medical service activities have had a different focus compared to the previous year, when the detection, surveillance and monitoring of COVID-19 cases accounted for 100% of the service. Therefore, the main activities carried out this year were:

- **Consultations conducted by HR and review of medical examination materials.**
- **Communications with employees** involved in any medical service procedure.
- **Evaluation of cases**, beginning at the diagnosis phase, through treatment, and until discharge.
- **Control and monitoring** of assigned shifts.
- **Ongoing communication** with treating physicians or healthcare team regarding employees affected by non-culpable illnesses.

- **Compilation of summaries for extended leaves** for recording and follow-up by HR.

- **Transcription of prescriptions** for employees with chronic illnesses. This task involves understanding the underlying disease, the use of other medications to inform about potential drug interactions or adverse reactions, and recording them in the digital patient registry.

In order to ensure a safe and healthy work environment, TCA implemented measures and evaluations to ensure the proper functioning of its facilities. Some of the key measures taken in 2022 include:

- **Evaluation of ergonomic risks** in the flight assembly, Courier, and perishables sectors of the export area through the insurance company Experta ART.

- **Noise and whole-body vibration** measurements conducted by external consulting firms.

- **Semestral bacteriological analysis of water** and annual physicochemical analysis.

- **Periodic medical examinations** conducted on-site at TCA for workers included in the risk agent assessment (RAR) using a mobile medical office.

919

Medical Service Interventions

684

Follow-ups due to non culpable diseases

171

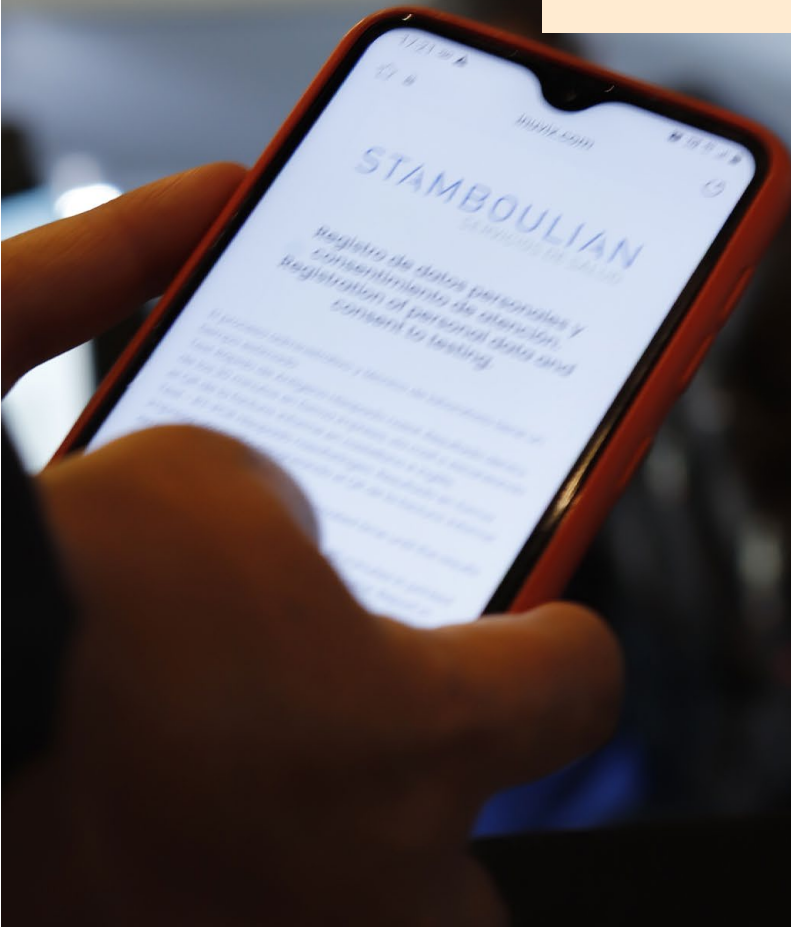
Follow-ups due to occupational accidents

750

Appointment requests for medical examinations

158

Pre-employment examination evaluations



TRAININGS ON HEALTH AND SECURITY

Aligned with our policy, we promote awareness and training initiatives as preventive measures to avoid health and safety occupational risks. Every year, in compliance with legal requirements, we provide courses on evacuation and fire safety. We conduct simulations in which we invite the airport community to participate.

Furthermore, we continue to promote the "Area Inspection in Motion" program, consisting of 5 modules that cover topics on aeronautical communication, runway lights and signals, safe driving, surface pavement assessment, FOD , and spills.

At TCA, we implement education, training, advisory, prevention, and risk control programs applicable to all employees, their families, and community members in relation to serious illnesses. The talks included 10-minute training sessions at the worksites, addressing topics such as safe stacking, safe operation of forklifts, manual handling of loads, pedestrian movement in the warehouse, fire risks, use of fire extinguishers, and building evacuation.

This year, we kept improving in the digitalization of our employees health information, and have already digitized 80% of the health documentation of our total staff.

OCCUPATIONAL RISKS AND DISEASES

Regarding occupational risks and diseases, we conduct audits that serve as an opportunity to assess, correct, and prevent accidents and occupational illnesses.

Given the nature of our activities, noise is a significant factor. Therefore, we emphasize promoting awareness programs for the proper use of equipment to minimize its impact, and training on this topic. We provide personal protective equipment and regularly conduct medical measurements and assessments.

Another important preventive measure are ergonomic studies implemented at workstations to identify potential diseases that may be caused by the tasks performed.

In 2022, we achieved a decrease in the accident frequency rate by 33.30%, reaching a rate of 5.81% compared to 8.71% in 2021.

INDICATORS BY INJURY OR FATALITY

CAUSE	AT	EP	TOTAL
Other accidents not under the current code	7	64	71
Stepping on objects	30		30
Same-level falls	27		27
Vehicle collision	23		23
Excessive physical exertion when lifting objects	21		21
Unintentional puncture or blunt injury	18		18
Excessive physical exertion when pushing objects	6		6
Being struck by moving objects (including flying fragments and particles)	5		5
Excessive physical exertion when handling objects	5		5
Striking against moving objects	4		4
Objects falling during manual handling	4		4
Striking against stationary objects (excluding when caused by a fall)	4		4
Excessive physical exertion when pulling objects	3		3
Other falls of objects not included in previous categories	2		2
Animal bites	2		2
Non-armed aggression	2		2
Being struck by a vehicle	2		2
Contact with chemicals through inhalation	1		1
Falls from heights or into depths (wells, pits, etc.)	1		1
Armed aggression	1		1
Being trapped between a stationary and a moving object	1		1
Being trapped by an object	1		1
Contact with hot substances or objects	1		1
Total	171	64	235

MEDICAL SEVERITY OF TOTAL CASES

SEVERITY	AT	EP	TOTAL
Mild	146	64	210
Moderate	11		11
Severe	12		12
Very Severe	2		2
Total	171	64	235

EMPLOYEE INDICATORS

Aggregated data

	2021		2022	
	HOMBRES	MUJERES	HOMBRES	MUJERES
Absenteeism Rate (37)	2,92	2,23	3,75	3,27
Illness Rate				
- CABA and suburbs	2,57	2,17	4,24	2,87
- Interior of the country	2,40	1,85	2,35	4,59
- Total	4,97	4,02	3,75	3,27
Days lost due to illness				
- CABA and suburbs	8,442	2,923	21,663	4,787
- Interior of the country	4,287	917	4181	2,282
- Total	12,729	3,840	25,844	7,069
Accident Rate				
- CABA and suburbs	0,40	0,097	0,49%	0,07%
- Interior of the country	0,44	0,255	0,06%	0,06%
- Total	0,84	0,352	0,55%	0,09%
Days lost due to accident				
- CABA and suburbs	1.301	131	3.400	154
- Interior of the country	801	126	450	34
- Total	2,102	257	3,850	188
Fatalities				
- CABA and suburbs	0	0	0	0
- Interior of the country	0	0	0	0
- Total	0	0	0	0

(37) It is calculated by dividing the number of illness day by the total number of days in the year.

EMPLOYEE INDICATORS

2022 DATA BY BUSINESS UNITS

	EZEIZA		AEP	
	MEN	WOMEN	MEN	WOMEN
Illness Rate	5,06	3,68	5,1	4,67
Days lost due to illness	5.596	1.739	4.759	1.280
Accident Rate	0,48%	0,17%	0,75%	0,09%
Days lost due to accident	610	88	796	29
Fatalities	0	0	0	0

	NORTHEAST		TCA	
	MEN	WOMEN	MEN	WOMEN
Illness Rate	3,13	6,97	6,13	4,88
Days lost due to illness	1.905	1.306	10.689	755
Accident Rate	0%	0,04%	1,09%	0,39%
Days lost due to accident	373	7	1.898	6
Fatalities	0	0	0	0

	SOUTH		WEST	
	MEN	WOMEN	MEN	WOMEN
Illness Rate	2,1	2,71	1,49	3,63
Days lost due to illness	1.085	440	1.022	536
Accident Rate	0,37%	0,02%	0,09%	0%
Days lost due to accident	35	27	60	0
Fatalities	0	0	0	0



During five days from April 21st to May 13th, 228 employees were vaccinated at TCA.

FLU VACCINATION CAMPAIGN

This year, the flu vaccination campaign had a lower impact than the previous year. It is a challenge for the next period to reinforce the new campaign through all internal communication channels for a more active dissemination.

COVID 19 VACCINES

659
AA2000

221
TCA



3. 8. 9. 11. 17.

Infrastructure and Operations:

Operate with safety
and efficiency



We work to ensure state-of-the-art infrastructure and technology to operate with agility and efficiency, and to provide the best experience for all people traveling through our airports. That is why we focus our investments on airport infrastructure safe and accessible for the entire airport community.

\$21.996.000.000

investment in Infrastructure

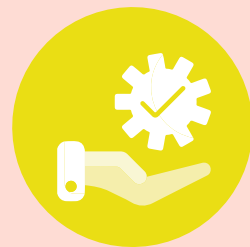
34

airports audited in the evacuation drills

116

trainings within the framework of the Emergency Neutralization and Evacuation Plan

**OPERATE WITH
SAFETY AND
EFFICIENCY**





Infrastructure

Investments made for airport modernization are selected taking into account the requirements and needs of the users. They are carried out to meet the increasing demand, improve the level of service and reduce maintenance costs.

In all projects and construction works sustainability criteria is integrated to contribute to the sustainable development and social well-being. We consider the impact of construction on the environment and we evaluate the future resource consumption resulting from the use of the facilities. During the construction and operational stages, we include measurements such as air quality monitoring, noise control, and management of hazardous waste, in accordance with current legislation and relevant national and international standards.

When possible, we prioritize existing infrastructure to avoid demolitions. We carry out the construction works in stages to significantly minimize the environmental and social impact on the community.

During the project and construction stages, we carefully select and prioritize elements, decisions, and materials that promote the implementation of actions that care for the environment and are beneficial for it. We continuously incorporate new ideas and technologies to improve and optimize each project, to achieve functional and operational efficiency.

\$21.996.000.000

Investment in Infrastructure

24

Airport Modernization
Plans

6

Large-scale construction
works done and finalized

18

Ongoing construction
works

1.100

People employed for
the job



WORKS WITH SOCIAL IMPACT IN THE COMMUNITIES NEAR AIRPORTS

The construction and operation of new facilities result in the expansion of economic benefits due to the changes generated at a local level, such as the hiring of employees for the construction, transportation, installation, processes, services, as well as indirect activity for the manufacturing of equipment, third-party services, involved businesses, and secondary regional activities, among others. In all cases, we respect the collective rights of the local communities.

The analysis of impacts on the area affected by the airport leads to the integration, at every stage, of necessary measures to mitigate potential adverse effects and protect the environment.

Furthermore, to ensure airport connectivity, in all our projects we integrate flows, stops, transportation services, and even streets and any other modification necessary for the new facilities.



With the aim of further advancing in terms of safe and efficient operations and infrastructure, TCA, together with the Miebach Consulting agency, is conducting a survey on import and export processes to improve operations, identify necessary infrastructure improvements, optimize layout, and enhance technology. Additionally, TCA is carrying out a process of upgrading its CORE, WMS, and ERP systems, as well as benchmarking industry quality standards, service levels, and response times.

2022 CONSTRUCTION WORKS

The majority of the works carried out in 2022, both the ones in progress and the ones already completed, involve infrastructure adaptations. In architectural projects, we preserve the existing structures that can be used again and we only develop what is absolutely necessary, avoiding excesses, redundancies, and repetitions. We strive

to minimize demolitions and construct no more than required. Each old, outdated, or obsolete sector or element is replaced with a new, modern one with a longer lifespan. Whenever possible, we recycle discarded materials, such as demolition debris which is used for land filling. We modernize all engineering aspects to promote a reduction in resource consumption.

When we cannot avoid affecting elements, we strive to minimize impact, implementing mitigation measures. For example, simply replacing a traditional lighting fixture with a low-consumption one, considering the large quantity required, results in significant energy and cost savings. New materials with improved performance benefit the entire facility.

When possible, we avoid colonizing new virgin lands surrounding the airports, to preserve the untouched nature of the yet unoccupied land, and at the same time we



control the use of new resources and investment costs.

The purpose of passenger terminal renovation projects and works is to transform existing facilities into ones that meet new standards, efficiently handle the demand, and provide high levels of comfort and safety, all while fulfilling their intended functions without harming their surroundings. The works address the quality of services, appropriate capacity for demand, optimization of materials, and a harmonious coexistence between functionality and aesthetic expression.

We apply innovative ideas by leveraging industry knowledge and technologies related to renewable resources. We interact with specialists, conduct detailed cost-benefit analysis, assess production and safety factors, evaluate implementation feasibility, and pay attention to procedural details.

New construction works generate activities from the day of their inauguration, from on-site actions to improvements in supply and industry, generating movement and dynamism in all regions, particularly in those that are somewhat isolated from urban centers. We encourage communication, exchange, and integration of materials and tasks.

In 2022, the Infrastructure Department consolidated the Business Partners model that was initiated in September 2021, focusing on results with the Business Units. This year, we strengthened the team by incorporating architects and engineers who enhanced our work dynamics.

The projects suspended in 2020 that were completed upon the reactivation of activity, were: the expansion of the remote platform and the modernization and expansion of the passenger terminal in Bariloche.



Works completed in 2022

- ▣ Installation of head deflectors at the runway of Aeroparque.
- ▣ Repaving of the runway at Posadas.
- ▣ New beaconing led system at Posadas.
- ▣ Repaving of airside sectors in Santa Rosa.
- ▣ Expansion of the remote platform in Bariloche.
- ▣ Expansion and modernization of the passenger terminal in Bariloche.

Works initiated and under execution

- ▣ Expansion of the southern platform at Aeroparque.
- ▣ Relocation of ramp service areas at Aeroparque.
- ▣ New parallel taxiway at runway 35 in Ezeiza.
- ▣ New passenger terminal in Santa Rosa.
- ▣ Restructuring of Gates 1 and 5 at the Ezeiza site.
- ▣ New passenger terminal in Iguazú.
- ▣ New passenger terminal in Jujuy.
- ▣ Vehicle parking and roadways in Jujuy.

- ▣ New passenger terminal in San Juan.
- ▣ Activation of fire prevention systems at Aeroparque.
- ▣ Beaconing system at Santa Rosa.
- ▣ Connection to the public sewer system in Jujuy.
- ▣ Platform lighting in Mendoza.

Works Restarted after the pandemic

- ▣ New departure hall at Ezeiza.
- ▣ New passenger terminal in Iguazú.
- ▣ New passenger terminal in Jujuy.
- ▣ Vehicle parking and roadways in Jujuy.
- ▣ New passenger terminal in San Juan.

Main construction works

GENERATION OF LOCAL EMPLOYMENT

POSADAS

In 2022, we improved the airport's operational safety conditions through several projects. We carried out the re-surfacing of the runway, taxiways and apron, as well as the installation of a new beaconing system. This generated around 90 direct jobs and 60 indirect jobs. Additionally, we conducted the adaptation of the runway and taxiway safety strips. We also integrated the Category I beaconing project.

All the projects for the Posadas Airport were executed simultaneously and in an integrated manner.

AEROPARQUE

We carried out the installation of deflectors at the runway thresholds, generating 15 direct jobs and 5 indirect jobs.

Additionally, the installation of the deflector at the new northern threshold complements the runway works conducted in 2020 and 2021. This project allows for the dissipation of jet streams from aircraft engines, preventing them from affecting vehicles and pedestrians located behind the threshold. In this way, we enhance safety in airport operations and for the community as a whole.

SANTA ROSA

We improved operational safety conditions through the repavement of airside sectors, creating approximately 60 direct jobs and 40 indirect jobs. The main works included the rehabilitation of the runway, taxiways, and apron, with new margins and beaconing systems.

BARILOCHE

In Bariloche, we carried out two major works.

The remote apron and the expansion of the passenger terminal. The new apron expands the aircraft parking capacity, improving the operational capacity of the airport. The expansion and modernization of the terminal covered approximately 6,300 m² with new departure and arrival areas, as well as interior and exterior operational spaces, enhancing the capacity and level of service.





Posadas

The airside works represent a substantial improvement in safety and optimize operational processes and efficiency in the use of the airport's aeronautical system. Additionally, the structural upgrades allow an increase and modification on demand and more operations of larger aircraft.

Over the years, usage leads to wear and tear that facilitates the emergence of defects in the infrastructure. Therefore, runways, taxiways, and aprons undergo regular inspections to properly monitor the condition of materials and overall conditions, aiming to prevent major damages and calculate the intervals between repaving projects, avoiding the occurrence of more challenging issues to resolve.

We carry out the airside beaconing works for operational safety, aiming to reduce risks during takeoff, landing, and aircraft move-

ment. The upgrade allows the new technology to provide modern, reliable, and secure systems. Visual aids are of vital importance for runway usage during daytime, nighttime, and under low visibility conditions. The Category 1 upgrade not only enables operations in adverse weather but also increases the number of feasible operations, avoiding the need for some flights to divert to alternative airports in cases of visibility difficulties. The new beacons with state-of-the-art LED technology are energy-efficient and have a long lifespan.

In these works, we include a leveling of the strip to reduce the risk of damage to aircraft in case of runway excursions. By leveling the depressions and elevations, clearing the surroundings of the runways from unnecessary objects, and placing frangible supports on necessary objects, we protect the aircraft from potential runway excursions.



Bariloche

The expansion of the remote platform generated 50 direct jobs and 40 indirect ones. The works consisted of reactivating the already existing auxiliary platform. We carried out a superficial treatment on the concrete and applied an asphalt layer. We also expanded the platform, adding more than 12,000 m² to the total surface.

Simultaneously, we installed a new beaconing system with state-of-the-art LED equipment. This equipment has lower energy consumption, a longer lifespan and provides greater operational safety to the areas where it is installed. In order to meet current lighting demands, we modified the towers of the platform. We replaced all existing lighting devices with new LED ones, and we also updated the control panels.

We installed a new lighting tower that is 18m tall.

The new daytime signaling and platform painting allow us to operate safely and efficiently, optimizing the use of space for aircrafts.

Regarding the passenger terminal construction work, which generated approximately 300 direct jobs and 200 indirect jobs, it involved the expansion and renovation of operational areas and it was carried out in various stages. The main task in the public areas was the completion of a comprehensive renovation of the departure hall on the upper floor, including new check-in counters and a modern dining establishment in front. We also added a new passenger assistance station in the public hall on the ground floor.

In the operational area, we completed the works in the baggage dispatch system and the baggage yard, incorporating a second new baggage carousel and a new chute with an online scanner. We also completely renovated the de-



parture immigration control hall on the upper floor.

Regarding administrative areas, we modernized the offices of the airlines, official entities and AA2000. We also incorporated a new VIP lounge.

We conducted the renovation of the service infrastructure installation and thermomechanical, electrical, low-current, fire extinguishing and detection, CCTV, and SCA installations. We also renovated all the signage, including the inclusion of a third language as part of the Brazilian Friendly program. We installed a video wall in the public hall on the upper floor and advertising screens on the baggage carousels. Additionally, we incorporated a new de-icing system on the roof of the new baggage yard in the terminal.

Santa Rosa

The works on the runway, taxiways, and platform consisted of milling and repaving to superficially rehabilitate the pavement and improve longitudinal slopes. The tasks on the taxiway involved milling at variable thickness and restoring the clearance to prevent water accumulation. In the concrete platform, we demolished the existing slabs and installed new ones throughout the parking and equipment movement area for ramp services. Additionally, on the flexible platform, we conducted a complete milling and added a cemented granular base with new margins on the runway, taxiways, and platform.

Just like in other airports, the projects also involved the provision and installation of new beacons, with state-of-the-art technology, low energy consumption and a long lifespan. We installed new systems by replacing all the devices and even the type of technology, given there are constant up-

dates. The incorporated beaconing system consists of high-intensity LED technology, with high autonomy backup UPS, thresholds with independent circuits, runway identification lights, vertical signaling signs, PAPIs, and a new power room. We also added new windsocks and a LED airport beacon.

All works comply with the Protocol of Practice Recommendations for the Construction Industry issued by UOCRA (Union of Construction Workers of the Argentine Republic) and the Chamber of Construction. Additionally, they are approved by ORSNA before their execution.

Relation with the public sector regarding infrastructure

The National Airport System Regulatory Agency (ORSNA for its Spanish acronym), under the Ministry of Transportation, plays a crucial role in defining annual investment plans and their monitoring and control. In addition to self-funded capital projects, there are other projects financed through public trust funds that are managed by the concessionaire.

The 2022 Works Plan was developed jointly based on previous plans and new requirements. The metrics for its monitoring are established by the organism and coordinated with the actual availability of the concessionaire at the time of launching the projects.

In all cases, the projects are submitted and approved by ORSNA, who then forwards the documentation to the relevant entities such as ANAC (National Civil Aviation Administration), EANA (Argentine Air Navigation Company), PSA (Airport Security Police), among others. When there is any impact on fronts, municipal lines, access roads, or highways, we also coordinate with regional and local authorities regarding services, external areas, landscaping, tree species, fences, or transportation.

We work together with the public sector to optimize resources and improve connectivity. We coordinate actions to minimize impact on existing services or facilities surrounding the premises. Additionally, we promote the implementation of plans to optimize resources and enhance connectivity between airports and cities through construction works that have a social impact on nearby communities.

The integration of infrastructure works with public works around the airports, such as the exchange of resources regarding internal spaces and perimeter areas of the airport, the expansion of road networks, new installations of electrical or sanitation networks, public transport stops, sidewalks, and fences that needed to be coordinated with projects from external areas, were managed in coordination with the competent authorities.

The main authorities with whom we coordinate the integration of projects and public works, in addition to ORSNA, are PSA, ANAC and EANA. Regarding service companies, we continuously develop with local suppliers the coordination of the project and public works.



Airport safety and operations

OPERATIONAL SAFETY

We constantly work in collaboration with public and regulatory bodies, to ensure the safety of our operations, our passengers, our employees, and of all the individuals within the airport ecosystem, in collaboration with public and regulatory bodies.

In 2022, we continued the development of reporting software through which we facilitate the submission of operational safety reports, to obtain accurate metrics and reports that reflect the reality of our operations, identifying pain points and strengths to consider.

In terms of training, we focus on professionalizing those in charge of operational safety in various airports through collaborative work sessions, training programs, and virtual meetings.

Furthermore, we expanded the Operational Safety Command Board to all the business units. The Command Board allows each manager to carry out a comprehensive self-assessment of the infrastructure's state in order to detect deficiencies or non-compliance with any regulations and, this way, prioritize corrective measures accordingly.

In 2022, we made progress with the worldwide implementation of the Global Reporting Format (GRF) established by IACO by developing operational manuals in 12 airports. The manuals were provided to both operations and maintenance personnel through training sessions, examinations, and auditing processes to ensure their proper application.

In this regard, we achieved the Certification of Tucumán Airport and we implemented the GRF in 18 airports in accordance with the Standards set by the Aeronautical

Authority. Among the airports submitted to the Authority were Comodoro Rivadavia and Bariloche. Specifically, as part of the certification process for Comodoro Rivadavia, we received an orientation visit from a representative of ICAO to conduct a “certification trial.”

The visit included a tour of the airfield to observe the runway, taxiways, and commercial apron. Additionally, it involved interviews with senior personnel from both operations and maintenance departments to know their insights and expectations.

Indicator	2021	2022
Number of airports audited in the evacuation drills process	17	34 (38)
Number of evacuation drills carried out	17	34 (38)
Number of Safety Studies carried out	61	56
Number of airports equipped with computer software to combat human trafficking and search for missing persons	33	33

(38) Until 2021, we conducted biannual evacuation drills at airports. Starting from 2022, we switched to conducting annual drills, resulting in a 50% increase in the number of airports included. Additionally, there are 34 airports since the San Fernando airport was temporarily suspended and reported to ORSNA in December 2022 due to a presidential decree that declared a public holiday on the day scheduled for the drill.



SECURITY MANAGEMENT DEPARTMENT AT TCA

In 2022 we continued to design and implement the technological modernization plan and internal training to meet the excellence safety standards for air cargo management in civil aviation, as required by the International Civil Aviation Organization (ICAO) in its Annex 17 (Aviation Safety). We also replicated these standards in accordance with the regulations established by the Airport Security Police in Argentina and the National Air Cargo Security Program (PNCSA for its Spanish acronym).

These safety standards focus on the physical safety of warehouses and the complete traceability of the supply chain management of air cargo that we export or import worldwide from Argentina. Their objective is to strengthen civil aviation protection against any unlawful interference and meet the requirements of the ICAO audit which

was conducted from November 21st to 24th, 2022.

In the field of TCA's security management, we also undergo inspections, security tests, and Avsec (aviation security) audits by the airport security authority (PSA), national and foreign airlines, cargo agencies, and couriers. These were conducted in accordance with the standards set by the national airport security authority and international organizations.

Furthermore, we planned and implemented improvements in the accreditation system for external individuals accessing TCA using totems, biometric readers, and documentation. This has speeded the entry of customers, visitors, customs brokers, and increased control over the daily flow of people at the Terminal with safer, modern, and user-friendly tools. Above all, the added value



of operating remotely without the need for personnel to be physically present at TCA's office.

Regarding innovation proposals, we participate in the planning process from a security perspective in the generation of infrastructure and planning of the design of necessary processes for the operation of a real-time monitoring cargo control operations center. We are also defining processes and requirements for the short-term implementation of a digital warehouse management system (WMS, Warehouse Management System).

We manage and coordinate numerous custody tasks for operations of the Casa de la Moneda de la Nación (National Mint), pipelines for national gas pipelines, as well as security processes for the importation of COVID-19 vaccines and the exportation of other sensitive national materials. We coordinate the security for visits by national and international authorities, as well as foreign ambassadors. We also perform security tasks in the sector of the Argentine Red Cross Hub located at TCA since the COVID-19 pandemic and which was visited by national and international authorities.

On the other hand, another key task regarding airport security was the management of the continuity of transit flows at the different entries during the arrival of the Argentine football team after winning the World Cup. In this situation, we had to ensure the smooth flow of access and departure of transportation to the air cargo terminal at Ezeiza Airport, including importation, exportation, and courier services.

Regarding internal security training, we focused on customer service, respect for individuals, gender policies, both for security guards and employees, customs personnel, and the entire airport ecosystem that carries out daily functions at TCA premises.

Furthermore, the expansion of TCA's perishable goods export sector meant new security challenges for us, including physics, electronics, cybernetics, and temperature control measures for perishable air cargo. Additionally, we received training such as the basic and recurrent Avsec course, and other trainings regarding air cargo operation, both in practical form and through the e-learning virtual platform.



Commitment of TCA as an accredited agent

We updated all security programs of TCA Ezeiza and TCA Córdoba to maintain our status as an “accredited agent”, which means that the export cargo flying from Argentina to other countries is deemed “safe for civil aviation.”

We updated registration procedures, quality inspections, and reports on the proper functioning of the Shipment Security Declaration (DSE for its Spanish acronym) to meet the requirements of the airport security authority and the numerous audits conducted by our clients.

In addition to incorporating the necessary software technology for dual-view air cargo scanners and modern additional systems for control and scanning of air cargo, we continue to maintain sterile and exclusive cabins for the use of trace and vapor explosive detectors (ETD Ion Scan DT600). These trace detection devices are essential in providing security for export air cargo.

The maintenance of scanner systems, trace detectors, shipment security declaration approval systems, and security processes for cargo control by customs and the airport security authority requires constant monitoring of compliance with customs and airport security regulations. It also demands a strong work discipline from our personnel 24 hours a day, 365 days a year.

Our safety culture is focused on continuous innovation and improvement to keep the high standards of excellence demanded by the safety of airport operations in the international aviation industry.

Operational Safety

During the winter season, we implement programs to remove and prevent the formation of ice and snow on the airport movement area, which includes runways, taxiways, and aircraft parking aprons. This ensures the operational safety of all flights arriving and departing from our airports, as well as the continuity of operations. Similarly, to ensure the arrival of passengers at the terminals, we perform snow removal works on airport access roads and parking areas.

As a complement to the security of our operations, the Aviation Security department, in collaboration with the Aviation Cybersecurity team, has developed a cybersecurity risk matrix. This matrix identifies terminal systems that could be vulnerable to cyberattacks, and classifies them based on a criticality index. The level of criticality can vary depending on the duration of impact and the number of affected resources.

DE-ICING AND ANTI-ICING FLUID

208,101

Consumption of urea (kg)

vs. **166,450** in 2021

226,660

Consumption of glycol (lt)

vs. **73,300** in 2021



AVIATION SECURITY AT TCA

Major advancements at TCA in aviation and air cargo security

We implemented a digital command dashboard based on Power BI. This dashboard is fed with data extracted from an Excel sheet completed by import security controllers, export security officers, credential office employees, and CCTV officers. This data consists of information regarding planned and executed hours of physical security, and the number of customer image claims processed.

We also installed two scanners for pedestrians' personal items at the access points for both dry and perishable cargo exports.

Additionally, we managed coordinations and processes in the customs primary zone with the Airport Security Authority, Customs, SENASA (National Service for Agrifood Health and Quality), ANAC (National Civil Aviation Administration), and other members of the airport ecosystem to provide security while facilitating operational processes.

We also continued with the optimization of the access security system to the Air Cargo Terminal, with credentials issued and approved by the Airport Security Police.

We managed improvements for access control with fingerprint technology and imple-

mented a modernization plan that includes the short-term implementation of intelligent security with video cameras and biometrics.

The additional service of the Argentine Federal Police firefighters remains available within TCA to prevent potential spills or accidents during cargo processing operations.

We implemented a CCTV command and control system at TCA with updated technology, through which 184 requests for video images were processed for air cargo customers from companies, airlines, or cargo agents. Aligned with this, among the 80,296 guides entered in the export sector, we detected and resolved 297 cases of improperly declared air cargo.

To ensure transparency in process management, we handled 288 irregularities related to air operators' compliance with Aviation Security (AVSEC) regulations, which were duly recorded, notified, and corrected.

The security management controllers addressed 457 rectified errors out of the 1,267,449 packages released in the import sector.

Emergency Neutralization and Evacuation Plan

Plan, distributed in all airports, and which reached our own employees as well as the wider airport community, including internal and external public agencies. These training sessions were a crucial component in developing evacuation plans for emergency situations, where each participant was assigned an action card.

Among the main topics covered, there were human behavior in emergencies, combustion concepts, fire classes, critical time frames, and the proper use of fire extinguishers. Practical exercises allowed the personnel to become familiar with the correct use of these firefighting equipment.

In order to raise awareness regarding prevention and improve emergency response behaviors, we audited 18 emergency neutralization and evacuation plans and conducted 35 evacuation drills to evaluate the logistical and operational conditions of each terminal and its personnel. We emphasized the importance of protecting assets and job opportunities, but above all, the importance of safeguarding lives and ensuring the continuity of activities, not only for airport staff but also for passengers and the general public present at the airport. This approach reduces liabilities for all parties involved and follows the current concept of Emergency Management—before, during, and after the event—with the aim of swiftly transitioning from an emergency situation to a state of normalcy.



TECHNOLOGICAL IMPROVEMENTS AT TCA

In order to ensure operational security and efficiency, and thus enhance our customers' experience, in 2022, we implemented technological improvements to our systems and processes at TCA. The main ones are:

- ▣ Analysis and redesign of processes related to cargo and to interactions with the ecosystem (importers, customs, SENASA, exporters, logistics operators).
 - ▣ Preparation of technical specifications to replace the SIE system through the issuance of an RFP for both a WMS and an ERP solution.
 - ▣ Infopack project, which involved defining KPIs to enable data-driven management.
 - ▣ Proof of concept for blockchain technology to track the status of cargo flights arriving at the terminal. This way, we will have a centralized location for all events related to the value chain.
- ▣ Exceeded percentage of notebook and desktop computer replacements over the expected one, reaching 60%. This improved our employees' work quality and productivity. It is worth noting that we also renovated 25% of CCTV servers, which play a crucial role in ensuring the custody of TCA's cargo and complying with customs regulations regarding real-time and historical image visualization by the AFIP's Central Monitoring Center.

A management based on data

We constantly strive to move forward in the digital transformation path, undersantanding that data is a key asset to the development of our processes and the continuity of our business.

It has been a year since the creation of the Data Science department in AA2000, and we have made advancements in the three pillars: *Business Intelligence, Data Governance, and Predictive Models.*



WHAT DO WE MANAGE WITH DATA?

First, we understand the needs of the business, then analyze the data, and finally obtain executable results for decision-making.

To achieve this process, using Data Science, which is based on statistics and quantitative methods, along with the use of technology (called Machine Learning models), we analyze all types of data within the company, whether quantitative or qualitative, historical or recent, structured or unstructured. This analysis helps us identify patterns and generate new insights for decision-making.

BUSINESS INTELLIGENCE

We automatized dashboards for different areas, such as TCA (Cargo Terminal), Operations, Finance, Human Resources, Maintenance, Infrastructure Works, among others. These dashboards allow us to directly access information from the Data Warehouse. Data is updated without users manual work, reducing not only time required to obtain metrics but also operational risk.

In addition, we are currently developing two real-time dashboards (CCO) for TCA and Aeroparque. This represents a new technical challenge for the Data Science team and contributes to the company's management by optimizing real-time processes.

DATA GOVERNANCE

This project takes the company to a higher level of maturity in the use and management of data by creating this capability. Its objective is to establish a systematic link between data and its owner allowing each user to have a clear reference when using the data for decision-making.

In 2022, we completed the first stage, which involved a proof of concept in the Finance area to understand the scope of this new process, as well as the time-lines and stakeholders involved. Following that, we began Stage II, focusing on the Operations area: "Flown Passengers." This stage includes a clear dictionary of each concept involved, containing the definition of each metric and the source of the data.

PREDICTIVE MODELS AND AD HOC ANALYSIS

We started using the first Machine Learning algorithms –predictive algorithms –which allow us to consolidate all the unified information from different cloud-based systems.

We tested various methodologies based on the objective, including:

- Short, medium, and long-term passenger prediction algorithms were developed for the Operations area.
- The passenger prediction (forecast) project initiated in 2021 evolved in 2022 to include Load Factor prediction by region, route, and airline.
- Medium-term passenger prediction model (predicting 2023 to 2025) and long-term passenger prediction (2023 to 2038).
- Dataton (Association Rules and Correspondence Analysis) for the sale of permits.
- Permit holders' score using the RFM methodology (Recency, Frequency, and Monetary Value) for the commercial area.
- Correlation analysis of Ezeiza parking and prediction of the number of tickets per hour based on scheduled departures.
- Prediction (forecast) of cargo weight for the TCA billing area.
- Analysis of survey results for Talent (Human Resources) and passenger profile for the Marketing area.
- Data-Driven Mindset in Company: Training and seminars at the Customer Experience School, AA2000 Leaders Meeting, and CAAP Meeting.





3. 8. 9. 10. 11.
12. 13. 15. 17.

Social Impact: create
a positive impact in the
communities where we
operate.



We aim to generate positive impact by providing social and economic value in the communities where we operate and working with a locally-focused supply chain and contributing actively to the Sustainable Development Goals (SDGs) and the 2030 Agenda for the comprehensive well-being of our country and the world.

\$378,195,010

in private social investment

45

direct beneficiaries in
Education and Culture

1,846

suppliers in 2022

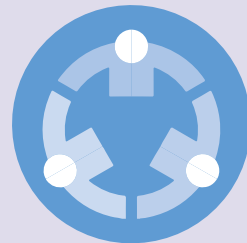
93%

of expenditure to local suppliers

75%

to SME suppliers

**CREATE A POSITIVE
IMPACT IN THE
COMMUNITIES IN
WHICH WE OPERATE.**





Private Social Investment

Through our business, we connect millions of people, assuming our role as a key player in our country, and committed to sustainable development.

We have a strong commitment to the communities where our airports are located. To achieve this, we develop a comprehensive social impact program with defined pillars of action, we create our own initiatives and we support programs of public organizations and civil society. To enhance our efforts, we encourage the participation of each airport in social and environmental initiatives, forging partnerships with relevant social actors and prioritizing local needs.

This way, we create real opportunities for transformation through initiatives that promote inclusive employment, considering health, education, art, and culture as fundamental pillars for the holistic development of society.

\$378,195,010

in social private investment .
vs. \$63,830,813 in 2021

EDUCATION AND CULTURE

\$13,593,350

vs. \$6,086,008 in 2021

HEALTH

\$314,775,160

vs. \$51,911,397 in 2021

CHARITABLE CONTRIBUTIONS

\$47,396,340

vs. \$455,067 in 2021

HUMAN RIGHTS

\$2,430,160

vs. \$5,378,341 (*) in 2021

*It includes contribution to the Civil Association "Trabajar para la Caridad y Malvinas" (Work for Charity and Malvinas).



Social action programs

EDUCATION AND CULTURE

We consider education and culture as powerful tools for transforming realities. We recognize ourselves as changemakers with the capacity to cause a positive impact in society. Therefore, we develop social action programs to improve people's quality of life and forge multi-sector alliances to enhance their reach and impact.

45

direct beneficiaries



AEROPUERTOS ARGENTINA 2000 ORCHESTRA

During 2022, music served as a transcending element, accompanying us through the process of adapting to the new reality and helping us overcome the ups and downs to progress in the most comprehensive way possible.

Under this premise, and after 6 years of experience, we continue to drive this initiative that constitutes an inclusive tool of great social value, given that it combines general and artistic education with the generation of genuine employment.

To carry out this proposal, we have a team of talented professionals in the field who make the program's success possible. The orchestra director is responsible for selecting the young musicians who make up the

orchestra, which consists of string, woodwind, brass, and percussion instruments, to deliver outstanding performances.

This program represents an opportunity for young people between the ages of 15 and 23 to develop their potential and talent, thus contributing to their education and employability. Our commitment to inclusion is reflected in the 45 youngsters who were awarded education scholarships in 2022 and receive monthly stipends deposited into individual savings accounts created for each beneficiary. Additionally, we grant a special scholarship to an assistant who is responsible for overall coordination and ensuring the rehearsal schedule is met.

Among the shows performed by Aeropuertos Argentina 2000 Orchestra this year, there are:

■ **SYMPHONIC TANGO:** This show featured top-notch musicians who joined the orchestra for the performances, as well as renowned singers such as Andrés Linetzky, Néstor Fabián, and Ariel Ardit. The production of this masterpiece was led by the legendary producer Héctor Cavallero, who showed the musicians the intricacies of putting together a show of this caliber in a didactic manner.

■ **FOREVER TANGO:** This show was performed at the Avenida Theater on October 1st, 6th and 8th, with 900 seats available per performance. This is one of the most significant activities of the orchestra, and it received good reviews from the press. In November, a new performance was organized, with a single show at the municipal theater of La Matanza, called "Teatro Universidad." Again, it sold out, and it also received good reviews from the media in the industry.

■ **NIGHT OF THE MUSEUMS:** The orchestra participated in this event with a high level of coordination, performing for a large audience in institutions and in public spaces, generating a great response from the public and requests for future presentations.

■ **MILITARY CIRCLE:** We ended the year with a fusion-style performance in the Lavalle Hall of the Military Circle, featuring the symphonic show "Tango Sinfónico." On this occasion, the orchestra performed sym-

phonic arrangements, including Piazzolla's Four Seasons and Vivaldi's Four Seasons. This successful event sealed the desire for more collaborations between the AA2000 Orchestra and the Military Circle.

\$13,352,994
of total investment

\$7,902,000
in scholarships

SUPPORT TO THE MEKHITARIST SCHOOL

La Fundación San Lázaro works to support the Mekhitarist School and to promote and disseminate the values inherent in Armenian culture. Additionally, it seeks to foster cultural activities, encouraging the exchange of cultural events, especially those related to Armenian culture.

We promote the dissemination of art in its various forms through different programs and initiatives. Furthermore, we provide scholarships and financial assistance to offer new opportunities to individuals who otherwise would not be able to access or attend these events.

HEALTH

Our commitment to contributing to healthcare in the communities where we operate is reflected in our support to the Dr. Alberto Antranik Eurnekian Interzonal Hospital in Ezeiza and our contributions to healthcare institutions that work for the well-being of individuals, focused on families and children.

Support to Dr. Alberto Antranik Eurnekian Interzonal University Hospital in Ezeiza

The hospital provides important medical services to the residents of Ezeiza and its surroundings. Additionally, this healthcare institution is strategically located near the Ministro Pistarini International Airport, to provide service in case of medical emergencies or potential disasters. In this context, in addition to providing financial support to the hospital, we also provide training to their personnel through emergency medical simulations.

The hospital covers an area of 19,000 square meters and has a capacity of 303 beds, including 24 ICU beds, 6 active operating rooms, 3 adult shock room beds, and 3 pediatric room beds. It is a highly complex center due to its equipment, services, and specialties, allowing it to provide more and better care and extending its geographic reach to receive patients.

Since its inaugural opening in 2010, we have supported the hospital financing the maintenance of infrastructure and services such as water, electricity, air supply and internationally recognized climate control systems, services which are provided by third parties.

Assistance activity

Based on data obtained from various surveys on population growth, unmet demands, referrals, and professional profiles, among others, the hospital has redesigned its assistance model, focusing on human resources, specialties, and equipment. From AA2000, we joined this strategy to contribute to the strengthening of the healthcare system in the hospital.

Aligned with this, in 2022, the Airport Systems Department connected fiber optics to facilitate connectivity within the facility. Additionally, we supported the planned growth from 20 to 220 digital workstations and monitored the implementation of digital medical records. Furthermore, we provided maintenance and user support, as well as human resources in statistics, pharmacy, warehouse, admissions, discharges, and administration.

Regarding equipment, we contributed with the incorporation of a new Canon Aquilion Prime SP computed tomography scanner, which was donated as part of the non-reimbursable financial contribution received from Japan for the Economic and Social Development Program (COVID-19), implemented through Japan International Cooperation System (JICS.)

After this acquisition, diagnostic needs for all types of patients, from pediatric to bariatric, were covered, while providing the medical staff with a fast and efficient solution. Whether in complex or routine studies, it will increase the pace of work by using new standards of image quality with the precise exposure dose for each patient.

To address other areas, we also acquired the following equipment: video endoscope, fiberoptic endoscope, electrocardiographs, laparoscopy tower, ergometers and Holter monitors, electroencephalograph, video laparoscope, digital spirometers, digital colposcopes, digital dermatoscopes, microscopes, laminar flow hood, crash carts, anesthesia tables, cardiac defibrillators, ventilators, chemotherapy chairs, dental chairs, and instruments.

From Dr. Alberto Antranik Eurnekian Interzonal Hospital we contributed with the purchase of supplies, prosthetics, furniture, medical equipment, and computers.

Furthermore, in response to the need for new spaces, a new building for outpatient clinics was constructed, along with a new rehabilitation, kinesiotherapy, and sports medicine gymnasium, adding approximately 800 square meters. The new pediatric ICU was also built, equipped to perform more complex surgeries on children and infants in the pediatric and neonatology departments.

The wide range of applicable integrated clinical solutions in the examination protocols allows for the quick and seamless adoption of advanced procedures in daily practice. This enables the automation of complex examinations with high-quality images. This way, we have reached a new milestone that will result in an improvement in the quality of the service provided to the residents of Ezeiza and surrounding areas.



HOSPITAL INTERZONAL DE EZEIZA

\$108,672,133

**directly granted by AA2000
in human resources,
equipment and maintenance.**

\$3,900,000

**indirectly granted by
AA2000 in human resources.**

\$176,110,060

**invested in infrastructure
improvements to facilitate
the access of individuals
for COVID-19 swab tests.**

\$21,652,967

**expenses paid with the revenue
from COVID-19 swab tests.**

**DR. ALBERTO ANTRANIK
EURNEKIAN INTERZONAL HOSPITAL**

Management Results

SCHEDULED APPOINTMENTS (39)

69,531

EMERGENCY CONSULTATIONS (39)

48,504

SURGERIES (39)

3,580

PATIENT HOSPITALIZATION DAYS (39)

61,058

**(Average of patient admissions
per day per bed.)**

PATIENT DISCHARGES (39)

10.737

BIRTHS

1.600

(39) Frequency: twice a year.

Continuous training and teaching activities

Thanks to collaborative work and the alliances established, in the last years, the hospital has grown regarding services, personnel, equipment, and scope, which positioned it as an interzonal and high-complexity institution. This reaffirms the responsibility and commitment we assume in supporting the community and the hospital in building an institution open to education and training.

In this regard, we have collaboration agreements with various universities such as UBA (University of Buenos Aires), UAI (Interamerican Open University), UADE (Argentine University of Enterprise), UCES (University of Business and Social Sciences), UM (University of Morón), Jauretche, among others. Additionally, the hospital offers degree programs in nursing, surgical instrumentation, specialization in emergency medicine, and postgraduate programs in critical care nursing. Furthermore, we continue to promote university specialist programs in nine medical specialties through UBA. Residency programs are also available for all medical specialties, including hospital administration.

359
scholarships granted,
which are divided into

114
contingency scholarships

206
sanitary training
plan scholarships

36
residency scholarships

2
security pre-admission
scholarships

1
nursing and bachelor's
degree scholarship

AMALTEA COMMUNITY KITCHEN

Aligned with our sustainability strategy and to the contribution to the Sustainable Development Goals (SDGs), we continue to support the Amaltea Community Kitchen project, which was initiated in 2021 in coordination with the Food Policy program of the Ministry of Development of the Autonomous City of Buenos Aires (GCABA.)

At AA2000, we provide financial support with an annual investment of ARS 4,400,000.

400

beneficiaries at the community kitchen.

70

students at the "Sueñitos" Nursery School

140

people participated in the culture workshops for teenagers

30

people assisted to the different stages, of "Another Story", the rehabilitation program

30

children and teenagers assist to academic support

15

people from the neighborhood collaborated in different spaces

30

people participated in the vegetable garden workshops

30

attendees in workshops on clothing, therapies, food, legal matters, and other topics of community interest.



PROJECT AMALTEA "ANOTHER STORY"

Another Story is a project that AA2000 initiated in 2015 in collaboration with the Civil Association Amaltea. It is aimed at the social inclusion of people living in extreme poverty in the Autonomous City of Buenos Aires and the surrounding suburbs, most of whom are affected by drug addiction, especially "paco."

Throughout 2022, various actions were carried out to support the team members, who were mostly residents of the "Ciudad Oculta-Villa 15" and the daily recipients of Another Story and Sueñitos: children, youth, and entire families from the neighborhood.

Through this program, we aim to achieve the following objectives:

- Provide comprehensive and specific support, social and healthcare guidance for individuals affected by exclusion and drug use, to give them employment and education.
- Reopen the carpentry workshop, car wash, and the cargo van service.
- Provide support and advice in social work and legal matters, such as documentation, pensions, subsidies, and complaints.
- Provide emotional, administrative, legal, and financial support to two families who are members of the Amaltea coordinating team and residents of the neighborhood.
- Sign an agreement with Sedronar (National Drug Secretariat) for financial support in addressing and accompanying situations related to substance abuse. This agreement legitimizes the approach program in cases of substance abuse in the context of extreme poverty.
- Organize an annual in person theoretical-practical seminar for healthcare professionals and related fields, offering post-graduate training in methodologies for addressing drug abuse and social inclusion problematics. This seminar is conducted in collaboration with psychology professors from the University of Buenos Aires (UBA).

Purpose of the Program



400
total beneficiaries
(including children,
teenagers and adults)

Healthcare, therapeutic, and legal assistance

We provide healthcare, therapeutic, and legal assistance to individuals facing various situations related to criminal law. Some of the actions carried out in 2022 include:

- ▣ **Don Pato Urban Garden**, sponsored by the Urban Agriculture Program of the Environmental Protection Agency of GCABA, aimed at promoting a healthier consciousness in individuals. It is open to the entire community in the neighborhood, and provides training in planting, care, and harvesting, and it offers the experience of consuming self-produced goods.
- ▣ **Micro-enterprises**, sestablished within the premises of Amaltea, complemented with labor and cultural workshops for children, adolescents, and adults. Institutional and community activities for educational and social inclusion were also carried out within Amaltea premises, including primary and secondary school support programs in collaboration with the Education Support Program of the Ministry of Education of GCABA. Additionally, we attended various demands from the community in a professional manner, in collaboration with institutions, courts, and defense agencies, according to the referrals received.
- ▣ **Education, art, and vocational training workshops**, were conducted, with more than 150 adults, young people, and children participating in these diverse activities.

SUEÑITOS NURSERY SCHOOL

In collaboration with the Early Childhood Program of the Ministry of Education of the Government of the City of Buenos Aires, since 2008 we have been supporting the Nursery School to provide an educational and well-being environment to more children attending full-day sessions.

From the beginning, we contributed to the maintenance of the Nursery School and improved various areas of the institution. It is worth noting that the Nursery School also offers educational spaces and workshops for adult vocational training. Additionally, year after year, we have successfully renewed the agreement between the Nursery School and the Ministry of Education of the City of Buenos Aires, through the Early Childhood Program. Furthermore, we signed an agreement with the Support Program for Schooling of the Ministry of Education of the City of Buenos Aires to support more children throughout their education, aiming to prevent repetition and dropouts.

Given that the school is a place for socialization, the Nursery School also organizes a fair where clothing, utensils, toys, books, and other donated items are sold at affordable prices to people in the neighborhood. The proceeds from the fair are used to cover daily expenses of the Nursery School.

During 2022, 40 children between 45 days and 3 years of age attended the Nursery School.

**TOTAL AMOUNTS INVESTED
IN AMALTEA IN 2022**

\$4,440,000

Social Assistance

\$61,864

Insurance

\$4.501.864

Total



FEDERAL ARGENTINE POLICE FOUNDATION

The Federal Argentine Police Foundation works to provide the Churrucá Visca Hospital with high complexity medical equipment. This hospital offers comprehensive healthcare to the entire Federal Argentine Police force and their families, and provides excellent assistance to bullet injured, thus requiring specific equipment to treat patients. These were some of the equipment donated: a set of surgical instruments, a laboratory freezer, a 4k Full HD laparoscopy tower, a complete video endoscopy tower, and a portable/rolling X-ray machine.

FIRST HUMANITARIAN HUB IN THE SOUTHERN CONE FOR TCA

We have a Collaboration Agreement with the Argentine Red Cross, aimed at facilitating the timely and efficient arrival and supply of critical resources for the national healthcare system. This alliance is made possible thanks to the commitment and collaboration of the National Airport Regulatory Authority (ORSNA for its Spanish acronym), the General Customs Directorate (DGA for its Spanish acronym), and the Airport Security Police (PSA for its Spanish acronym).

It is worth noting that this initiative has transcended borders, becoming a global example of logistical collaboration between organizations for humanitarian purposes and the private sector.

Under the agreement, we continue to provide a physical space of 860 m2 located within the TCA premises in the import sector, so that the Red Cross can store their nationalized cargo. The storage of goods is exclusively reserved for goods imported to address the health crisis caused by the COVID-19 pandemic. In addition, we make available up to 2 operators to assist with the Red Cross' foreign trade operations, providing services such as cargo handling and other related activities during business days and hours.

WE TRANSPORT LOADS THAT SAVE LIVES

At AA2000, we signed an agreement with INCUCAI, committing to waive all costs associated with the handling and storage of air cargo within TCA for a period of 30 days. This specifically applies to imports relating goods to be exclusively used by the institution.

AGREEMENT WITH BIOABORDAJES DEL AUTISMO FOUNDATION

This year, we renewed the agreement between Aeropuertos Argentina 2000 and the Bio Abordajes del Autismo Foundation, in which we commit to waiving the handling and storage costs at the Cargo Terminal of compassionate use medications and food

imported by said foundation. The foundation is composed of parents and professionals dedicated to improving the quality of life for children and families who live with individuals within the autism spectrum or other related syndromes. They provide assistance, support, and guidance on successful approaches practiced worldwide in this field..

AGREEMENT WITH THE HEALTH MINISTRY OF THE PROVINCE OF BUENOS AIRES

This agreement between the Ministry and TCA exempts this public institution from paying handling, storage and service costs for air cargoes containing healthcare materials and supplies. This way, we continue with our collaborative work started at the beginning of the pandemic to actively contribute to our country, leveraging the crucial role that TCA plays in the importation and distribution chain of these materials.



Support to projects focused on human rights

HUMANITARIAN PROJECT MALVINAS

Since 2004, we have been supporting the Commission of Relatives of Soldiers Fallen in Malvinas and South Atlantic Islands through various actions that impact on both the families and society as a whole.

Although there were no in-person activities on the islands and no humanitarian flights with relatives were conducted, we fulfilled the obligations outlined in the agreements signed. One of these was the “Provision of Maintenance Services for the Argentine Military Cemetery in Darwin” (Contract in effect since November 1, 2018, with Stanley Growers Ltd). We also provided the corresponding support to the “National Commission of Relatives of Fallen Soldiers in Malvinas and South Atlantic Islands.”

In this context, we continue with the adaptation and distribution of graves in the Argentine Military Cemetery in Darwin, in accordance with the findings of the Argentine Forensic Anthropology Team (EAAF for its Spanish acronym) following their work (HHP 2) on the exhumed remains of a multiple grave (D.C.1.10), while respecting the wishes of the bereaved families.

It is worth mentioning that currently, only six graves of fallen soldiers are pending the identification of remains, out of the initial 230 graves located in the Cemetery.

During 2022, arrangements were made with the International Committee of the Red Cross (ICRC Geneva) to proceed with a new Humanitarian Project Plan (HPP 3) for a multiple grave (D.B.4.16), which contains the remains of the crew of an Argentine Air Force plane shot down during the conflict.

Among the main actions carried out during the year, the following can be highlighted:

- We held working meetings at the Embassy of the United Kingdom in Argentina and had conversations with the Argentine Ministry of Foreign Affairs, committing to maintain a constructive relationship, free from politics, and focused solely on achieving humanitarian solutions for the relatives of those who lost their lives during the 1982 conflict.
- We initiated procedures to receive authorization to conduct two humanitarian flights with relatives for the upcoming year.
- We collaborated with the edition of 700 copies of a book containing the biographies of the “649 Heroes” fallen in the conflict, written by Father Vicente Torrens, the Chaplain in the Islands throughout the campaign.
- We participated in and collaborated with the first gathering between British and Argentine War Veterans in Luján for several days, organized by the non-profit civil association “La Fe del Centurión,” composed of laypeople and the Catholic and Anglican Churches.

- We held a one-month-exhibition, to commemorate the Malvinas Campaign on its 40th Anniversary, featuring allegorical photographs, paintings, and scale models by various artists in the departure hall of Aeroparque.

FIGHT AGAINST HUMAN TRAFFICKING

We are key players and active participants in the fight against human trafficking. That is why we joined the Cooperation and Technical Assistance Agreement on the Prevention and Investigation of Human Trafficking, in collaboration with the Ministry of Security of the Nation, the Ministry of Transportation of the Nation, ORSNA, the National Directorate of Migrations, Aerolines Argentinas and the Airport security Police.

To raise awareness about ongoing searches, we have digital screens at every airport, where we show pictures of missing people with the objective of fighting against human trafficking.

We also have the PSA’s Missing Persons service available at all our airports.



Other Socioeconomic development actions

SOLIDARY SHORES FAIR

Aligned with our inclusive culture, once again we supported the Solidary Shores Fair, an event from Uruguay which is held in Argentina. Through this initiative, we seek to collaborate with social organizations dedicated to the production and sale of artisanal products. The proceeds of the sales at the fair are allocated to the institutions that participate. This way, the fair becomes a means of social inclusion, as well as promoting environmental protection and the fight against poverty.

AMERICAN STUDIES CENTER FOUNDATION

We collaborate with the Foundation, which works for Argentina's integration into the world, seeking to promote the design and analysis of policies that facilitate relations with other countries of the international community.

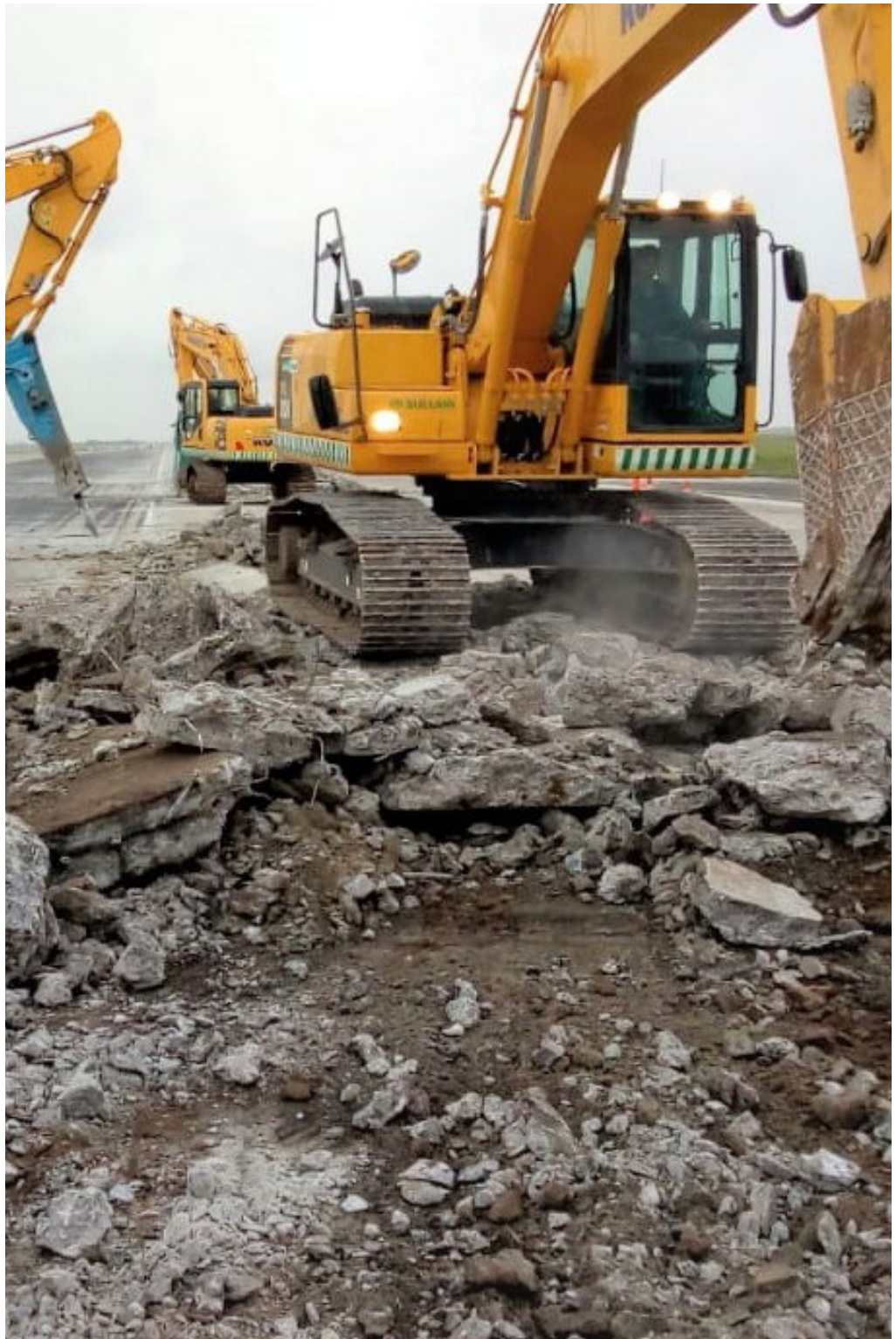


SPONSORSHIPS AND CHARITABLE CONTRIBUTIONS

We collaborate with organizations with the aim of contributing to the expansion of opportunities for social groups and communities in the country. Through social actions and programs, we seek to improve the conditions of the cities where we operate.

During 2022, we made contributions and donations to various institutions in the fields of education, healthcare, and infrastructure, and we also organized annual fundraising dinners. Some of the institutions we supported include:

- San Lázaro Educational Foundation
- Conciencia Association
- Special Olympics Argentina
- Dr. Juan Antonio Fernandez Foundation
- Argentine Association for Child
- CILSA
- UdeSA Foundation
- Mater Dei Civil Association
- Armenian Foundation
- PFA Foundation
- GEDYT Foundation
- AEDIN
- La Pampa Athletic and Social Club
- SKY Fly SRL
- Exact and Natural Sciences Foundation - UBA
- Civil Association of Higher Studies - Austral Hospital
- CIPPEC
- ACDE
- AS-COAS
- CEA
- Liberty Foundation
- CICYP
- Poder Ciudadano
- UIA
- General Armenian Union of Beneficence



Impact of investments in infrastructure and services rendered

We seek to have modern and accessible infrastructure, that is why we constantly invest in construction projects at our airports.

We are aware of the impacts generated by transformations, whether through integration or the building of new facilities, and that is why we monitor the positive and negative effects resulting from these works.

On the one hand, these processes generate direct activity through the employment of construction workers, transportation, installation, processes, services, among others. They also create indirect activity through the manufacturing of elements, support from third parties, businesses that benefit from job creation, and the growth of their activities.

The main negative impacts are related to the movement of machinery, tools, and disruptive noises caused by the construction works. However, the positive impacts outweigh them, as the implemented improvements enhance the comfort and modernization of the facilities, resulting in significant economic benefits.



COLLECTIVE RIGHTS OF THE LOCAL COMMUNITIES

We have not recorded any reported cases regarding the violation of the collective rights of local communities in the Infrastructure Department. Nor were there any people physically or economically displaced, either voluntarily or involuntarily, due to operations carried out at the airport. We continue to promote a positive and collaborative environment in pursuit of the common good.

IMPACTS OF OUR INFRASTRUCTURE PROJECTS ON THE COMMUNITY

We are aware of the economic and social impact that our infrastructure projects and the operation of new facilities have on local communities. These impacts include job creation, purchasing from local businesses, transportation, and indirect effects on productive activities as a result of our operations. That is why, in every infrastructure project, we take into account the collective rights of individuals and the impact on the surrounding environment, always implementing the necessary measures to mitigate potential adverse effects and protect the environment⁴⁰.

⁴⁰ For more information, see chapter "Infrastructure and Operations" in this Report.



Management with Suppliers

We work towards the common goal of maintaining a close relationship with our suppliers, conducting operations based on transparency, and commitment, and promoting equal opportunities. In this regard, we continue to expand our base of local suppliers to promote the growth and development of local economies.

Aligned with our sustainability pillars, we contribute to the generation of employment and local development by prioritizing the purchase of products and services from domestic suppliers, with the exception of those that need to comply with international quality standards related to our business. We are aware that our suppliers are significant partners in achieving safety and excellence in the services we provide.

1.846
suppliers in 2022

75%
of SME suppliers

93%
of costs paid to local suppliers

PROFILE OF OUR SUPPLIERS

Communication with our suppliers is the foundation for a strong business relationship. That is why we work collaboratively to enhance our services and develop a virtuous airport ecosystem with valuable products.

At TCA, the main sectors with which we work include hardware, electrical supplies, computer equipment, and stationery. In addition, we consider suppliers related to fuel, nylon for palletizing, pallets, and adhesive tapes as critical suppliers.

Sectors of the main suppliers include:

- ▣ **Architecture, engineering, and civil construction companies for airport terminals.**
- ▣ **Engineering and construction of runways, taxiways, aprons, and access roads.**
- ▣ **Specialized airport equipment.**
- ▣ **Systems, software, and hardware procurement.**
- ▣ **Security, Maintenance, and Cleaning services.**
- ▣ **Maintenance materials and supplies.**
- ▣ **General materials and supplies.**
- ▣ **Electricity, gas, and potable water services.**
- ▣ **Others suppliers.**

Suppliers	2021	2022
Number of suppliers	657	1,846
% of PME suppliers	89.50%	75%
Total budget for suppliers	N/D	\$ 99,555,086
% of expenditure on local suppliers	95%	93%

Suppliers per Business Unit	EZE	AEP	Northeast	South	West
Number of suppliers	412	309	271	N/D	365
% of growth in the number of suppliers	22%	22%	9%	N/D	55%
% of PME suppliers	85%	87%	99%	N/D	98%
% of expenditure on local suppliers	90%	91%	91%	N/D	90%

SUPPLIERS BY REVENUE	2022	
	Number of suppliers	% of revenue
Over ARS 70,400,000	53	2.87%
Between ARS 70,400,000 and ARS12,800,000	108	5.85%
Up to ARS 12,800,000	1,685	91.28%

Suppliers by revenue per business unit	2022					
	EZE	AEP	North-east	South	West	Corpo.
Over ARS 70,400,000	19	11	8	N/D	4	11
Between ARS 70,400,000 and ARS12,800,000	26	29	13	N/D	12	28
Up to ARS 12,800,000	367	269	250	N/D	349	450



Purchasing process

SELECTION OF SUPPLIERS

In order to develop a sustainable procurement and purchasing process, we implemented a sustainable purchasing policy and a selection process that takes into account social and environmental aspects.

In this regard, during the onboarding process, each supplier is required to be notified and sign a document that includes a clause guaranteeing the confidentiality and privacy of information.

To ensure transparency and accessibility of information to those involved in the onboarding process, we have a portal where each supplier is identified with a unique file number. By entering this number, all their history since joining the system can be viewed. This enhances efficiency as it speeds up management processes and supplier monitoring.

The portal provides information such as the date of incorporation, the name of the buyer who invited them, invoices, payment orders, compliance with ISO 9001 standards, and other relevant data. Additionally, suppliers have instant access to all the information in their account.

Through these measures, we maintain another communication channel with our suppliers regarding the procedure. We also provide other channels for communication such as our website, phone, or email.

EVALUATION

To continuously improve the management of our suppliers, we implemented the comprehensive Supplier and Contractor Control and Evaluation System (SICOP for its Spanish acronym.) Additionally, within our SAP sys-

tem, we have a module that allows for the evaluation of 100% of the suppliers in the system.

Supplier evaluation follows guidelines of quality, safety, and environmental impact of our operations. It is crucial to analyze performance based on task fulfillment, work equipment, personal safety equipment, compliance with tax and social security obligations, liability risk protection scheme, and the tools and machinery used. In the case of critical input acquisition, the evaluation process is more rigorous.

CODE OF ETHICS AND CONDUCT

We base our business relationships on ethics and transparency. We promote fair labor practices, workplace safety, respect for human rights, and care for the environment, both within and outside the organization.

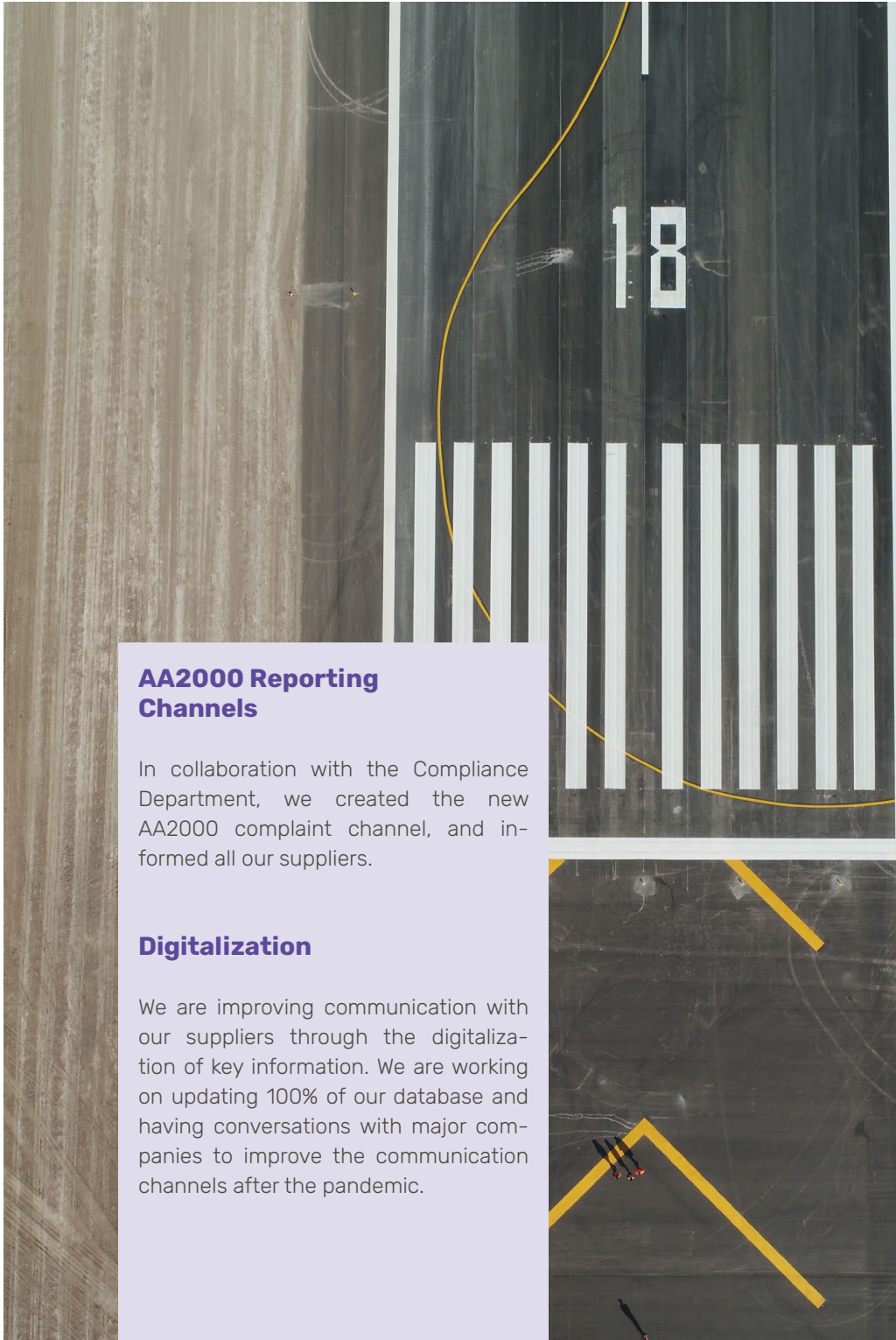
For this reason, we have an AA2000 Code of Conduct that every new supplier must be made aware of and, through a sworn declaration, they must accept the Code at the time of their registration.

The Code is based on international regulations and standards on sustainability, such as the recommendations from the Argentine Business Council for Sustainable Development (CEADS for its Spanish ac-

ronym), which is the local office of the World Business Council for Sustainable Development (WBCSD)—⁴¹.

Furthermore, regarding the dissemination of our values, all supplier contracts include an integrity clause that has been specially developed to ensure that third parties align with our policies. In 2022, we conducted a campaign with suppliers to communicate the importance of operating with integrity and we also provided information on the whistleblowing channels. This communication was prepared by the Compliance department and sent via email by the Purchasing department to 180 supplier companies.

⁴¹ For more information, see section "Ethics, Integrity and Transparency" in this Report.



AA2000 Reporting Channels

In collaboration with the Compliance Department, we created the new AA2000 complaint channel, and informed all our suppliers.

Digitalization

We are improving communication with our suppliers through the digitalization of key information. We are working on updating 100% of our database and having conversations with major companies to improve the communication channels after the pandemic.



6. 7. 12.
13. 15.

Climate Action:

Manage our
environmental
impact responsibly



We are committed to the transition to a low-carbon economy, responsible use of resources, and the preservation of biodiversity. We drive projects that prioritize people and their environments, with the objective of strategically addressing and tackling the climate emergency.

\$5.288.100

environmental investments
and expenses

53,23%

reduction in electricity
consumption per passenger

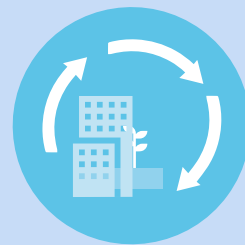
5.464 kg

recycled in the corporate
offices

100

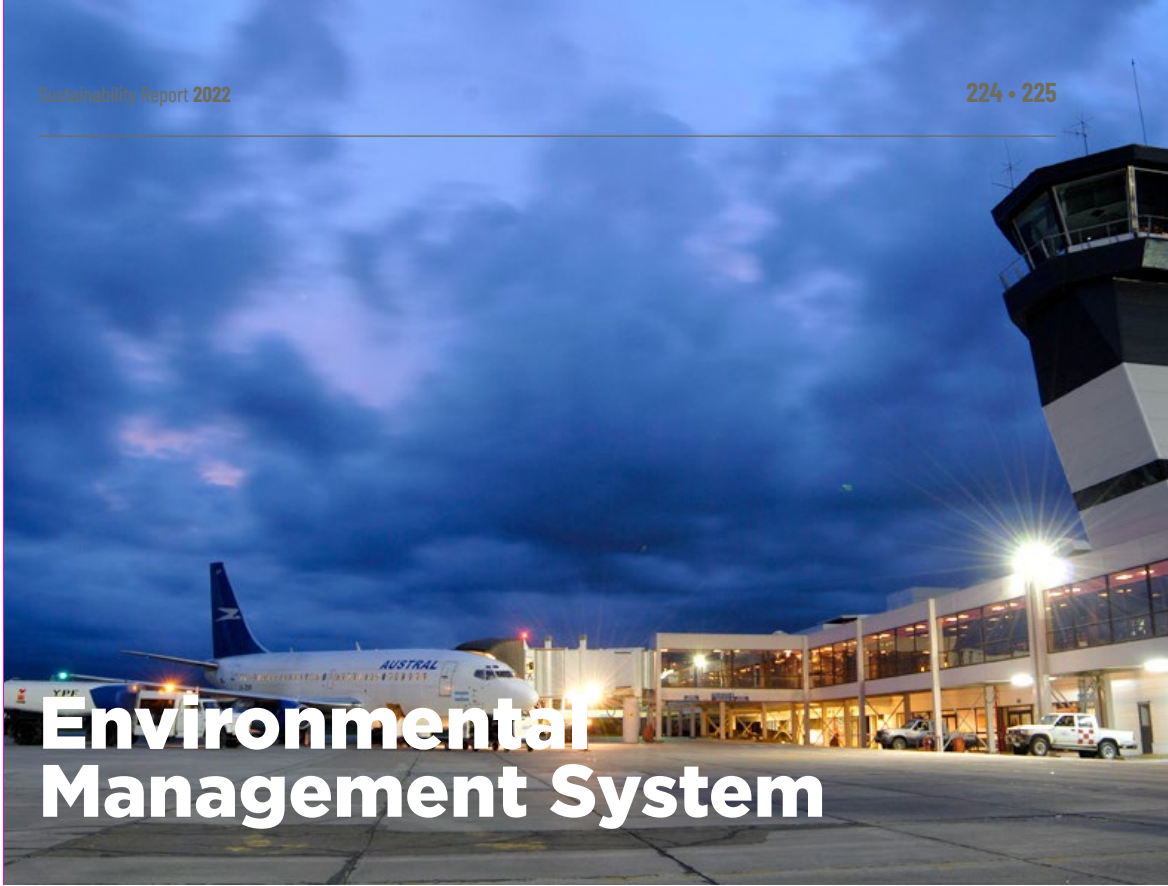
trees planted in Ezeiza

**MANAGE OUR
ENVIRONMENTAL
IMPACT RESPONSIBLY**



Nature in the center of our management

Climate change constantly challenges us and we are aware of the importance of caring for and preserving the environment in which we live. That is why we carry out actions and programs that seek to optimize resource usage and consider nature as a key aspect of our management.



Environmental Management System

Our Environmental Management System derives from a policy that aims to mitigate, prevent and compensate the environmental impact of the airport operations.

We have administrative and organizational directives, as well as operational knowledge, that guide and shape our initiatives. This system allows us to conduct assessments of our performance and management at airports, using indicators that provide data and strategic information to enhance our environmental practices.

ENVIRONMENTAL RISKS MAP

We have completed the analysis and management of environmental risks based on the following aspects:

Solid urban waste and recycling

- Proposal of actions to improve the recycling management plan.
- Documentation supporting the management.

Effluents

- Execution of the corresponding analyses of the treatment plant and compliance with applicable regulations.
- Compliance with work orders.
- Provision of up-to-date information on the analyses.

Carbon footprint

- Development of an annual measurement plan.
- Development of supporting documentation.
- Training for staff and other members of the airport ecosystem.



PROCEDURE FOR COLLECTION AND PROVISION OF INFORMATION TO THE CONTROL AGENCY

Based on our Monthly Environmental Report and its adaptation, we were able to respond to and comply with the procedure established by Resolution 62/2022 of the National Airport System Regulatory Agency (ORSNA for its Spanish acronym) for the provision and collection of information on greenhouse gas emissions sources from airport infrastructure and facilities within the National Airport System (SNA for its Spanish acronym). This information allows us to elaborate, update, and monitor a Greenhouse Gas Emissions Inventory (IEGEIs for its Spanish acronym) of the airport infrastructure.

Within this framework, we provide information related to our consumption of electricity, water, diesel, gasoline, liquefied petroleum gas, and natural gas, as well as the generation and management of waste and liquid sewage and industrial effluents.

AA2000⁺ Environmental Policy Guidelines



Take measures that ensure the continuous improvement and environmental efficiency of production processes, to continue growing in a sustainable and environmentally friendly manner.



Understand the current status of the greenhouse gas emissions inventory (GHG) in order to plan, implement, verify, and take action through emission reduction goals.



Monitor and systematize specific indicators for all concessioned airports in areas such as recycling, solid waste, hazardous waste, industrial waste, waste from external sources, forestry resources, landscaping, drinking water, liquid effluents, soil, drainage systems, emissions, noise, and environmental liabilities.



Take responsibility for the training and direct involvement of personnel, promoting values and good environmental practices, and foster a collaborative approach that creates a space for dialogue among all employees of the company.



Promote a commitment to carbon and energy reduction among all aviation stakeholders.



Constantly evaluate air operations and processes in relation to environmental factors to control them and prevent their impact.



Develop programs and work plans to comply with current regulations and requirements related to social responsibility, safety and hygiene, and environmental risks.



Environmental Impact Evaluation

Aligned with the goal of continuing to improve our environmental management, we conduct evaluations of the environmental impacts generated by our operations. By doing this, we also comply with legal requirements.

These evaluations include a technical-administrative analysis to identify, prevent, and minimize the impacts of our projects. Furthermore, these studies are applied to all airports under the concession of AA2000 and are submitted to the National Airport System Regulatory Agency (ORSNA) prior to the commencement of any structural works.

In this regard, both during the construction and the operation phases of our building projects, we carry out the corresponding measurements of environmental impacts to identify them and analyze any necessary actions.

Each project related to our infrastructure requires the preparation of an environmental impact study, which is submitted to ORSNA at

each stage of development. In this study, we provide information on compliance with environmental audits, waste and liquid effluent management, and environmental and social impact studies. We also provide information regarding our contribution to sustainable development and social well-being.

This year, we updated the environmental baselines of the airports in Group A⁴² due to changes in regulations (ORSNA Resolution 84-22) as well as administrative procedures. These guidelines provide criteria and documentation standards for infrastructure projects, for example, in relation to facilities or waste management. Furthermore, as part of our responsibility to the value chain in which we operate, we ensure that all guidelines are communicated to the companies we work with.

42 Composed of 34 out of the 35 airports, being El Palomar (EPA) the airport that is not included.



Emissions

The priorities of our environmental management are driven by the fight against climate change and the minimization of the carbon footprint generated by our activities. Aligned with this, since 2018, we have implemented the Environmental Monitoring Program, which aims to evaluate and systematize greenhouse gas emissions resulting from the company's energy consumption.

In 2022, we expanded the number of airports where we measure the carbon footprint using the ACERT tool, with the goal of receiving validation and certification by Airport Carbon Accreditation (ACA) as part of the International Carbon Management Program for Airports, approved by the Airports Council International (ACI).

In this regard, we ensure that the employees responsible for carbon footprint management, particularly at the evaluated airports, receive information and guidance on data collection methods required for the preparation of relevant reports.

We initiated measurements to achieve the Airport Carbon Accreditation (ACA) certification for our airports in Aeroparque, Ezeiza, Mendoza, Córdoba, Comodoro Rivadavia, and Iguazú.



In 2022, we began measurement efforts with Aca and we achieved the verification for Mendoza Airport and we initiated the process to obtain the verification for the remaining 5 airports (Ezeiza, Aeroparque, Córdoba, Iguazú and Comodoro Rivadavia) by the consulting firm Societé Générale de Surveillance, in compliance with the ISO 14064-3:2006 standard and the requirements of ISO 14064-1:2006.

To reduce greenhouse gas emissions, we first set out to have a reliable and up-to-date database that allowed us to conduct assessments using the ACERT tool and begin planning actions to reduce our carbon footprint. Specifically at Ezeiza and Jorge Newbery Aeroparque, although we had been measuring emissions in accordance with the ISO 14064 standard; starting in 2022, we added a new measurement component using the ACERT tool to align the carbon footprint measurement with our other airports. It is worth noting that the process of measuring the carbon footprint concludes in the first half of the following year. Therefore, in 2022, we had greenhouse gas emissions data for 2021.

This year, we achieved the objective of expanding the carbon footprint measurement to other airports and included the airports of Córdoba, Mendoza, Comodoro Rivadavia, and Iguazú in the assessment.

Greenhouse Gas Emissions (GHG) (43) (44)	2021	EZE	AEP	NORTH-EAST(45)	SOUTH (46)	WEST (47)
Direct GHG emissions (Scope 1)	2,311.18	561.3	582.2	362.28	179.4	626
Indirect GHG emissions derived from energy consumption (Scope 2)	22,167.6	12,574.70	5,814.30	2,531.70	468.1	778.8
Total GHG emissions in tCO ₂ e	24,479	13,136	6,396.5	2,893.98	647.5	1,404.8

(43) Data corresponds to 2021. At the time of publishing the Sustainability Report, the latest data on emissions corresponds to the period managed in 2022. (44) Currently, we do not have the systematization of Scope 3 emissions due to the magnitude of the airport ecosystem. We are working on establishing channels for its systematization in the medium and long term. (45) Airports in Córdoba and Iguazú. (46) Airport in Comodoro Rivadavia. (47) Airport in Mendoza.

DISGREEN SPACES DESIGN

As part of our commitment to reducing the environmental impact of our buildings, in areas with roofs and/or ground floors we prioritize the use of materials with high solar reflectance index values. Vegetated roofs minimize heat absorption and create natural areas that contribute to the protection of the natural habitat, and at the same time they filter rainwater.

Additionally, in the surroundings of the buildings, we promote the incorporation of green spaces to mitigate greenhouse gas emissions and we integrate landscaping tasks, from landfilling to the planting of new plant specimens, grass, and trees. Vegetated areas also help dissipate odors and reduce noises that impact on the surrounding environment.

SUSTAINABLE FUELS

Since 2021, we have been part of the 60 companies affiliated with the Clean Skies for Tomorrow coalition, an initiative of the World Economic Forum aimed at accelerating the development of Sustainable Aviation Fuels (SAF). The goal is for the global aviation industry to use 10% SAF by 2030, ultimately achieving net-zero emissions by 2050.

The initiative is based on the idea that SAF is currently a direct and available option, compatible with existing aircraft systems and airport infrastructure. This makes them a practical and financially advantageous choice compared to other decarbonization options; additionally, provides social and economic opportunities, along with diversification of energy security, reduction of radiative forcing, and improvement in air quality.

Energy

With the objective of using energy more efficiently, in order to reduce consumption compared to other buildings with similar characteristics, we developed a strategy that includes various initiatives.



Utilization of efficient lighting accessories and equipment, and the inclusion of occupancy sensors and natural light.



Building cooling and heating systems without chlorofluorocarbons (CFCs) and limited use of refrigerants with high ozone depletion potential and that can contribute to global warming.



Indoor Air Quality Plans to prevent pollution, minimize dust creation, control and protect air conditioning, heating, and ventilation systems, and control potential sources of contamination.



Outdoor air enters in accordance with ASHRAE 62.1-2007 guidelines. Conditioning, heating, and ventilation systems are designed to comply with ASHRAE standard 55-2004.



CO2 sensors in densely occupied spaces and flow meters in outdoor air intakes, as well as temperature and humidity control mechanisms to avoid excessive resource use.



Terminal designs that prioritize natural light to reduce energy consumption.



Use of materials that mitigate the effects of high temperatures and materials with high solar reflectance index values.



Utilization of enclosures based on the building's orientation to reduce the use of air conditioning.

Energy Efficiency: Green energy to minimize impact at Ezeiza

This year, we continue to make progress in transitioning to renewable energy sources and implementing energy efficiency management to minimize our impact on the planet. At Ezeiza Airport, among the noteworthy actions, we have implemented the purchase of green energy from 100% renewable sources to reduce the energy needs of our key products or services. As a result, we have achieved a 15% reduction in consumption compared to 2019, representing a significant economic and environmental benefit.

Thanks to an agreement with Genneia, **Ezeiza Airport will operate almost entirely on renewable energy starting in 2023.** The supply began in February 2023 and will provide power to the entire new departure terminal and over 90% of the energy used by the entire airport.

Additionally, we submitted solar energy projects for various airports to the Regulatory Authority. The scope and location of these projects are currently being jointly analyzed.

Reduction

**15% reduction
in electricity
consumption
compared to 2019**

Energy Management in the Northeast Region

Understanding that electricity is the most significant expense within our control, in 2022 we continued our objective of reducing energy consumption in the airports of the Northeast region to achieve efficiency in our consumption values.

Aligned with this, in 2022, we established new energy targets for the Northeast units to be met based on the 2019 baseline. This strategy meant that each airport had a target to achieve based on the number of passengers, number of movements, terminal size, and historical consumption.

New 2022 energy targets per airport compared to 2019 (48)	2019 Consumption MWh	Target vs 2019
Córdoba	9.744	-15%
Formosa	406	-15%
Paraná	517	-15%
Posadas	935	-30%
Río Cuarto	180	-10%
Resistencia	1.305	-25%
Santiago del Estero	379	-20%
UNNE	13.466	-15%

48 In IGR, energy measurement was started at the end of 2021, so no target was implemented for it. The objective is to establish a real-time measurement system. In Reconquista (RCQ) and Termas de Río Hondo (RHD), the government and the brigade respectively pay for the energy..

The main pillars of the initiative were raising awareness among airport teams, real-time monitoring of consumption to detect early corrective alerts, data visibility, and project scaling. It is worth noting the role of terminal administrators in this process, as they were responsible for raising awareness among airport staff to reduce consumption. As a result, the process resulted in savings of USD 500,000 in energy costs.

To obtain real-time information on the electrical consumption of each airport in the region and in that way monitor the compliance with the defined targets and generate management KPIs, Powermeter Devices were used. These devices allow measure information in real time; optimize through simple and focused corrective actions; save by reducing unnecessary consumption; analyze and balance consumption by phase or circuit; adjust contracted power with the electricity service provider to optimize pro-

cesses; storage data in the cloud; and set alarm thresholds for voltage, current, or active power.

The implementation of this tool was carried out in line with the scale of the airports. We started with a pilot test at Cordoba Airport and then scaled it to other airports. For smaller airports, we used Powermeter devices to measure energy consumption in real-time. Currently, these devices are operational at Rio Cuarto, Parana, Santiago del Estero, Resistencia, Formosa, and Posadas airports for energy consumption monitoring. Additionally, in Iguazu, they are installed in the generators to monitor fuel consumption.



Intelligent CO₂ and Temperature Monitoring

As part of the project, the Northeast units are conducting a proof of concept that allows for the use of smart sensors and cutting-edge technology to measure air quality in airport terminals through devices that act as ventilation level detectors in the environment.

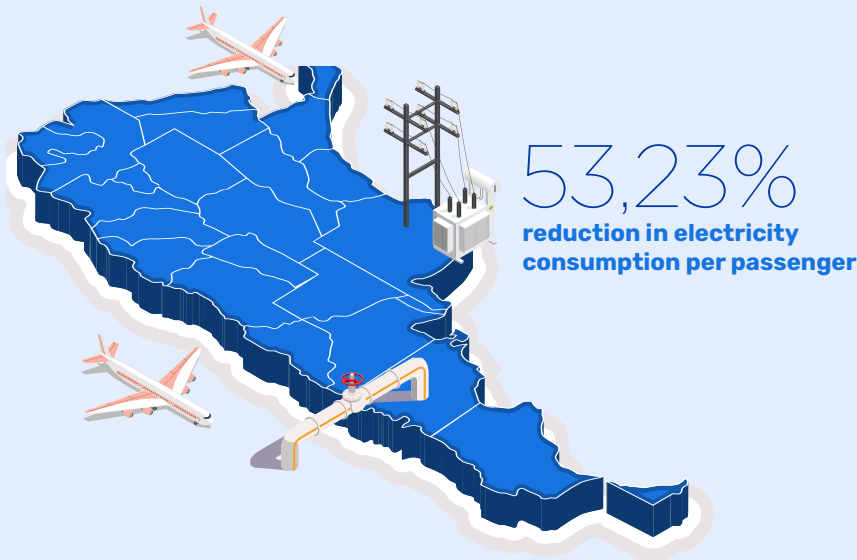
These devices have color-coded light indications (5 ranges) based on the CO₂ level, as well as audible alarms to alert when the space needs to be ventilated. They also measure temperature and relative humidity. The numerical values can be viewed from a

smartphone/computer by locally connecting to the device portal, even if there is no internet connection available.

In this way, ventilation conditions can be controlled in different areas in a remote and centralized manner, and control panels can be set up to separate various buildings or locations. Early alerts can be activated in cases where alarm thresholds are exceeded.

Energy Consumption

Energy Consumption	Unit of Measurement	2022	2021	Target vs. 2019
Fuel	Litros	4,665.31	N/D	-15%
Fuel	GJ	154.06	N/D	-15%
Natural Gas	m ³	1,631,582	1,391,091	-15%
Natural Gas	GJ	63,648.01	54,266.46	-30%
Diesel	Litros	516,466	304,413	-10%
Diesel	GJ	21,190,930.52	7,419.16	-25%
Electricity Consumption	MWh	105,874	86,943	-20%
Electricity Consumption	GJ	381,146.40	312,994.80	-15%



1.631.582⁽⁴⁹⁾

Total natural gas consumption per airport
vs. **1,391,111** in 2021.

⁽⁴⁹⁾ The increase is aligned with the growth in the number of passengers in 2022.

ELECTRICITY CONSUMPTION (KWH) PER AIRPORT

	2022	2021
Ezeiza	43,338,120	40,037,300
Aeroparque	23,681,329	20,227,100
San Rafael	397,202	135,000
Malargüe	80,320	201,000
Mendoza	4,605,966	2,682,000
Catamarca	182,430	288,000
Santa Rosa	185,666	165,462
General Pico	111,182	124,355
Salta	2,320,140	1,475,764
La Rioja	364,030	243,483
Tucumán	2,440,320	2,046,000
Jujuy	1,726,980	1,245,552
San Juan	519,645	391,221
San Luis	503,040	406,048
Córdoba	11,845,728	5,714,000
Iguazú	3,437,400	296,600
Resistencia	962,304	925,499
Paraná	444,366	371,183
Reconquista	11,351	8,825
Sgo. del Estero	290,208	654,744
Formosa	325,747	49,547
Posadas	322,560	621,676
Río Cuarto	179,263	4,614
Bariloche	2,868,880	4,369,560
Comodoro Rivadavia	1,122,565	190,415
Esquel	315,945	245,983
Mar del Plata	1,279,000	1,046,258
Puerto Madryn	311,337	142,548
Río Gallegos	477,600 (50)	952,270
Viedma	26,929	332,252
Río Grande	608,671	326,403
San Fernando	423,806	318,483
Villa Reynolds	163,960	155,000

NATURAL GAS CONSUMPTION PER AIRPORT

	2022	2021
Ezeiza	16,272	-
Aeroparque	260,342	153,884
San Rafael	3,898	2,957
Malargüe	-	9,629
Mendoza	95,683	67,120
General Pico	3,610	2,450
Bariloche	121,860	261,210
Comodoro Rivadavia	303,485	59,398
Esquel	92,841	66,550
Mar del Plata	69,137	29,880
Puerto Madryn	239,065	54,695
Río Gallegos	189,261 (1)	526,367
Viedma	-	3,950
Río Grande	236,128	145,150
San Juan	-	3,750
Río Cuarto	-	20
Villa Reynolds	-	4,101

(50) Partial data corresponding to a single semester.



Water Management

To ensure proper and focused water management, we are incorporating flow meters in the airports to obtain specific indicators and measurements, and be able to carry out actions to continue improving.

Regarding water optimization, in projects where feasible, systems for reusing this valuable resource were installed, giving a new purpose to graywater. In new terminal projects, the aim is to reduce the consumption of potable water by installing efficient sanitary fixtures (such as dual-flush toilets, waterless urinals, low-flow showers, and automatic shut-off faucets) and the reuse of graywater and condensate.

WATER CONSUMPTION (M³)

	2022	2021		2022	2021
Ezeiza	552,060	463,500	Paraná	2,357	96
Aeroparque	719,041	610,392	Reconquista	480	432
San Rafael	2,893	2,114	Sgo. del Estero	1,470	126
Malargüe	955	874	Formosa	2,857	132
Mendoza	34,600	23,560	Posadas	9,342	168
Catamarca	728	696	Río Cuarto	1,621	1,174
Santa Rosa	505	384	Bariloche	44,760	44,102
General Pico	1,005	1,018	Comodoro Rivadavia	5,992	9,178
Salta	41,001	13,910	Esquel	10,800	780
La Rioja	1,000	840	Mar del Plata	22,110	18,778
Tucumán	6,038	18,000	Puerto Madryn	1,175	1,000
Jujuy	9,000	6,320	Río Gallegos	135 (51)	240
San Juan	31,507	180	Viedma	6,617	125
San Luis	1,340	1,245	Río Grande	5,414	4,860
Córdoba	40,329	20,843	San Fernando	200,333	306
Iguazú	77,746	45,497	Villa Reynolds	360	321
Resistencia	2,858	144	Río Hondo	528	210

57,31%

**reduction in water consumption
per passenger.**

(51) Partial data corresponding to a single semester.



WATER FOOTPRINT IN THE WESTERN UNITS

Understanding the Situation

Given the water crisis in the Cuyo region, we addressed the issue with priority by involving all the collaborators and members of the airport communities of the region. Based on this, we initiated research to better understand this problem and identify which actions can be taken to ensure efficient use of water resources.

Synergies for Water Conservation

We work in collaboration with the Western Business Unit and the National Water Institute - Andean Regional Center (INA for its Spanish acronym). The INA is a decentralized scientific and technological organization whose objective is to meet the requirements for study, research, development,

and specialized services in the field of water utilization and preservation. In this case, the INA made its collaborators and CONICET scholarship holders available to work with the teams of the Business Unit in a training program conducted by specialists, aiming to further enhance water efficiency efforts.

Lecture: Water, a scarce Resource

In collaboration with the Institute, we organized a hybrid training session for over 100 people. The session was conducted by Mag. José Pozzoli, Deputy Manager of the Andean Regional Center and specialist in water and environmental policies, and Dr. Bárbara Cívít, independent researcher from CONICET. The training covered topics such as the regional water resources situation, water use and consumption, indicators for measuring water use sustainability in the production of goods and services, among others.

Effluent Management

We treat the wastewater generated by airport operations with the aim of reducing its environmental impact. Since 2019, we have implemented various effluent treatment systems, which vary according to their destination: we have 9 sewage network systems, 6 cesspool systems, 14 treatment plant systems, and 4 nitrifying bed systems.

Since there are no industrial processes within our airport terminals, the effluent consists mainly of organic matter, and we do not have critical compounds.

In 2022, Ezeiza generated a total of 741.95 m³/h of effluent, an increase compared to the 505.13 m³/h generated in 2021. All the effluent was treated through treatment plants. On the other hand, Aeroparque generated 938.89 m³/h in 2022, which also meant an increase compared to the 656.34 m³/h generated in 2021. Unlike Ezeiza, it was treated through the sewage system.

The Northeast, South, and West units have a greater variety of options for effluent treatment. Specifically, in the Northeast units, 187.39 m³/h of effluent was generated compared to the 49.04 m³/h generated in 2021: 13.2 m³/h treated through the sewage system, 0.68 m³/h through the cesspool system, and 173.51 m³/h through treatment plants. The South units generated 130.34 m³/h of effluent compared to the 64.92 m³/h generated in 2021: 15.32 m³/h treated through the sewage system, 100.51 m³/h through the cesspool system, and 14.51 m³/h treated through nitrifying beds. Lastly, the West units have all four treatment systems. A total of 175.92 m³/h of effluent was generated, of which 103.4

m³/h was treated through the sewage system, 18.61 m³/h through the cesspool system, 10.42 m³/h through treatment plants, and 43.49 m³/h through nitrifying beds.⁵²

Spills and Effluents at TCA

In 2022, we recorded a total of 95 spills at TCA, including 59 liquid spills, 35 solid spills, and 1 gas spill.

To manage and prevent spills, we have 11 anti-spill kits and 5 replenishment kits. Regarding the communication process in the case of spills, the sector supervisor notifies CCTV, who then informs the firefighters to come to the scene. Once they arrive, they assess and analyze the situation. At the end of the procedure, the residues collected are transported to the hazardous waste storage facility. Finally, the CCTV personnel send a report detailing the spilled substances, the materials used, and the quantities involved.

⁵² The increase in effluent generation compared to 2021 is aligned with the growth in the number of passengers in 2022.



Waste Management

Our airports have two main sources of waste generation: terminal operations and the arrival of domestic flights at the terminal. Other waste is generated as well, personal protection equipment waste generated by companies or public agencies within the airports is disposed of in specific triple-bagged bins.

Waste Weight (53)	2022		2021	
	Destination	Weight	Destination	Weight
Urban Solid Waste	Landfill (54)	6,876,338	Landfill (54)	3,295,307
Hazardous Waste	Onsite storage	723,76	Onsite storage	5,383
Hazardous Waste transported and treated	Final provision	11,702	Final provision	383,584

(53) The management of waste from international flights is carried out through Senasa Resolution 714/10 National Plan for the Prevention of Introduction and Transmission of Pests and Diseases through Regulated Waste. According to this resolution, the waste must be treated differently. In the case of Ezeiza Airport, such waste is transported to the high-risk waste treatment plant "Draconis", thus complying with this resolution. The water environments where AA2000 discharges effluents show no signs of environmental damage during the reporting period.

(54) Equivalent to a sanitary landfill.



For all the waste generated in our terminals, we promote a Comprehensive Waste Management Program that includes initiatives for recycling paper, glass, and plastic, in collaboration with government agencies or civil society organizations, generating environmental and social impact. Additionally, we return toners and vehicle batteries to the supplier once they have reached the end of their useful life, we donate electronic waste to partner organizations, and we deliver waste to authorized centers. As for the management of hazardous waste, we ensure the protection of human health, environmental defense, and the preservation of natural resources.

During 2022, the Comprehensive Waste Management Program added 12 airports (AEP, EZE, COR, MDZ, SLA, RSA, PSS, PMY, AFA, LUQ, JUJ, IGR), reaching a total of 12 terminals in the National Airport System where this recycling initiative operates. Furthermore, we continue to develop logistical processes to implement waste separation at the source in passenger terminals.

In 2022 we conducted initiatives on non-hazardous waste management aiming to reduce their generation and subsequent pollution. These included:



SALTA (SLA)

Salta Airport worked in collaboration with DH-SH Servicio de Saneamiento, a sanitation service company, carrying out programs for the collection and reconditioning of vegetable oil. The recycled oil was used for the production of second-generation biofuels, thus contributing to the reduction of water resource contamination and sewage and stormwater blockages. In 2022, we reached 100 liters of recycled oil. Additionally, the airport worked together with the Ceos Sol Foundation, a nonprofit organization, for the proper segregation of solid waste. General Pico Airport (GPO) started separating and recycling its waste. In 2022, they installed separate trash bins to allow the airport community to separate recyclable waste from general waste, contributing to the commitment of having at least 4 airports implement reduction, recycling, and reuse initiatives.



SAN JUAN (UAQ)

San Juan Airport (UAQ) developed a procedure to optimize the management and traceability of hazardous waste generated at the airport, primarily in maintenance workshops. The procedure includes visual aids that serve as a guide for individuals in their actions.

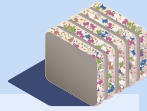


GENERAL PICO (GPO)

The General Pico Airport (GPO) started separating and recycling its waste. In 2022, they installed separate waste bins to enable the airport community to segregate recyclable waste from general waste, thereby contributing to the commitment of having at least 4 airport stations implement initiatives for waste reduction, recycling, and reuse.

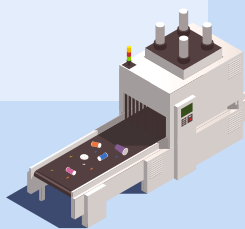


MENDOZA (MDZ)



Mendoza Airport (MDZ) launched a project for the segregation and recycling of urban solid waste. This recycling initiative even allowed for the formal employment of urban recyclers while reducing the environmental impact and ensuring the sustainability of the airport, making it a triple-impact project. Once non-recyclable waste is separated from recyclable waste, the latter are taken by collectors to a Green Center, where they are further sorted according to their nature, mainly cardboard, PET, aluminum, and glass.

In line with this, Mendoza Airport worked in synergy with Reciclar, a local company that transforms waste from electrical and electronic equipment (WEEE) into new resources through reuse, refurbishment, and sustainable design. In this way, some components were used to build and repair new devices, while others were transformed into rings, pendants, or bracelets, contributing to the construction of a circular economy. In May 2022, the airport disposed of 380 kg of WEEE for the first time. This included 31 screens that were completely destroyed and had been stored in a warehouse at the airport for years. Thanks to this action we achieved several objectives: reducing the environmental impact, supporting the creation and sustainability of circular economies, raising awareness in the business units about the importance of these actions, and freeing up and optimizing space in the terminal.



EZEIZA (EZE)



Ezeiza International Airport (EZE) launched a cardboard recycling pilot program, which involved coordinating meetings with food and retail providers to discuss the appropriate mechanisms for cardboard disposal and the designated locations for it. Additionally, written and audiovisual materials were prepared and sent to the providers via email and WhatsApp to directly reach users with these new procedures.



VIEDMA (VDM)

In order to reduce the excessive use of critical resources, Viedma Airport (VDM) replaced 100% of parking and roadway lighting fixtures and 70% of interior lighting fixtures with LED technology. Additionally, two air conditioning units were installed in the halls of the terminal to transition to more efficient electric heating and reduce the consumption of bottled gas.



BARILOCHE (BRC)

Bariloche Airport (BRC) started separating plastics.





RECYCLING WITH SOCIAL IMPACT IN CORPORATE OFFICES

In order to work collaboratively with cooperatives and civil society organizations in actions that impact on environmental care and community development, we forge partnerships for waste valorization projects that encompass all our units.

We continue to participate in the Recycling Program of the Garrahan Pediatric Hospital Foundation through our corporate buildings in the service business units. In 2022, we recycled 44 kg of paper.

Similarly, we maintain our alliance with the El Corre Camino Cooperative through the recycling of 2,810kg of paper, 1,330kg of cardboard, 930 kg of electronic waste (WEEE), 290 kg of glass, and 60 kg of plastic.

Waste Management at TCA

Regarding waste management at TCA, this year we made the following advancements based on the type of waste:

- Management of waste similar to household waste: Urban Solid Waste treated during the year amounted to 233,548 kg, and was disposed of in authorized landfills after treatment in a high-temperature steam oven and being baled.
- Management of non-hazardous waste: Industrial or Non-Hazardous Waste disposed of during the year amounted to 2,635 kg, of which 795 kg were Waste from Electrical and Electronic Equipment (WEEE).
- Management of hazardous waste: Hazardous Waste managed during this year amounted to 3,043 kg, and it was treated to ensure the protection of human health and the preservation of natural resources. This was done in compliance with current legislation, including the transportation request and the final disposal manifests and certificates for each material.

In 2022, we generated 490,307 kg of waste resulting from our operations (wood, nylon, packaging cardboard), and 233,548 kg of municipal solid waste, and sent them for final disposal.

Waste Management (in kg)	2022	2021
Hazardous Waste Managed- Oil, tubes, toners, batteries	3,043	6,984
Industrial Waste managed- Used tires, glass, WEEE	2,635	195
Waste from abroad manages- Equine waste	736,401	8,082

Type of waste (in kg)	Detail	2022
Hazardous Waste Managed	Cartridges and toners	50
	Fluorescent tube	35
	Oil filters and rags	535
	Spill products	1,493
	Paint waste and rags	60
	Lead-acid batteries	870
Industrial Waste managed	Industrial	1,840
	WEEE	795
Waste from abroad manages	Equine waste	12,546
	Nylon/ Wood	490,307
	Urban Solid Waste	233,548



Resource Valorization in Infrastructure Projects

In each infrastructure project initiated at our terminals, the use of recycled material is emphasized, and at the same time, discarded materials are recycled. The use of materials with recycled content helps avoid the extraction of virgin raw materials. Likewise, recycled construction waste can be reused in other destinations. We implement recycling programs for construction waste, and recyclable materials are separated, which can be donated for reuse or sent to recycling companies.

Furthermore, to minimize the carbon footprint, in all cases and according to the opportunities presented by each project, resources located near the sites are used to reduce CO2 emissions associated with transportation and its environmental impact consequences.

Lastly, in construction works, cleaning and conditioning tasks are always carried out, including the removal of equipment, fences, elements, and structures to restore the original conditions of the built premises.



Environmental Awareness

We are an organization in constant contact with people who work at and use our airports and services. That is why we assume our important role regarding communication and raising awareness about environmental and natural resources conservation and care.

In 2022, we carried out the launch of “Zero Plastic Destination” through an awareness talk with company executives and permit holders.



ZERO PLASTIC DESTINATION

“ZERO PLASTIC DESTINATION”

Zero Plastic Destination is the name of the initiative aimed at reducing single-use plastic in our terminals by 2025. At Aeropuertos Argentina 2000, through the Sustainable Tourism initiative, we promote good practices to improve traveling impact in three dimensions: the traveler, the host, and the destination. In this case, focusing on the traveler aspect, the company is aligned with the United Nations World Tourism Organization in its “Tourism and Plastics” initiative.

Actions that make a difference

On October 18th, International Day for the Protection of Nature, we took a significant first step on this new path in 8 airports: Ezeiza, Aeroparque, Mendoza, Salta,

Tucumán, Bariloche, Córdoba, and Iguazú. During this day, we focused on gastronomic establishments and major retailers, managing to reduce 14,000 plastic bags and replace them with cardboard or reusable bags. Additionally, 35,000 units of plastic tableware were replaced with biodegradable tableware. We understand that concrete actions require the contribution of all the members of the airport ecosystem. That is why we work on creating spaces for awareness and education for passengers at Aeroparque and Ezeiza. This day included the distribution of sustainable kits in awareness spaces and the installation of water fountains in sterile areas for refilling water bottles, starting in the terminals of Aeroparque, Ezeiza, and Córdoba.



The Launch in numbers

39 brands and 79 establishments in our terminals joined the launch, committing to the “Zero Plastic Destination” initiative with the aim of raising awareness among passengers and the airport community. Additionally, at Aeroparque, we conducted an activation with Mutan, a team of designers and environmental activists whose goal is to give a second life to plastics by creating objects from discarded materials. Keychains were also at that moment to give as a gift to passengers.

A Commitment to the Future

Through this initiative, we committed to working with external partners specialized in reducing plastic use in organizations to decrease the environmental impact and plastic footprint of airports. For this challenge, we invited to perform a collaborative approach to address this issue, involving the entire airport community, adding value to the supply chain, and engaging other stakeholders to achieve a goal of this nature.



Biodiversity

Biodiversity conservation is key, both for the continuity of the business, operational safety and our well-being as a society. In this regard, we work together with local authorities and/or organizations devoted to the rescue and rehabilitation of wildlife to relocate wild animal specimens found on the premises of our airports.

In line with this, in 2022, we conducted biological surveys and wildlife hazard prevention programs at the airports of General Pico, La Rioja, Jujuy, San Luis, Río Cuarto, Salta, Tucumán, and Villa Reynolds.

At the International Airport of Resistencia, we observed the presence of a Maned Wolf (*Chrysocyon brachyurus*) in the underground area of the terminal. It was captured and removed by personnel from the Environmental Operational Brigade of the Province of Chaco. The Maned Wolf is the largest South American fox, characterized by its nocturnal and crepuscular habits. It is rarely seen during the day. This species is

classified nationally as a threatened species, mainly by the destruction of natural habitats, roadkill, illegal trade, persecution, and hunting.

At the airport of San Luis, we captured two specimens of the Gray Fox (*Lycalopex gymnocercus*) and handed them over to the Environmental Police of the Province of San Luis.

Regarding the preservation of flora, we continued with the care plan for tree species in cases where trees need to be removed from their original location during construction works. In 2022, we carried out the planting of native trees in Ezeiza.



FORESTATION OF NATIVE PLANTS IN EZEIZA

Understanding that native plants contribute to water savings and the care of uneconomical irrigation systems, the reduction of atmospheric and soil temperature, the balance of the ecosystem, and its biodiversity, in 2022, we planted native trees at Ezeiza Airport.

Together with the Proyecto Rebrote Foundation, we planted 100 trees with the aim of creating a forest of native species on the premises of Ezeiza International Airport. We prioritize operational safety while caring for the environment through carbon footprint mitigation and responsible management of natural resources. For this reason, the forest was located at the airport entrance.

Around 40 volunteers from our airport community participated in the event, who were invited with the aim of promoting environmental awareness and the creation of natural green spaces.

The tree specimens were donated by Posada de las Águilas, who collaborates with the Rebrote Foundation as part of their project of reforestation and job creation in the Ezeiza-Cañuelas Green Corridor in the Province of Buenos Aires.



3. 9. 17.

Strategic Alliances: valuing articulation for responsible business performance



To move forward in the construction of a sustainable future, it is necessary to foster collaboration among public and private entities, both national and international, governmental and non-governmental, among others. That is why we work on building strategic alliances with diverse institutions with the aim of promoting safe, transparent, open, and respectful spaces for exchange. Thus, contributing to the growth of our operations, people, societies, and the care of the planet.

- **Participation in the Aeronautical Gender and Diversity Roundtable.**
- **Ezeiza became the first airport in the country to use renewable energy.**
- **Collaboration agreement between TCA and INCUCAI (National Institute of Central and Unified Procurement).**

The importance of alliances between the public and the private sectors

We promote open and safe dialogue spaces with government agencies, business chambers, regulatory bodies, and international organizations to facilitate the construction of a sustainable future through actions, programs, and the signing of contracts and agreements that allow us to enhance our contribution to the country.

1998

Concession Agreement of the "A" Group between the National Airport System with the Argentine National State.

2005

Collaboration Agreement between the National Directorate of Migrations, PSA, and Aeropuertos Argentina 2000.

2007

Agreement Act for the Adaptation of the Concession Contract and the incorporation of the Jujuy Airport between Aeropuertos Argentina 2000, the Argentine National State, and the government of said province.

2012

Carta Intención y Convenio con la provincia de Santiago del Estero para la incorporación del Aeropuerto de Termas de Río Hondo.

Convenio de colaboración entre Aeropuertos Argentina 2000, Aerolíneas Argentinas y el ORSNA.

2015

- Collaboration Agreement between the Ministry of Social Development of the Nation and Aeropuertos Argentina 2000.
- Collaboration Agreement between the Ministry of Culture of the Nation and Aeropuertos Argentina 2000. Collaboration Agreement between the Tourism Entity of the Autonomous City of Buenos Aires and Aeropuertos Argentina 2000.

2014

- Cooperation and Technical Assistance Agreement between both the Ministries of Justice and of Human Rights of the Nation, Aerolíneas Argentinas, Aeropuertos Argentina 2000, and the Argentine Federation of Aeronautical Personnel.
- Collaboration Agreement between the Ministry of Tourism of the Nation, Aerolíneas Argentinas, Catedral Alta Patagonia, and Aeropuertos Argentina 2000.

2016

Collaboration Agreement between the Ministry of Security of the Nation, PSA, and Aeropuertos Argentina 2000.

2017

Agreement with the Nuclear Regulatory Authority (ARN) of the Presidency of the Nation for the allocation of physical space at the Salta International Airport for the installation of a radionuclide monitoring station.

2018

- Collaboration Agreement with the Autonomous City of Buenos Aires and the Argentine Olympic Committee on the occasion of the Youth Olympic Games, Buenos Aires 2018.
- Collaboration Agreement with the Tourism Entity of the Autonomous City of Buenos Aires for the promotion of the "Study Buenos Aires" program.
- Collaboration Agreement with RENAPER for the development of spaces, management, and promotion of the "Instant Passport" program.
- Collaboration Agreement with INADI in support of a non-discrimination awareness campaign.
- Collaboration Agreement with the Ministry of Health to promote a yellow fever vaccination campaign at border health stations.

2019

- Agreement with the Municipality of Las Heras, Mendoza, for joint work and promotion of the Harvest Festival and Vendimia activities..
- Collaboration Agreement between the Ministry of Security of the Nation, Airport Security Police, and Aeropuertos Argentina 2000 for the development of training courses in security and combating drug trafficking.

2020

- Agreements with the Ministry of Health of the Nation and the Ministry of Science, Technology, and Innovation to facilitate the importation of supplies and their storage during the mandatory quarantine. Argentine Red Cross: An 860 square meter space was made available at the Terminal de Cargas Argentinas Business Unit premises at the Ezeiza International Airport to facilitate the storage of imported goods to address the health crisis. The Argentine Red Cross established this space as its logistical center in the country.
- Mutual collaboration agreement between the Ministry of Culture and Tourism of San Juan and AA2000 to contribute to the celebrations of the Fiesta Nacional del Sol.
- Agreement to move forward and progress in key works necessary at the Jorge Newbery Airport, between Aeropuertos Argentina 2000, AySA (Water and Sanitation Argentina), ORSNA (National Airport System Regulatory Authority), and ANAC (National Civil Aviation Administration)..

2021

- Special agreement with the Ministry of Health of the Nation for the 100% waiver of all associated costs of cargoes (mostly vaccines and medicines), which also receive expedited and priority treatment.
- Agreement with the Ministry of Science and Technology of the Nation to facilitate the import process of goods and supplies used for scientific and technological research in our country. To this end, we waive service costs for all cargoes entering TCA for institutions within the scientific and technological system.
- Signing of an agreement with the Empresa Argentina de Navegación Aérea S.E. (Argentine Air Navigation Company).
- Participation in the Interministerial Commission for Air Transport Facilitation to reactivate air transportation in our country (including ORSNA, PSA, EANA, Migrations, Senasa, Customs, National Meteorological Service, Border Health, Aerolíneas Argentinas, Intercargo, and Interpol).

2022

- Argentina hosted ACI-LAC, one of the most important events in the industry.
- Aeropuertos Argentina 2000 joined the Gender and Diversity Aeronautical Roundtable, along with EANA, ANAC, ARSA, JST, ORSNA, PSA, and INTERCARGO, to support the development of a cultural transformation agenda regarding the inclusion of diversities in industry institutions.
- Signing of the Tourist Promotion agreement with stands from IMPROTUR and the Ministry of Tourism of the Nation.
- In 2023, we will join the RECONSTRUIRSE program of the Ministry of Transportation of the Nation.



Passenger Journey

In our airports, various actors with diverse roles coexist, but all of them are equally important. The passenger journey initiates upon their arrival in the airport and is divided into departure, boarding, and arrival at their destination.



Parking:

The first contact with an airport service upon entering the terminal with a private vehicle, taxis, or bus.

1

Check-in:

The passenger submits their documentation and receives their boarding pass. This step can be done online, in which case the boarding pass is virtual, and only baggage check-in is left to be done.

2

Baggage check-in:

The process of delivering luggage after completing the check-in.

3

Security check:

The Airport Security Police (PSA) is in charge of security control. The passenger must pass their carry-on luggage and personal items through an X-ray machine and go through a metal detector. In case of any issues, the PSA or immigration personnel intervene, especially for international flights.

4



Immigration:

Managed by the National Directorate of Immigration (DNM), the passenger must present their personal documentation and boarding pass for this organization to record the entries and exits of individuals in the country through fingerprint and photo identification.

5



Pre-boarding:

After going through immigration, the passenger waits for the departure time. During this time, the passenger can visit the commercial establishments in the terminal (restaurants, pharmacies, clothing stores, or an airport VIP lounge).

6



Boarding gate:

Once the boarding process begins, airline personnel scan the boarding passes of all passengers and verify the identity of each individual.

7



Boarding the aircraft:

Passengers are directed to the aircraft through a jet bridge or by bus. Upon reaching the aircraft, the cabin crew welcomes them. Passengers stow their belongings, fasten their seat belts, and enjoy the flight.

8



Involvement of the public sector and intervening organizations within the airport

Our airports are marked by constant interaction among various organizations. The public sector, the private sector, and our stakeholders traverse our facilities on a daily basis.

The public sector organizations present within the airports, are in charge of the regulation, control, and oversight of the infrastructure and services provided in our operations. These are some of the public organizations that intervene in our operations:

- National Airport System Regulatory Authority (ORSNA) - Ministry of Transportation of the Nation
- Airport Security Police (PSA) - Ministry of Security of the Nation
- National Directorate of Immigration (DNM) - Ministry of the Interior of the Nation
- General Customs Directorate (DGA) - Federal Administration of Public Revenues (AFIP)
- Argentine Air Navigation Enterprise (EANA) - Ministry of Transportation of the Nation
- Ministry of Transportation of the Nation
- Ministry of Tourism of the Nation
- Argentine Air Force - Ministry of Defense of the Nation
- National Health and Agri-Food Quality Service (SENASA) - Ministry of Agriculture, Livestock, and Fisheries of the Nation.
- National Registry of Firearms (RENAR) - Ministry of Security of the Nation.
- Border Health - Ministry of Health.

- National Agency for Controlled Materials.
- National Meteorological Service.

GOVERNMENT RELATIONS

In order to carry out the operation of our airports as part of our daily work agenda, we engage in relationship-building meetings with governments. In other words, our service concession contract always includes the requirement for a fluid and respectful dialogue with the state at all levels (municipal, provincial, and national).

We ensure that our relationships with the government are conducted within the framework of our corporate values, the Integrity Program, the Code of Conduct, policies, and internal best practices.

In this context, we seek to establish transparent and mutually understanding bonds in order to be able to create scenarios for joint resolution and proposals for community development that drive regional economies and contribute to building a sustainable future.

Together with government institutions, the social sector, and suppliers, we achieve results that impact on the individuals and communities where we operate. Additionally, we contribute to the dissemination of gov-

ernment initiatives and public policies within the airport market to maximize their reach.

In 2022, we voluntarily promoted on our social media channels SENASA's campaign for traveling with animals, which achieved a great performance on the digital platform.



Prominent Agreements and Alliances of 2022

Aeropuertos Argentina 2000 and The Mitre Corporation

Since 1999, Aeropuertos Argentina 2000 has maintained an ongoing professional relationship with The Mitre Corporation laboratories in the United States, specifically with the “Center for Advanced Aviation System Development” (CAASD), one of its four major research centers.

The laboratory’s work encompasses private sector systems engineering, the development of computer solutions for efficient airspace operations, airport and network engineering and system integration, as well as airport capacity planning, design, and analysis.

Due to the context imposed by COVID-19 and air travel restrictions, scheduled in-person activities in Argentina and the United States were not possible. As a result, within the so-called “new normal”, many of the

tasks were conducted remotely via digital networks.

In response to the complex financial situation of the entire industry, specifically of Aeropuertos Argentina 2000, due to the significant fall in air traffic levels, in 2020 MITRE adopted a temporary strategic pause while continuing ongoing work in its laboratories. This involved adjusting tasks, balances, and funds within the institution. The study “Rationalization of Airport Air Traffic infrastructure in the Greater Buenos Aires Area” was one of the projects continued during this period.

Furthermore, from McLean, Virginia, software modernization works of the Intelligent Simulator for Air Traffic Controllers (SICA) were continued remotely (digitalization, synthesis, voice recognition, and artificial intelligence). This software has been installed at the Air Control Center (ACC) in Ezeiza since 2014.

The international expansion of the Corporación América Airports Group, which is now present in three continents, six countries, and 53 airports, required centralizing the management and handling of outsourced studies and projects, as well as the strategic alliance with MITRE, in one of its European companies, YOKELET SLU, based in Spain. This will streamline the management of the relationship with MITRE and other suppliers through a single point of contact for negotiations, invoicing, and overall communication.

As a result of these changes, the “AA2000 - The Mitre Corporation” contract was transferred to YOKELET SLU.

Alliance with the Red Cross

At AA200, we continue to fulfill the agreement signed with the Argentine Red Cross regarding the Comprehensive Action Plan for COVID-19. This agreement included providing a physical space for the installation and operation of a humanitarian assistance logistics center, called Humanitarian Hub, for the Southern Cone of America. Additionally, AA2000 makes available all the necessary machinery to ensure its optimal development.

The agreement ensures that the space provided and assigned will be returned once the contract period expires. It also specifies that any temporary and/or permanent im-

provements, remodeling, or demolition of the space must receive the express approval of Aeropuertos Argentina 2000.

Agreement with Genneia

In 2022, Ezeiza became the first airport in the country to run on renewable energy. Through a long-term agreement with Genneia within the framework of the Renewable Energy Futures Market (MATER), we have secured the supply of renewable energy for over 90% of the airport's energy needs, including the New Departures Terminal at Ezeiza (inaugurated on April 14, 2023).

Through this initiative, we reduced CO2 emissions by 90% and reaffirmed our commitment to the environment, allowing us to have more predictable energy costs. Additionally, the contract will enable all airport stakeholders (concessionaires, airlines, organizations, etc.) to access 100% green energy supply, thus reducing emissions by over 90%.

Aeronautical Gender and Diversity Roundtable

In 2022, we participated in the Aeronautical Gender and Diversity Roundtable, along with EANA, ANAC, ARSA, JST, ORSNA, PSA, and INTERCARGO, as a “non-permanent member”, with the objective to establish our commitment to addressing the identification and inclusion of diversities.

The work areas include planning, approach, labor participation, infrastructure, and institutional coordination, in accordance with the Gender and Diversity Policy Directorate of the Ministry of Transportation of the Nation.

Tourism Promotion Agreement with IMPROTUR Stands and the Ministry of Tourism of the Nation

Through this agreement, we commit to collaborate in the promotion of Argentina’s touristic offerings in our information centers and other airport communication platforms. Additionally, we will work on promoting the country in other influential spheres that share a passion for Argentina’s richness.

Collaboration Agreement with the National Central Unique Coordination Institute for Organ Donation and Transplantation (INCUCAI)

In late September 2022, the Cargo Terminal (TCA) and the National Central Unique Coordination Institute for Organ Donation and Transplantation (INCUCAI) signed a Collaboration Agreement under which the company committed to waiving the costs associated with handling and storage services for import air cargo destined for said institute.

INCUCAI is a decentralized entity under the Secretariat of Policies, Regulation, and Institutes of the Ministry of Health (Argentina), whose actions are aimed at effectively complying with the Organ Transplant Law, which establishes the guidelines for its functioning to meet the demand of patients awaiting a transplant.

Through this initiative, we commit to contributing to people’s health, along with the joint working agreement with the Red Cross and the Ministries of Health of the Province of Buenos Aires and the Nation.

COPEXEU Agreement

In 2022, the Cargo Terminal (TCA) received national and United States health authorities to sign the update of the bilateral agreement for the origin pre-clearance program for the export of Argentine fruits. This agreement enables the enhancement of air freight trade to the United States of America through our cold storage facilities, where personnel from Aeropuertos Argentina 2000, SENASA, and USDA work together to ensure a safe and efficient operation.

Strategic National Alliances

We are members of:

- Argentine Chamber of Tourism
- AMCHAM
- Argentine Chamber of Commerce and Services
- Argentine Association of Organizers and Suppliers of Exhibitions, Congresses, Events, and Convention Bureaus (AOCA)
- Buenos Aires Convention & Visitors Bureau
- Destino Argentina
- Inter-American Council for Trade and Production
- Mendoza Bureau
- Argentine-Armenian Chamber of Commerce
- Argentine Chamber of Commerce and Services

Through our contribution to various social causes that are part of the company's work pillars, we support and collaborate with different institutions. Among them:

- Foundation for Equality of Educational Opportunities (Cimientos)
- Center for the Implementation of Public Policies Promoting Equity and Growth
- Dr. Juan Antonio Fernández Foundation (Fernández Hospital)

- San Lázaro Educational Foundation (Mekhitarist School)
- Social Assistance Foundation of the Hospital de Clínicas "José De San Martín"
- Foundation of the Center for Infectious Studies
- Cooperadora de Acción Social (COAS)
- Ronald McDonald House (Fundraising Dinner)
- Foundation of the Austral Hospital (Noche Azul: Fundraising Dinner)
- Gedyt Foundation (Leading Medical Center in Gastroenterology and Endoscopy)
- University of San Andrés (Scholarship Program)
- Faculty of Exact Sciences, University of Buenos Aires (Contribution to the construction of classrooms)
- Chivilcoy Golf Club (Benefit Tournament)
- Sky Flight Pilot School (Program with 4 scholarships covering 75% of the aeronautical career)

Strategic International Alliances




We are part of the World Economic Forum's Clean Skies for Tomorrow initiative, through which we contribute to the implementation of sustainable aviation fuels (SAF.)

Participation in assemblies, congresses, and fairs.



**ACI-LAC ANNUAL ASSEMBLY
CONFERENCE & EXHIBITION**
OCTOBER 3-4, 2022 - BUENOS AIRES, ARGENTINA

 **Aeropuertos**

Aeropuertos Argentina 2000

Aeropuertos Argentina 2000

COMITÉ LEGISLATIVO
ARGENTINO

Aeropuertos Argentina 2000

COMITÉ LEGISLATIVO
ARGENTINO

Aeropuertos Argentina 2000

At AA2000, we organize and participate in congresses, fairs, and talks, both nationally and internationally, with the aim of contributing to raising awareness and sensitizing people about the importance of managing our business sustainably for sustainable development.

In 2022, we participated in the following external initiatives:

- Organization of the ACI-LAC Regional Council Meeting.
- Organization of the ACI-LAC General Assembly.
- Participation in events by AS-COA (United States and Latin America).
- Participation in the Americas Week (New York, United States).

We also participated in:

- CiCyP Lunch.

We are members of the Board of Directors of the Airports Council International for Latin America and the Caribbean (ACI-LAC) and hold the Presidency of the ACI World Governing Board. From October 2nd to 4th, 2022, we hosted over 400 participants at the annual ACI-LAC meeting and exhibition in Buenos Aires. As hosts, we could hold conversations about strategic aviation topics and the lessons learned from the pandemic.

GRI Content Index

Statement of Use

Aeropuertos Argentina 2000 has presented the information cited in this Index of GRI Contents for the period between January 1, 2022 and December 31, 2022 using the GRI Standards as a reference.

GRI 1 used

GRI 1: Foundation 2021

GRI Standard	Disclosure	Page/ Direct Answer	Omission	SDG
--------------	------------	---------------------	----------	-----

GRI 1: FOUNDATION 2021

General Disclosures

GRI 102:
General Disclosures

The organization and its reporting practices				
2-1 Organizational details	22-24, Nota 1			
2-2 Entities included in the organization's sustainability reporting	Nota 2			
2-3 Reporting period, frequency and contact point	Nota 3			
2-4 Restatements of information	Nota 4			
2-5 External assurance	Nota 5			
Activities and workers				
2-6 Activities, value chain and other business relationships	8-13, 22-24, 26-27, 216-218 Nota 6			
2-7 Employees	106-113, Nota 7			
2-8 Workers who are not employees	Nota 8			
Governance				
2-9 Governance structure and composition	30-37, Nota 9			
2-10 Nomination and selection of the highest governance body	34			
2-11 Chair of the highest governance body	31, Nota 10			
2-12 Role of the highest governance body in overseeing the management of impacts	33, Nota 11			
2-13 Delegation of responsibility for managing impacts	30-37, Nota 11			
2-14 Role of the highest governance body in sustainability reporting	Nota 12			
2-15 Conflicts of interest	34			16
2-16 Communication of critical concerns	40, 221			
2-17 Collective knowledge of the highest governance body	34, 36, 41			
2-18 Evaluation of the performance of the highest governance body	34			
2-19 Remuneration policies	34, Nota 13			16
2-20 Process to determine remuneration	34, Nota 13			5, 16
2-21 Annual total compensation ratio			Problema de confidencialidad. Nota 14	16

GRI Standard	Disclosure	Page/ Direct Answer	Omission	SDG
GRI 1: FOUNDATION 2021				
General Disclosures				
GRI 102: General Disclosures	Strategy, policies and practices			
	2-22 Statement on sustainable development strategy	14-19		16
	2-23 Policy commitments	6-7, 25, 34, 38-41, 42, 47-48, 49, 122, 153, 156-158, 219, 227		
	2-24 Embedding policy commitments	32-33		
	2-25 Processes to remediate negative impacts	40-43, 220-221, 228		
	2-26 Mechanisms for seeking advice and raising concerns	38-43, 94-95, 220-221		16
	2-27 Compliance with laws and regulations	Nota 15		
	2-28 Membership associations	262-271		
	Stakeholder engagement			
	2-29 Approach to stakeholder engagement	40, 53-57, 65-70, 80, 82-85, 94-95, 144-145, 150-152, 154-155, 220-221, 251-253, 262-263		
2-30 Collective bargaining agreements	154-155		16	
Contents on material topics				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	54-57		
	3-2 List of material topics	54-57		
MATERIAL TOPICS				
Risk management and emergency preparedness				
GRI 3: Material Topics 2021	3-3 Management of material topics	42-43, 54-57		
Innovation & technology				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 81, 105, 187-189		
Accessibility				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 96-101		
Infrastructure & sustainable mobility				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 168-178, 231		
Empowerment of local destinations & sustainable cities				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 170, 210-215, 231		

GRI Standard	Disclosure	Page/ Direct Answer	Omission	SDG
MATERIAL TOPICS				
Ethics and transparency				
GRI 3: Material topics 2021	3-3 Management of material topics	38-41, 54-57		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	41		16
	205-2 Communication and training about anti-corruption policies and procedures	41, Nota 16		16
	205-3 Confirmed incidents of corruption and actions taken	41		16
	415-1 Political Contributions	Nota 17		
Economic Performance				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 65-101		
GRI 201:	201-1 Direct economic value generated and distributed	29		
	201-3 Defined benefit plan obligations and other retirement plans.	145-149, Nota 18		
	201-4 Financial assistance received from government	Nota 19		
Passenger experience				
GRI 3: Material topics 2021	3-3 Management of material topics	13, 54-57, 231-239		
Sustainable fuels				
GRI 3: Material topics 2021	3-3 Management of material topics	36-39, 208-211, 212-219		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	13, 238-239		7, 12, 13
	302-4 Reduction of energy consumption	238-239		7, 12, 13
Water & wastewater management				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 240-243		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	240-243		6
	303-2 Management of water discharge-related impacts	240-243		6
	303-3 Water withdrawal	13, 241		6
	303-4 Water discharge	243		6
	303-5 Water consumption	13, 241		6

GRI Standard	Disclosure	Page/ Direct Answer	Omission	SDG
MATERIAL TOPICS				
Biodiversity				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 254-255		
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products, and services on biodiversity	254-255		6, 15
	304-3 Habitats protected or restored	254-255		6, 15
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	254-255		6, 15
Climate change & emissions				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 229-231		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	231		12, 13, 15
	305-2 Energy indirect (Scope 2) GHG emissions	231		12, 13, 15
Waste management & circular economy				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 244-250, 252-253		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	244-250, 252-253		
	306-2 Management of significant waste-related impacts	244-250, 252-253		
	306-3 Waste generated	244, 249		
	306-4 Waste diverted from disposal	244, 249		
	306-5 Waste directed to disposal	244, 249		
Noise management				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 168, 214, 225, 227, 231		

GRI Standard	Disclosure	Page/ Direct Answer	Omission	SDG
MATERIAL TOPICS				
Employment conditions and professional development				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 104-105, 114-143, 144-149, 150-153		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	114-121		5, 8, 10
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	145-149		3, 5, 8
	401-3 Parental leave	146-149		5, 8
GRI 404: Training	404-1 Average hours of training per year per employee	125		4, 5, 8, 10
	404-2 Programs for upgrading employee skills and transition assistance programs	123-139		5, 8
	404-3 Percentage of employees receiving regular performance and career development reviews	143		5, 8, 10
Health and safety				
GRI 3 Material topics 2021	3-3 Material topics management	54-57, 156-165, 179-186		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	156-165, 179-186		3, 8
	403-2 Hazard identification, risk assessment, and incident investigation	156-165, 179-186		
	403-3 Occupational health services	156-165, 179-186		
	403-4 Worker participation, consultation, and communication on occupational health and safety	156-165, 179-186		
	403-5 Worker training on occupational health and safety	156-165, 179-186		
	403-6 Promotion of worker health	156-165, 179-186		
	403-9 Work-related injuries	163-164		
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	179-186		
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Nota 20		

GRI Standard	Disclosure	Page/ Direct Answer	Omission	SDG
MATERIAL TOPICS				
Human rights				
GRI 3: Material topics 2021	3-3 Management of material topics	38-41, 54-57, 209-210, 220		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Nota 22		5, 8
GRI 407: Freedom of Association and Collective Bargaining	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Nota 23		8
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Nota 24		8, 16
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Nota 25		8
Local community engagement & contributions				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 190-220		
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	8-13, 168-178, 192-215		
	203-2 Significant indirect economic impacts	168-178, 192-215		
GRI 413: Local Communities	413-1 Operations with local community engagement, impact	190-215		
	assessments, and development programs	190-215		
Supply chain sustainability				
GRI 3: Material topics 2021	3-3 Management of material topics	54-57, 216-220		
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	216		
GRI 414: Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	219-220		5, 8, 16
GRI 308: Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	219-220		

Annex

NOTE 1

The headquarters are located in the Autonomous City of Buenos Aires, Argentina.

NOTE 2

The Sustainability Report includes information about Aeropuertos Argentinas 2000 S.A. and its performance. The company presents both individual and audited consolidated financial statements as of 31/12/2022 (both are published in the CNV). The consolidated inflation includes the financial statements of AA2000, Servicios y tecnología Arg. S.A., and Texelrio S.A. For the preparation of this information, only the individual annual financial statements as of 31/12/2022 were considered.

NOTE 3

The reporting period covered in this report is January to December 2022, and the reporting cycle is annual. The contact point for inquiries about the Sustainability Report is atencionalcliente@AA2000.com.ar.

NOTE 4

All relevant changes are detailed with footnotes to the texts and tables of indicators throughout the Report.

NOTE 5

The Sustainability Report for 2022 has not been externally audited.

NOTE 6

In terms of changes in the structure, ownership, and supply chain of AA2000, in 2022 we completed the formation of the Corporate Affairs Department with the appointment of Jorge Rosales as Director and Clara Torresagasti as Manager of Institutional Relations. Additionally, Gastón Sandler, Manager of Press and External Communication, was separated from the company, and Carlos Armentano was promoted to that position.

For more information about our activities, products, services, and served markets, please visit the page <https://www.AA2000.com.ar/Institucional>.

NOTE 7

100% of our employees work in organized legal shifts depending on the Business Unit, including part-time and reduced-hour shifts. The agreed conventional work schedule is of 180 hours per month.

NOTE 8

In 2022, we began systematizing those workers who are not employees of AA2000 but perform their daily work in our operations. The main areas where we have non-employee workers are in the cleaning services, healthcare, security, and firefighting. Considering all business units, in 2022, we estimate a total of approximately 1,285 non-employee workers distributed in the following airports: Ezeiza: 207, Aeroparque: 534, Northeast: 134, South: 182, and West: 228.

NOTE 9

Board of Directors

Position ^[1]	Name and Surname	Age Group	Nature	Date of appointment
Chairman	Martín Francisco Antranik Eurnekian	30-50	Executive/ Non-independent	22/03/2013
Vice-President	Antonio Matías Patanian	+50	Executive/ Non-independent	21/04/2014
Director	Máximo Luis Bomchil	+50	Non-independent	26/06/2008
Director	Orlando J. Ferreres	+50	Independent	25/04/2016
Director	Jorge González Galé	+50	Independent	25/04/2016
Director	Agustín Herrera	30-50	Non-independent	10/08/2021
Director	Anibal José Pitelli	+50	Independent	10/12/2020
Deputy Director	Gustavo Pablo Lupetti	+50	Executive/ Non-independent	29/05/2008

^[1] All the members of the Board of Directors are Argentinian.

⁽²⁾ Executive/ Non-independent.

⁽³⁾ Non-independent.

⁽⁴⁾ Independent.

Executive Committee (1)

Position	Name and Surname	Age Group	Seniority
President	Martín Francisco Antranik Eurnekian	30-50	4
CEO	Daniel Marcos Ketchibachian	30-50	2
Head of Administration and Finance	Juan Martín Vico	30-50	1
Head of Legal Affairs	Gustavo Pablo Lupetti	+ 50	22
Head of Operations and Maintenance	Martin Guadix	30-50	1
Head of Customer Experience	Manuel José Aubone	30-50	4
Head of Infrastructure	Lucas Pérez Monsalvo	+ 50	1
Head of Human Resources	Verónica Rodríguez Bargiela	30-50	4
Head of Corporate Affairs	Jorge Rosales	+50	1

^[1] At the end of the 2022 Report, the position of the "Compliance and Internal Control" area was vacant.

Executive Committee

Position	Name and Surname	Age Group
General Manager of Business Unit Aeroparque	Marcelo Bujan Kalustian	30-50
General Manager of Business Unit Ezeiza	Sebastián Villar	30-50
General Manager of	Federico Laborde	30-50
TCA	Sergio Rinaldo	>50
General Manager of Business Unit West	Nicolás Posse	>50
General Manager of Business Unit South	Estanislao Aleman	30-50
General Manager of Business Unit Northwest		

Executive Committee- TCA

Position	Name	Seniority in the position	Age
General Manager	Federico Laborde	May 2021	40
Security Manager	Leonardo Zarza	December 2022	54
Administration and Finance Manager	Francisco Fernández Zapiola	September 2020	34
Commercial Manager	Walter Soiza Piñeyro	October 2022	38
Human Resources Manager	Laura Migliavacca	May 2021	40
Infrastructure, Maintenance and Environment Manager	Gaspar Jorge Metallo	July 2009	63
Operations Manager	Walter Soiza Piñeyro		38
Systems Manager	Alejandro González	May 2019	

The summarized curriculum vitae of the members of the Board of Directors and first-line managers are available in the prospectuses for the issuance of the negotiable obligations by the company. These can be found on the website of the Autopista de la Información Financiera, freely accessible to the general public. The duration of the directors mandates is provided on the Autopista de la Información Financiera page of the CNV and on the company's website.

NOTE 10

The President of the Board of Directors holds executive positions in the organization.

NOTE 11

The Board of Directors fosters an ethical work culture and establishes the company's vision, mission, and values. The mission of the company is to facilitate the connection of people, goods, and cultures to contribute to a better world. It is a passenger and airport user-oriented company, which is continually improving the quality of its service, providing technological innovation and experiences that exceed customer and other stakeholders' expectations, such as the government, international organizations, airlines, service providers, unions, and AA2000 staff.

Furthermore, the company values courage to innovate, an attitude of service, and commitment. The daily work of all personnel aims to exceed customer expectations by leading the construction of a virtuous ecosystem that operates with agility and security and strengthens a culture of innovation, service, and commitment.

The company works to promote greater commitment to service quality and innovation in the field of air transportation by improving the concession infrastructure to generate value for the customer and consolidate and increase the national airport heritage.

It also trains its personnel and continuously updates their knowledge to efficiently respond to the needs of different stakeholders in the domestic and international air industry. AA2000's operational and quality policies are specific and measurable, which allows for the verification of results and compliance with high international standards.

Additionally, the Board of Directors of the company has approved the Corporate Governance Code, which establishes that the determination and promotion of corporate culture and values are part of its functions. The Board must ensure that its actions are in compliance with the highest standards of ethics and integrity in the best interest of the company and its shareholders.

Furthermore, the company has a Code of Conduct and integrity policies that have been communicated to all employees of the organization and that focus on the prevention and detection of corruption and fraud. In particular, they involve implementing necessary measures to ensure that the company operates within an appropriate framework of transparency. To this end, the company works on promoting ethics, transparency, and integrity, among other axes, and carries out actions aimed at training and disseminating ethical matters.

Regarding due diligence, the Compliance Department was created at the end of 2017,

reporting to the CEO and having direct access to the Audit Committee. The main function of this department is to establish the necessary mechanisms to ensure that the Company, its “Employees,” and “Business Partners” comply with the regulatory framework related to their areas (Integrity, Risks, rules, and procedures). On the other hand, the management teams submit the various plans, projects, and budget of the Company to the Board of Directors well in advance, and these are approved by all the members in board meetings.

Finally, the Board of Directors monitors and reviews the effectiveness of internal auditing. The mission of internal auditing is to evaluate whether the risk management, control, and governance processes designed and implemented by the Company are adequate and function in a way that ensures:

- The risks affecting strategic objectives are properly identified and managed, including those that have an impact on the Company’s reputation.
- The interaction between different governance groups is functioning appropriately.
- The integrity program is implemented.
- Operational, financial, and management information is accurate, reliable, complete, and presented in a timely manner.
- Employees’ actions comply with applicable policies, rules, procedures, laws, and regulations.

- Resources are acquired economically, used efficiently, and properly protected.
- Relevant regulatory and legislative aspects affecting the Company are recognized and appropriately addressed.

NOTE 12

The highest governing body, through its chairman Mr. Martin Eurnekian, participates in the elaboration and endorsement of sustainability reports.

NOTE 13

There is no engagement or consultations conducted with stakeholders regarding remuneration.

NOTE 14

Given the local context in which AA2000 operates, this information is confidential to safeguard the personal security of our employees and senior executives.

NOTE 15

In 2022, we recorded 4 fines for non-compliance with legislation and regulations and 1 non-monetary sanction due to non-compliance. The fines imposed are firm but are currently being challenged and they sum up to a total of USD 4,289,643.15 and \$183,333.10. The payment of the total fines is established to be made in 12 monthly installments, with the first installment due on 10/12/2022 (already paid) and the last installment due on 10/11/2023.

NOTE 16

Under the Code of Ethics and Corporate Conduct, all employees receive training on anti-corruption organizational policies and procedures.

NOTE 17

AA2000 did not make any financial or in-kind contributions to political parties or related institutions in 2022.

NOTE 18

During the retirement process, we provide support to employees through special discounts in Duty-Free, Shop Gallery, telecommunications, gastronomy establishments, transportation services, and agreements with universities.

NOTE 19

In 2022, we received government assistance in the form of subsidies for airport infrastructure development. As consideration for the granting of the concession of Group A of the National Airport System of Argentina, AA2000 allocates 15% of the total concession revenue to the government, and 2.5% of that revenue is destined to finance AA2000's investment commitments under the concession agreement through a trust. AA2000 is the grantor, the Banco de la Nación Argentina is the trustee, and the beneficiaries are AA2000 and the airport construction contractors. The trust funds are used to settle accounts payable to the

providers of the infrastructure for the construction of the Argentine Airport System. According to IAS 20, the benefit received by AA2000 qualifies as a revenue-related grant recognized monthly at its fair value, as there is reasonable assurance that the benefit will be received.

NOTE 20

In 2022, there were no non-compliance cases related to the impacts of products and services on health and safety throughout their lifecycle.

NOTE 21

There are no differences in remuneration between men and women under equal working conditions.

NOTE 22

In 2022, there were no discrimination cases recorded.

NOTE 23

No violations of the right to freedom of association were recorded within the company and in the value chain.

NOTE 24

No incidents related to child labor were recorded within the company and in the value chain.

NOTE 25





No incidents related to forced or involuntary labor were recorded within the company and in the value chain.

Fulfillment of goals in 2022

- **Fulfilled goal**
- **Partially fulfilled goal**
- **Unfulfilled goal**

Goals 2022	Fulfillment	Fulfillment
Comply with the Projects and Works Plan developed for the year 2022, in order to meet the infrastructure requirements of each airport and fulfill the advancement and completion objectives committed to ORSNA.	We successfully fulfilled the Projects and Works Plan for the year 2022, thus meeting the expectations of all the involved stakeholders, both from the public and private sectors.	●
Complete the physical and financial control of the projects by generating, managing, and monitoring real-time tracking of their development, including forecasting deviations, alerts, and corrective actions.		●
Promote and successfully address the requirements of the airports and airlines to expand and improve the operational and service areas of the airports, incorporating new sectors, modernizing facilities, and increasing available spaces for various commercial activities, aiming to generate new business opportunities on the premises.	We successfully completed the physical and financial control of all infrastructure projects.	●
Develop a sustainable procurement manual.	We resolved the requirements of the airports and airlines to enhance and promote activities in the sector.	●
Initiate segregation and recycling processes.	We are currently developing a Sustainable Procurement Policy and the selection process considering social and environmental aspects.	●

Goals 2022	Fulfillment	Fulfillment
Continue to implement the talent management strategy to promote the professional development and growth of our teams.	We launched our "talent incubator" with a learning ecosystem perspective that encompasses experience, leadership, and culture. We also relaunched the new edition of "I am a host," a training program for all our managers and supervisors, where we work on their leadership skills and their role as team leaders.	
Develop a diversity, equality and inclusion program.	We reinforced our commitment to diversity and equal opportunities by creating spaces of trust and openness that allow for value creation through collaborative teams nationwide.	
Make further progress in cultural evolution and agile team management of teams to deliver better results to all stakeholders.	We continued with our process of cultural evolution and agile team management, which allowed us to develop "work networks" that enhance talent beyond geographical or demographic boundaries, promoting diversity and inclusion.	
Review risk and control matrices, promoting improvements and automation in the corresponding business processes.	We reassess the design of internal control, updating its scope and matrices, and implementing improvements to increase the efficiency of our processes, considering and mitigating the main risks to the business in relation to financial information.	
Promote the growth and strength of compliance with AA2000's integrity program as well as its development.	We propelled various impactful actions that have consolidated compliance with the program and its development. These include communication campaigns, training, the first e-learning course, performance indicators, among others.	
Maintain the ASQ levels from the latest survey (1Q 2020) through the ESA tool.	We used the ESA tool, which not only helped maintain the ASQ airports but also incorporated smaller airports that are part of the network and were not previously included in ASQ ACI's radar.	
Expand the gastronomic offering with menu options for celiac, vegan, and children, and improve service quality.	We expanded the menu options for celiac customers and continue to work towards offering more choices at all airports.	
Advance with annual planning in this area, which primarily includes training staff in Autism Spectrum Condition (ASC), educating the community, and having a kit for these passengers to contribute to making our terminal more accessible.	We updated the assistance protocol for passengers with Autism Spectrum Condition (ASC), which we had been providing since 2019 at Ezeiza, and started assisting them at all our airports by channeling all requests through our Contact Center. In this context, we offered internal training and communicated externally through campaigns on social media and the website, thus reaching a larger audience.	

Goals 2022	Fulfillment	Fulfillment
A new underground two- level parking lot with a total of 620 parking spaces.	In July, the new Rio parking opened with a total of 613 new spaces for users. It helped meet the high demand for parking spaces during the winter period.	
Monitor passenger flow through data management using the Blip Track tool.	In Aeroparque, we implemented screens with the BlipTrack system at both boarding areas, and we also shared information with the CCO to understand flow and timing in access controls for boarding zones. Additionally, screens were installed in the public hall of the Departures Terminal to allow passengers to manage their time based on the information provided.	
Develop accessibility projects in collaboration with Honduras and Aeroparque.	We expanded the ASC program to the other airports in the concession and implemented improvements in assistance services. Furthermore, we are working to unify accessible services and signage across all airports.	
Define KPIs for service quality measurement.	We conducted quantitative and qualitative surveys at the beginning and end of the year, which allowed us to measure the quality of the service offered.	

Challenges 2023

- Enrich and communicate the employees experience, fostering a positive and inclusive work environment.
- Relaunch the Code of Conduct and the Integrity Policies.
- Carry out actions and training initiatives regarding compliance.
- Implement improvements in the processes of due diligence to third parties, to streamline management.
- Develop local suppliers to replace foreign ones.
- Develop and incorporate telephone customer service on an omnichannel platform.
- Implement the claims management system.
- Develop a new E-commerce platform.
- Continue conducting technical assessments during airport visits, taking into account existing fire facilities and necessary preventive measures according to applicable regulations.
- Measure the carbon footprint for 6 airports.
- Implement the single-use plastic reduction program.

SUSTAINABILITY REPORT 2022 WORK TEAM

Infrastructure Department

María Julia Poratell

Operations and Maintenance Department

Operations: Lucas Cechet, Carla Nuñez

Morales, Daniel Burgueño, Facundo
Mac Donald y Nina Mulhall.

Environment: Pablo Duran

Wildlife Control: Adrián Luna

Biodiversity: Ana Cecilia Friljanic

Human Resources Department:

Ezequiel Vera y Lorena Landaburu

Administration and Finance

Department: Rocio Fernandez Velazquez

Purchasing and Procurement: Juan

Manuel Gonzalez

Investors Relations: Gimena Albanesi

Legal Matters Department

Leticia Faulin

Compliance Department

Gustavo Zaniboni, Andrea Stambulli,

Elisa Salinas y Enrique Catalano.

Institutional Relations Department

Corporate Matters: María Clara Torresagasti

Press: Carlos Armentano, Estafanía
Ranni, Solange Rudi

Customer Experience Department

Customer Service: Lorena Furlan y Leandro Vera

Marketing: Carolina Chapotot y Cecilia Anta.

Corporate Matters: Gaston

Sandler Victoria Santamarta

Quality and procedures: Valentino
Piatek y Candelaria Campos La Mana

Systems: Federico Buzzoni

Data Science: Cecilia Raimundo

Business and International

Programs Development:

Roberto Curilovic

Airport Media

Agustin Ceballos

Security and Hygiene Corporate Building

Walter Fernández

EZEIZA BUSINESS UNIT

Customer Experience: Sebastián Presti

Commercial Management: Lucas Rudi

VIP services: María García Poultier

PM: Rafael Díaz

AEROPARQUE BUSINESS UNIT

Passenger Experience: Verónica

Terzi y Monica Beatriz Díaz

Commercial Manager: Emiliano Mendive,

VIP services: Marisa Nigro

PM: Sofía Skrapo

SOUTH BUSINESS UNIT

Commercial Manager: María Victoria Rosenblat

PM: Santiago Arias

WEST BUSINESS UNIT

Commercial Manager: Rosario Ariño

PM: Milagros Baztan

NORTHWEST BUSINESS UNIT

Commercial Manager: Facundo Saigg

Ashadjian y Consuelo Aliaga Oliva

PM: Pablo Saldhubere

TCA

Commercial Manager: Lorena Martín, Alejandro

Gonzalez, Walter Soiza Piñeyro, Leandro Arcadio

Zarza, Francisco Fernandez Zapiola, Jorge Metallo,

PM: Martin Ferraro

Reporte de Sustentabilidad

Customer Experience Management

at Aeropuertos Argentina 2000: Manuel Aubone

General Coordination, Sustainability

Management: Carolina Dal Bó, Marina Ray, Julieta

Scaramella, Felipe Beliz y Sofía Sánchez Gómez.

Design: Bme Diseño bmedisen.com

External collaborators: Sustenia sustenia.com.ar





Aeropuertos **Argentina 2000**

5' ↑

C

↑

NO ESTACIONAR