



Aeropuertos
Argentina

2023

Sustainability Report





SOL

When the new Departures Terminal at Ezeiza International Airport was finished, we began searching for the ideal work to house a space of such magnitude. The volume of the space, the light, and the view of the sky provided the perfect setting to bring to life this piece that plays with light and is light at the same time. “Sol” is the monumental sculpture that has been illuminating the new Departure Terminal of Ezeiza International Airport since April 2024. It is a piece by Julio Le Parc, one of the world’s most important artists, and it pays homage to his homeland and to our Argentine flag. It will certainly become an icon of the terminal and the country. We firmly believe that the best airports of the world choose art and culture to enhance the experience of people visiting the terminals.

This new milestone contributes to the country’s aviation history, where we connect people, goods, and cultures for a better world.

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Sustainability Statement Aerpuertos Argentina

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

At Aerpuertos Argentina 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, state-of-the-art 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.

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

In these 25 years, we have:

+ 2.500
million dollars invested

+ 300
construction projects

21
provinces and
the Autonomous
City of Buenos
Aires

35
airports



Impact Indicators

Economic and Financial Impact

\$ 67.047

millions in Infrastructure Investment
vs. \$ 21.996 in 2022

\$ 191.011

millions EBITDA
vs. \$ 154.507 in 2022

\$ 9.407

millions of Operating profit for the year
\$ 126.551 in 2022 ¹

Our Passengers: Exceeding our customers expectations.

43.646.581

passengers
vs. 32.699.846 in 2022

192.076

cargo movement (tn)
vs. 181.304 in 2022

39

active airlines
vs. 70 in 2022

35

airports

Our People: Build a culture of innovation, agility and inclusion.

2.725

collaborators
vs. 2.531 in 2022

25%

women
vs. 23,8% in 2022

17 h

hs average training per employee
vs. 8 h in 2022

67%

positions filled by employees
vs. 36% in 2022

\$ 85.321

millions in salary and social security payments
vs. \$ 68.681 millions in 2022

¹ Inflation-adjusted data as of December 2023, according to IAS 29.

Our Destinations:
Social Impact

98%
expenses in local suppliers
vs. 93% in 2022

\$949.000.000
in private social investment
vs. \$378.195.010 in 2022

Environmental Impact:
Climate Action

\$1.162.000.000
millions in Investments and other environmental
expenses vs. \$1.167 millions in 2022

123.446.39
electric energy consumption (Mwh)
vs. 105.873.990 in 2022

1.900.448 | **25%**
natural gas consumption (m³)
vs. 1.631.582 in 2022 | Reduction in
water consumption
per passenger



**Message from Martin Eurnekian
Aeropuertos Argentina**

Dear colleagues and collaborators,
Today marks a significant milestone in our history: 25 years of Aeropuertos Argentina, a journey defined by operational excellence and our commitment to the communities we serve.

We recognize our responsibility as global players, and every step we take is devoted to sustainable development. Currently operating in six countries, we stand out as leaders in the airport industry, connecting continents and cultures.

We will continue to work with passion and dedication to uphold our position as leaders in the airport industry, acknowledging the transformative power of sustainable tourism in the comprehensive development of nations. Understanding that well-managed tourism can generate economic, social, and environmental benefits,

we are committed to promoting practices that support environmental conservation, preserve local cultures, and contribute to the well-being of both host communities and our business.

Thank you for being part of this extraordinary journey.

Martin Eurnekian

Martín Eurnekian

Information Technology Engineer graduated from the University of Belgrano. CEO of Corporación América Airports (NYSE: CAAP), a company operating 52 airports in Argentina, Brazil, Uruguay, Ecuador, Armenia, and Italy. President of Aeropuertos Argentina and board member of each of the airport operating companies controlled by the Group. With over 18 years of international experience in management in various industries. He has led airports in Uruguay, Peru, Ecuador, Brazil, Armenia, and Italy. He currently holds the position of Chairman of the Airports Council International (ACI World) globally, having previously served as President of the Airports Council International for Latin America and the Caribbean (ACI-LAC).



**Message from Daniel Ketchibachian
Aeropuertos Argentina**

Dear collaborators and stakeholders,
It is an honor to present our thirteenth Sustainability Report, which summarizes a year filled with accomplishments, challenges and learnings for Aeropuertos Argentina.

The year 2023 witnessed significant milestones for our company. Not only did we recover passenger levels affected by the pandemic, but we also exceeded expectations in terms of customer satisfaction and positive social and environmental impact.

Our commitment to operational excellence and innovation led us to invest in cutting-edge infrastructure, airport modernization, and community development programs. The inauguration of the New Departures Terminal at Ezeiza is a clear example of our dedication to quality, safety, and sustainability.

During the past year, we invested \$67,047 millions in infrastructure, we carried out 10 airport modernization plans, we undertook 12 major construction projects for which 1,200 people were employed, and we have other 25 ongoing works.

Furthermore, we continued to drive our Sustainability Strategy, ensuring sustainable development and the well-being of the communities where we operate.

On the other hand, it is worth highlighting that during 2023, we have embarked on an exciting company rebranding process. To celebrate our first 25 years, we engaged in an introspective work that culminated in the transformation of our brand. Aeropuertos Argentina 2000 is now Aeropuertos Argentina. Our new logo, which depicts a runway transforming into the silhouette of Argentina, reflects our geographical position within the hemisphere and our connection with the world. We also decided to leave behind the “2000”, which has been with us for 25 years, to envision a timeless horizon and a limitless future, thus reaffirming our commitment to Argentina and our leadership in the airport industry.

We extend our gratitude to each of you for your dedication and commitment, which are the key to our success.

Daniel Ketchibachian

Daniel Ketchibachian

He holds a Bachelor’s degree in Business Administration from the University of Buenos Aires and an MBA from Universidad ORT Uruguay. He held the position of General Manager of Ezeiza Airport. Previously, he was Commercial Director and President of Consorcio Inframerica, the company that manages Brasilia and Natal airports, in Brazil. Before this, he was Chief Commercial Officer overseeing commercial operations in airports across Argentina, Uruguay, Ecuador, and Armenia. Earlier in his career, he was Commercial Director at Armenia Airport and CEO of Duty Paid Argentina, the company responsible for retail operations at the major airports across the country.





01.



SDG'S:
3, 8, 9, 10, 11, 12, 13, 15, 17

Introduction



Our ambition is to be industry leaders and benchmarks, beloved by our customers, employees and stakeholders, ensuring long-term sustainability.

Introduction

To celebrate our 25th anniversary, we decided to introduce a new dynamic and modern identity for our brand. Aerpuertos Argentina is much more than the 35 airports we operate; it is the host welcoming you upon your arrival and departure from the country. Above all, it is a key part of the joyful travel experience.

Our purpose was always clear: to facilitate connections between people, goods, and cultures, aiming to contribute to a better world. Today, looking forward to the future, we continue on this path of growth with a new value proposition that integrates a data-driven approach, innovation, technology, and sustainability.

Aerpuertos Argentina 2000 is now Aerpuertos Argentina. We decided to leave behind the “2000”, which has been with us for 25 years, and embrace a timeless horizon and an unlimited future.

Furthermore, we presented our new logo, in which the runway symbol transforms into the silhouette of Argentina, symbolizing our geographical position within the hemisphere, from where we connect with the rest of the world. We have also completely revamped our color palette, incorporating shades like lead gray and petroleum green, chosen for their ability to convey calmness, tranquility, stability, and solidity—which are essential attributes in the airport ecosystem and the experience we aim to provide our passengers.

We welcome our new identity, with which we embrace a fresh and modern viewpoint which represents our perspective of the future and our leadership in the airport industry.

Company's profile

We responsibly connect millions of people with the world.

Aerpuertos Argentina was born in 1998 with the objective of developing and operating airport terminals all throughout the national territory. It currently has over 2,500 employees working in 35 different airports to accomplish the highest international quality standards in services and safety, all 365 days of the year.

From the beginning of the concession, major construction works and modernization projects were carried out in the main airports of the country, incorporating cutting-edge technology. It also contributes to social, economic and cultural development, thus becoming a local an international benchmark in the airport industry. Its main purpose is to contribute to the connection of people, goods, and cultures to contribute to a better world.

More information at:
www.aerpuertosargentina.com

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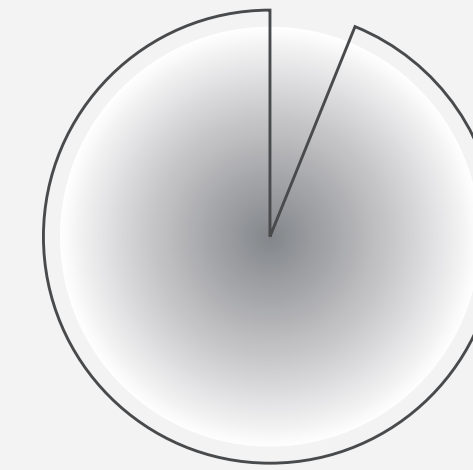
Airports

1998

Beginning of the Concession

95%

commercial air traffic of the country



43.646.581

million passengers in 2023

2.725

collaborators



We are part of Corporación América Airports



Aeropuertos Argentina is part of Corporación América Airports (CAAP), a company that operates and manages 53 airports across 6 countries: Argentina, Armenia, Brazil, Ecuador, Italy, and Uruguay; thus, becoming one of the main private airport operators in the world.

Its operations include the operational and commercial management of airports as well as fueling, cargo, and other related services.



53

airports

6

countries

3

continents

+81 millones

million passengers

Corporate Strategy: *My Airport*

In 2023, we launched a new phase of *My Airport*, redefining our strategy to face present and future challenges. We set our 'Ambition 2026' as the guiding beacon for Aeropuertos, showing the essential, marking the fundamental direction for all our initiatives and management processes. And still, with this new strategic ambition, our operations are always people centered.

This redefinition led us to broaden our strategy to include a new main objective for our business: growth. Our current strategic aim is 'to be industry leaders and benchmarks, beloved by our customers, employees and stakeholders, in order to grow and ensure long-term sustainability.

We have also updated the strategic pillars of our company, reflecting our core values:

1. Exceed our customers' expectations.
2. Strengthen a culture of innovation, agility and inclusion.
3. Operate safely and efficiently.
4. Create a positive impact on the communities where we operate.
5. Manage our environmental impact responsibly.

These pillars convey major strategic importance to the positive impact on the communities where we operate, as well as to the responsible management of our environmental impact.



Aeropuertos Argentina Cargas

TCA is today **Aeropuertos Argentina Cargas**.

Aeropuertos Argentina Cargas is the business unit of Aeropuertos Argentina which provides comprehensive storage and logistics services to foreign trade agents involved in air imports and exports, as well as to general cargo operators.

We mainly manage the cargo terminals of the major international airports in the Argentine Republic. We manage bonded warehouses, where we store imported and exported cargo while their recipients complete customs procedures with the General Customs Directorate. We also provide services to the airlines operating in the airports.

The headquarters are located at Ezeiza International Airport, with branches in Córdoba, Mendoza, Mar del Plata, Aeroparque, and Tucumán. Each terminal is suited for the volumes and characteristics of the products handled in the different airports. Ezeiza Airport stands out, as it is equipped with the most modern technology for the efficient handling of various types of cargo.

14.915

Customers

189.775

tons of annual cargo movement

4%

annual growth in volumes



Context and Economic Performance

Macroeconomic Context

2023 set a milestone in the recovery of the total level of passengers, which returned to 2019 levels. The main cause being domestic traffic, which ended the year 11% above pre-pandemic levels. International traffic, on the other hand, is still on the path of recovery. It closed the year with an 87% vs 2019, having reached by December 2023 98% compared to the same month in 2019.

Economic Performance of Aeropuertos Argentina during 2023

The financial year closed with revenues of \$436,800,355,432. The net result for the year ended on December 31, 2023, showed a profit of \$9,406,678,415 and the net equity as of that date reached \$444,005,330,942.

During 2023, we continued working on passenger traffic recovery, following the 2022 trend, after more than two years during which the COVID-19 pandemic negatively affected passenger volumes. 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 and continued to recover during 2023. Year over year, passenger volumes grew by 29%, ending 1% above 2019 levels. International passenger volume, which exceeded 80% by late 2022, reached 98% by the end of 2023. On the other hand, domestic passenger volume, supported by national tourism programs, surpassed pre-pandemic levels, and in December 2023 it was 11% over its level in the same month of 2019.

2024 Perspectives

For 2024, we expect passenger volume to continue on the path to recovery in the international front, and to maintain a moderate growth trend in the domestic segment. However, we are closely monitoring the macroeconomic context, given it could affect activity levels. Simultaneously, we are monitoring operational costs, which are impacted by macroeconomic variables, while also considering the impact on them caused by activity levels.

Furthermore, substantial progress is being made on the projects included in our investment program. In 2024, we aim to complete Phase I, and initiate Phase II, as outlined in our contractual framework. The project scope includes significant works at airports both in the Buenos Aires area and throughout the country, reinforcing our nationwide airport improvement and modernization program with a federal perspective.

MAIN ECONOMIC AND FINANCIAL INDICATORS Values stated in thousands of Argentinian Pesos (1)	2023	2022
Sales	\$ 436.800	\$ 348.951
EBITDA	\$ 191.011	\$ 154.507
Net result	\$ 9.407	\$ 126.551
Operating profit	\$ 137.786	\$ 104.725
Net worth	\$ 444.006	\$ 434.375
Non-current financial debt	\$ 543.259	\$ 438.444
Current financial debt	\$ 100.100	\$ 122.131
Basic earnings per share attributable to Company's shareholders (\$ per share)	\$ 36,3883	\$ 489,5221

ECONOMIC VALUE DISTRIBUTED Values stated in millions of Argentinian Pesos (1)	2023	2022
Shareholders- dividend payment	\$ -	\$ 1.151
Financial costs	-\$ 197.217	-\$ 4.029
Investment in the business	\$ 75.177	\$ 68.497
Supplier payment	\$ 239.794	\$ 229.037
Employees- Salaries and social benefits	\$ 85.321	\$ 68.681
Customers - Income from ordinary activities	\$ 436.800	\$ 348.951
Community - Private Social Investment (2)	\$ 949	\$ 144
Environment- Total Expenses	\$ 1.162	\$ 1.167
Government - Fees and Taxes	\$ 27.339	\$ 23.804

(1) Inflation-adjusted data as of December 2023, according to IAS 29.

(2) Nominal values, not inflation- adjusted.

During the decision-making process, Aerpuertos Argentina corporate government ensures to consider all stakeholders and their contribution to the development of the country and local communities through strategic business management. Thus, it ensures alignment with the company's objectives and strategies with responsibility, ethics, and transparency.



The company's highest governing body always considers, during decision-making processes, all sources that can contribute to ensuring that Aerpuertos Argentina's actions are optimal and are aligned with the company's objectives and strategies.

Corporate Governance

Board of Directors

Our Board of Directors, at Aerpuertos Argentina, is comprised of skilled leaders who are prepared to face a constantly changing environment and adapt to it. They fulfill their roles with responsibility, guided by ethical principles and transparency, and complying with all current regulations. Additionally, they convey the company's values and corporate culture to all stakeholders.

Throughout 2023, the Board held 13 regular meetings, the majority of which were conducted virtually. These meetings primarily addressed topics such as the approval of financial statements, the issuance of negotiable obligations, and the granting of powers. Furthermore, the management presents to the Board the various plans, projects, and budget of the Company well in advance.

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

Board of Directors

Position	Name and Surname
President	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

All the members of the Board 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 Martin, Tomás Miguel Araya y Alejandro Esteban Messineo. **Síndicos suplentes:** Francisco Martín Gutiérrez, Federico Campolieti and Ariadna Laura Aropoulos.

Duties of the Board of Directors

The Board of Directors, as a fundamental part of corporate management, is responsible for determining and approving the company's mission, vision and values, as well as fostering an organizational culture rooted in 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 financial statements, which are then submitted to the corresponding regulatory bodies. These are the National Airport System Regulatory Agency (ORSNA for its Spanish acronym), the Argentine Securities Commission (CNV for its Spanish acronym), Bolsas y Mercados Argentinos S.A. and Mercado Abierto Electrónico S.A., and the Luxembourg Stock Exchange.

Other duties of the Board are:

- ▼ Approve and oversee the company's overall strategy and policies.
- ▼ Design and monitor the corporate governance structures and practices.
- ▼ Ensure management integrity.
- ▼ Evaluate and review the effectiveness of internal control systems.
- ▼ Approve investments, concessions, or strategic transactions, excluding those approved by the shareholders' meeting.
- ▼ Determine the organizational structure and operation of the Board.
- ▼ Convene the Shareholders' Meetings, prepare the agenda, and propose resolutions.
- ▼ Develop and oversee training programs for directors and their teams.

The Board of Directors oversees and approves the Sustainability Strategy, as well as the actions and programs developed to accomplish the aims set concerning management of impacts, risks and opportunities in ESG matters.

Characteristics of Corporate Governance

Election and appointment

Directors are appointed by special assemblies of share classes, as established in the Bylaws. During this process, shareholders consider independence, expertise, and experience in economic, environmental, and social matters. They appoint individuals of proven track record and reputation.

Capabilities

Board members possess the professional backgrounds and qualities required for the proper functioning of the management body.

Training

The members of the Board participate in various training and exchange programs, in different areas addressing essential topics for acquiring knowledge and staying updated on sectoral, business and sustainability agendas. Additionally, they engage in forums, events, meetings and conferences where they collaboratively share their experiences.

Remuneration mechanisms

The general shareholders meeting establishes the remuneration of the directors through a transparent process aligned with the Company's Strategy. On its part, 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 general shareholders meeting is responsible for evaluating the performance of the Board of Directors, considering the degree of fulfillment of the proposed objectives, as stipulated by the General Law of Corporations.

Functions of the highest governance body regarding risk management

The Audit Committee and the CEO receive periodic management reports which identify potential areas requiring special attention. Based on these specific needs, they may instruct the Corporate Risk Managementon guidelines and directives to apply to particular management issues as they arise. Throughout 2023, we worked closely together with the Internal Audit Management and the areas identified in need of improvement were effectively handled.

Communication with stakeholders

The Board of Directors is informed about the opinions, expectations, and demands of stakeholders through periodic reports provided by the Executive Committee. This assessment is conducted through the various communication and dialogue channels available. These include the website, social media, press releases, work meetings, industry events, participation in panels and others, publications such as the Sustainability Report, Yearbook, Annual Report and Balance Sheet, phone calls, notes, emails, participation in chambers and associations, among others. We specially highlight initiatives such as the Great Place to Work (GPTW) survey, the materiality analysis conducted within the framework of the Sustainability Report, and the Airport Service Quality (ASQ) survey by ACI (Airport Council International), which were carried out to help us understand passenger experiences and identify improvement opportunities.

Conflicts of interest

We have a Conflict of Interest Prevention Policy which sets clear guidelines to face these events, classifying them in real or potential conflicts and establishing the courses of action to be followed for their proper handling. Furthermore, our Code of Conduct emphasizes the importance of avoiding any situation that may present a conflict between the personal interests of the collaborators and the Company's interests.



Election and appointment: by the general shareholders meeting.

Training and participation in forums and other events regarding sustainability.

Remuneration: it is approved by the shareholders, aligned with the business objectives.

Evaluation: this responsibility lies with the general shareholders meeting.

Ongoing communication with stakeholders.

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



Sustainability Strategy Management

Department directors and, mainly, the Corporate Affairs Directorate, keep the Board informed about sustainability-related projects and strategies. This directorate presents relevant topics to the Board, providing reports and useful data for decision-making purposes.

Executive Committee

The Executive Committee is responsible for the development and execution of executive functions to achieve the company's strategic vision. This committee consists of the President, the CEO, and seven department directors, who not only carry out ordinary management, but also develop procedures and indicators to assess the company's performance and functions.

Audit Committee

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

Governance Structure of Aeropuertos Argentina Cargas

The governance of Aeropuertos Argentina Cargas 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.

General management of business units

Managers 2023	
General Manager of Aeroparque business unit	Marcelo Bujan Kalustian
General Manager of Ezeiza business unit	Sebastián Villar Guarino
General Manager of Aeropuertos Argentina Cargas business unit	Federico Laborde
General Manager of West business unit	Sergio Rinaldo
General Manager of South business unit	Nicolás Posse (1)
General Manager of Northeast business unit	Estanislao Aleman

(1) Nicolas Posse was on leave from July and was replaced by Sebastián Stupenengo until December 31.

Executive Committee (1)

Director	Name and Surname
President	Martín Francisco Antranik Eurnekian
CEO	Daniel Marcos Ketchibachian
Administration and Finances	Patricio Tiburcio Benegas
Legal Affairs	Gustavo Pablo Lupetti
Operations and Maintenance	Martin Guadix
Customer Experience	Manuel José Aubone
Infrastructure	Lucas Pérez Monsalvo
Human Resources	Verónica Rodríguez Bargiela
Corporate Affairs	Jorge Rosales

(1) 70% of the directors are between 30 and 50 years old, while the remaining 30% are over 50 years old. 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.

Ethics, integrity and transparency

Ethics and Compliance

Our management is based on the highest ethical standards, ensuring transparency, clarity and seriousness throughout all our work processes. That is why we work on prevention, assessment and comprehensive risk management using various tools, documents and policies.

The Compliance department is responsible for ensuring compliance with the principles and values outlined in the Code of Conduct and the Integrity Program, aiming to strengthen ethical behavior among all the collaborators of Aeropuertos Argentina.

The structure of the Compliance department includes the Integrity Manager of Aeropuertos Argentina and her team, who report directly to the CEO of Aeropuertos Argentina and to the Compliance Manager of Corporación América Airports.

Due Diligence

Our objective is to detect, anticipate, reduce, and effectively address any negative impact arising from our management. That is why this year we adjusted our Due Diligence procedures for suppliers, as well as for permit holders, and other clients, with the aim to focus the integrity background analysis on cases posing higher risks to the Company. We also reviewed and modified workflows within our internal systems.

The outcome was highly satisfactory, as it helped align efforts with internal departments involved in developing quality business relationships and operations with third parties.

Due Diligence procedures for suppliers, as well as for permit holders and other clients, were adjusted with the aim to focus the integrity background analysis.

- ▼ We published the Work Instruction for Due Diligence on Suppliers and the Work Instruction for Due Diligence on Permit Holders and Clients.
- ▼ We adapted the Work Instruction for Due Diligence on Candidates and the Work Instruction for Donations and Charitable Contributions.

649

due diligence procedures conducted during 2023.

Commitments and policies of responsible corporate conduct

All our commitments and policies are aligned with the local and international regulations that may apply. These regulations are fully applicable to our operations and business relationships, and their approval lies on the Board of Directors.

These policies are made known to our employees by means of the electronic signature using the DocuSign tool for the Code of Conduct and Integrity Policies. As regards our business partners, they are informed about these commitments by the incorporation of integrity clauses into contracts.

Within the framework of continuous improvement, in June 2023, the Board of Directors approved the new version of the Code of Conduct and Integrity Policies, aiming to further contribute to the company's growth. Thus, we reinforce the importance of working with transparency and enhancing ethical standards.

Internal communication and training in ethics and integrity.

In the context of the updates and the issuance of new documents related to ethics and integrity implemented in 2023, we spread these news through a specific campaign with communication pieces for all collaborators. This included an explanatory email with an attached document summarizing the main changes, as well as an explanatory video developed to this end. The information was also distributed on the company's intranet.

Updates:

- ▼ **Code of Conduct.**
- ▼ **Conflicts of Interest Prevention.**
- ▼ **Gifts, entertainment, and donations.**
- ▼ **Prevention of Misuse of Insider Information.**
- ▼ **Whistle-Blowing Channel.**

New document²:

- ▼ **Anti-Bribery and Anti-Corruption Policy**

² Upon issuance of this Report, the Gender Diversity and Inclusion Policy was published.

On our part, we launched the commitment signing mission for the Code of Conduct and Integrity Policies aimed at all Aerpuertos Argentina personnel, achieving a 72% participation rate.

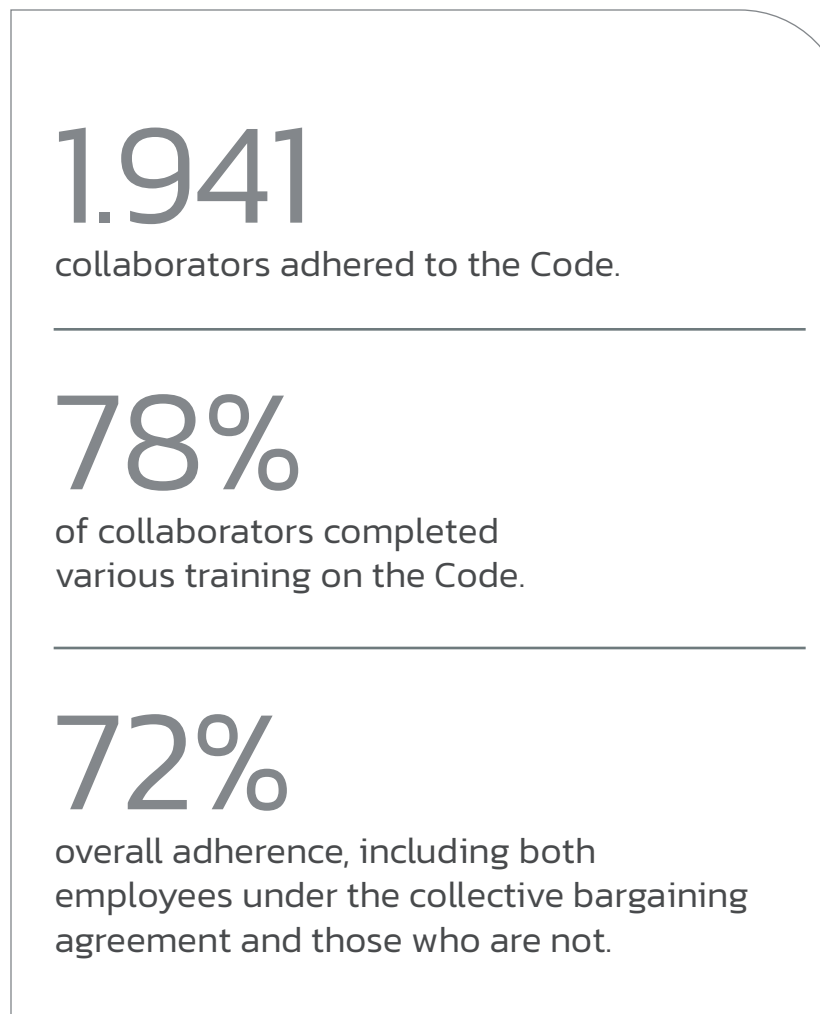
Finally, we organized training sessions: an update on the Integrity Program for the Management Team, an activity on Ethical Leadership for the different business units, and operational processes training sessions for employees, such as Candidate Due Diligence, Supplier Due Diligence, Permit Holders and Clients Due Diligence, and Donation Processes. Additionally, we continued monitoring the Integrity Program eLearning through the corporate learning platform.

Code of Conduct ³

The Code of Conduct outlines the values and behaviors we expect our employees and commercial partners to embrace in their daily performance.

During 2023, we amended the Code by reinforcing the visible intervention of Senior Management in the Cover Letter, and by providing further explanation of the expected conduct under certain Code Principles such as Workplace Environment, Gifts, Entities and Donations, Accounting Records, Internal Control, Assets and Resources. We also incorporated a new principle: Human Rights, Diversity, and Inclusion, and we added zero tolerance expressions such as towards any form of bribery and corruption. Lastly, we improved the Whistle- Blowing Channel chapter.

³ <https://www.aerpuertosargentina.com/pdf/ELC-01-Codigo-de-Conducta-1.pdf>



We launched our first Integrity Perception survey, yielding excellent results and valuable insights to further enhance the Program.

Whistle-Blowing Channel

La Política del Canal de Denuncias está The Whistle-Blowing Channel Policy is aimed at facilitating the reporting, evaluation and correction of behaviors that violate the Code of Conduct or any current regulations. We provide multiple channels for reporting concerns or complaints related to Code compliance, such as the Company's intranet, the website, email, and a phone line managed by an independent third party.

In 2023, we published the Complaints Investigation Protocol, which outlines internal actions and mechanisms to properly handle reports received through the Whistle- Blowing Channel.

Within this framework, we conducted various communication campaigns to disseminate the Whistle- Blowing Channel Policy. These campaigns aimed to inform about general guidelines, behaviors that should be reported, the reporting channels available, and the assurances of the process, including whistleblower protection, anon-

ymity, and confidentiality. Additionally, as part of the Code of Conduct, all employees receive training on the provisions of the Whistle- Blowing Channel.

Whistle- Blowing Channel

Email: integrityline@resguarda.com

Tel: 0-800-999-4636 / 0-800-122-7374

Complaints Committee

We have a Complaints Committee responsible for handling and monitoring ongoing reports. It is made of the Internal Audit and Compliance departments, and it counts with the participation and coordination of the Human Resources and Legal departments.

During 2023, we received 42 reports related to workplace environment, fraud, and bribery, among others.

Anti-corruption practices

During 2023, we have implemented initiatives and actions to manage and prevent corruption more effectively:

- ▼ The Board of Directors approved, published, disseminated, and signed the new Anti-Bribery and Anti-Corruption Policy.
- ▼ We conducted training addressing anti-corruption related topics.

We introduced the Anti-Bribery and Anti-Corruption Policy aimed at promoting a culture of ethics and transparency, and which provides a framework for preventing, detecting, and mitigating corrupt practices. This new Policy highlights the due diligence process for third parties and its importance in preventing any form of corruption and undue influence, in accordance with local laws (Law 27.401 on Corporate Criminal Liability- Ley 27.401 de Responsabilidad Penal de las Empresas) and the U.S. Foreign Corrupt Practices Act (FCPA). This Policy was approved by the Management Team and signed by all the employees.

0 (zero) confirmed corruption related incidents

Communication on anti-corruption policies and practices

- ▼ 100% of board members
- ▼ 2.520 employees

Anti-Corruption Training:

- ▼ 78% of employees
- ▼ 38% of board members

Evaluation of Corruption-related Risks:

- ▼ 100 % of operations



Internal Control System

Our internal control system encompasses processes, activities and controls designed to provide an adequate level of assurance regarding the achievement of business objectives related to:

- ▼ The effectiveness and efficiency of operations.
- ▼ The reliability of financial reporting.
- ▼ Compliance with current regulations.

Our internal control system is based on the Integrated Framework for Internal Control (COSO 2013) and encompasses five main aspects: control environment, risk assessment, control activities, information and communication, and system monitoring activities.

Throughout 2023, we continued to use our three lines of defense approach against potential risks. The first line is established by business management, the second one is formed by Compliance and Internal Control and Risk functions (to advise, monitor, and ensure effective risk control), and the third one is our Internal Audit, which independently and regularly evaluates the adequacy

of existing policies and controls, and it also verifies their proper implementation and operation.

The Internal Control and Risk Management function and the Internal Audit function are independent and are sufficiently separated from each other and from the areas they oversee to ensure the proper performance of their duties.

Furthermore, in 2023, we reassessed the design of our internal control, updating its scope and matrices and implementing improvements to enhance the efficiency of our processes, to address and mitigate key business risks related to financial information. We also developed new regulations for relevant processes and sub-processes and modified certain existing standards to improve the efficiency, robustness, and agility of processes in force within the Company.

During 2023, we audited the operation of our key internal controls again, without detecting any significant or material deficiencies to report.

- ▼ 288 Risk Analysis Matrices, Reports, and Evaluations conducted in 2023.
- ▼ 322 Risk Analysis Matrices, Reports, and Evaluations conducted in 2023 including economic, environmental, and social issues.

Risk Management

A comprehensive and proactive risk management, aligned with compliance with current regulations and within a framework of ethics and transparency, is crucial for the growth of our business and the achievement of our strategic objectives.

Our regulatory and risk management system continues to adhere to the highest international standards and practices, detailing responsibilities for both the Board and other areas involved in our processes of assessment, classification, mitigation, and monitoring of the managed risks.

Throughout 2023, we maintained our portfolio of managed risks, and we did not record any significant increases in any indicators related to aviation activities, environmental issues, or social matters. Since the inception of our operations, we have maintained a steadfast commitment to the safety of operations and environmental protection.

Functions of each party involved

The Board of Directors

- ▼ Defines risk management within the organization, setting acceptable risk levels to achieve its objectives.
- ▼ Authorizes the Corporate Risk Management Policy.
- ▼ Reviews and approves the budget for critical risk mitigation plans.

CEO

- ▼ Understands exposure levels and the risks assumed based on established risk appetite.
- ▼ Proposes to the Board the risks to be managed within the company.
- ▼ Ensures that the Corporate Risk Management Policy is implemented in current or future activities of Aerpuertos Argentina.

Audit Committee

- ▼ Proposes the Risk Management strategy and oversees its implementation.
- ▼ Establishes criteria for accepting risks managed by Aerpuertos Argentina.
- ▼ Requires bi-monthly management reports and risk monitoring reports from the Corporate Risk Management Department.
- ▼ Ensures that Risk Management has the necessary resources for the development of its activities.

Managers of different areas of the company

- ▼ Ensure compliance with the criteria established in the Corporate Risk Management Policy.

Throughout 2023, we effectively and efficiently managed all risks within our scope, including those specific issues related to each infrastructure project carried out by our own means or by contracted third parties. This specifically enabled the safe connection of people, goods, and cultures, promoting a better world through our role in the aviation transport industry.

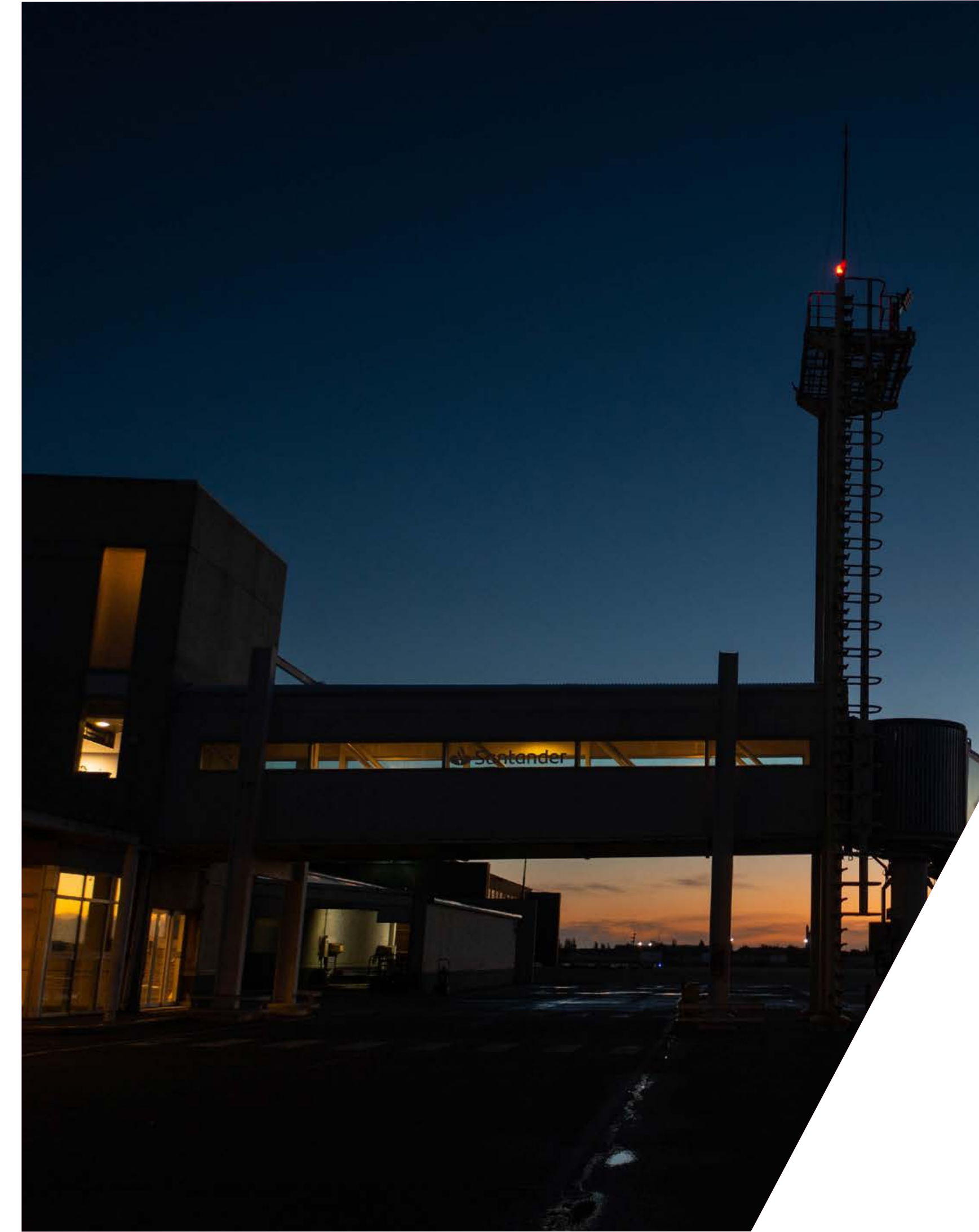
Crisis management and business continuity plans

As part of our operational activities at Aerpuertos Argentina, each airport under our concession reviews, rehearses, evaluates, and adopts various emergency and crisis management plans. These plans ensure the minimization of potential adverse impacts on our airports and their communities, as well as the continuity of our business.

The Crisis Management and Business Continuity Plans currently in force are in accordance with the regulations, standards, and best practices in the field.

Security of Information

As regards the reliability of accounting and financial information, as well as to assess the efficiency of internal controls and manage risks, we still use the Integrated Framework for Internal Control (COSO Report 2013) and Enterprise Risk Management Framework (2017) developed by the Committee of Sponsoring Organizations of the Treadway Commission (C.O.S.O.)





Esquel

02.



SDG'S:
3, 8, 9, 10, 11, 12, 13, 15, 17

Sustainability



Aeropuertos Argentina and sustainability



We are leaders in our industry, committed to a low carbon economy. We promote diverse and environmentally-respectful work teams, we invest in cutting-edge infrastructure to benefit local communities. We promote economic and social development in the destinations where we operate, in collaboration with strategic business partners and assuming our responsibility towards sustainable development.

In our operations at Aeropuertos Argentina, we prioritize people, the community and the environment.

We focus on satisfying our stakeholders needs to offer a quality service, innovative infrastructure, and safety. We collaborate with key partners to comprehensively address demands and create opportunities for personal and professional growth. We promote inclusion through health, education, art and culture, and we drive sustainable tourism development as a strategic part of our business. We are committed to reducing our carbon footprint and efficiently managing natural resources. We connect millions of people as we move towards sustainable development locally and globally.

In 2022, we formally launched our CAAP's sustainability strategy under the five global pillars, adapting it to our local vision and engaging all our employees to work together to achieve our objectives.



Exceed our customers expectations

We play a key role in sustainable development within the business. We aim to exceed our passengers' expectations, granting them a positive and enjoyable experience, and ensuring full accessibility in our terminals. We invest in technology to progress in our digital transformation journey, and we collaborate with all our stakeholders to optimize our passengers' experience.

- ▼ In-person and virtual satisfaction surveys
- ▼ Ser Anfitriones training
- ▼ Informative videos on basic Signage Language
- ▼ Food labeling proposal



Strengthen a culture of innovation, agility, and inclusion

Our employees are our most valuable asset. We care about their well-being and development because we recognize that their growth is the engine of our company's success. We foster an agile, collaborative, safe, and inclusive work environment, and we focus specially in women's development in our industry.

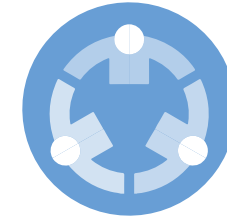
- ▼ Professional Internship Program
- ▼ Partnership with DISCAR
- ▼ Talent Incubator Program - Cohort XXIII
- ▼ Sign language training
- ▼ Assistance for passengers with Autism Spectrum Disorder (ASD)



Operate with safety and efficiency

We ensure safe and reliable operations and environments with state-of-the-art infrastructure and technology, complying with all regulations and preventive measures. We focus on efficiency as a key dimension of business management, and we strive for the continuous improvement of our processes to operate seamlessly.

- ▼ Investment in infrastructure projects.
- ▼ Job creation through infrastructure works.



Create a positive impact in the communities where we operate

We are committed to making a positive impact by providing economic and social value to all the communities where we operate our airports. We promote a sustainable value chain with a focus on sourcing products and services locally, and we collaborate with various stakeholders in society to achieve our goals.

- ▼ Orchestra Aerpuertos Argentina for youth aged 15 to 23.
- ▼ Support to Dr. Alberto Antranik Eurnekian Interzonal Hospital in Ezeiza.
- ▼ Support for the Civil Association Amaltea.
- ▼ Collaboration Agreement with the Argentine Red Cross.
- ▼ Sustainable Tourism: Signing of an agreement with UCASAL for the Sustainable Host Course (Focus: Host).



Manage our environmental impact responsibly

We are committed to a low-carbon economy, the responsible use of resources, and biodiversity conservation, and we invest in projects that place nature and people at the center of our decision-making processes. This sets a transformative path for us to address the climate emergency.

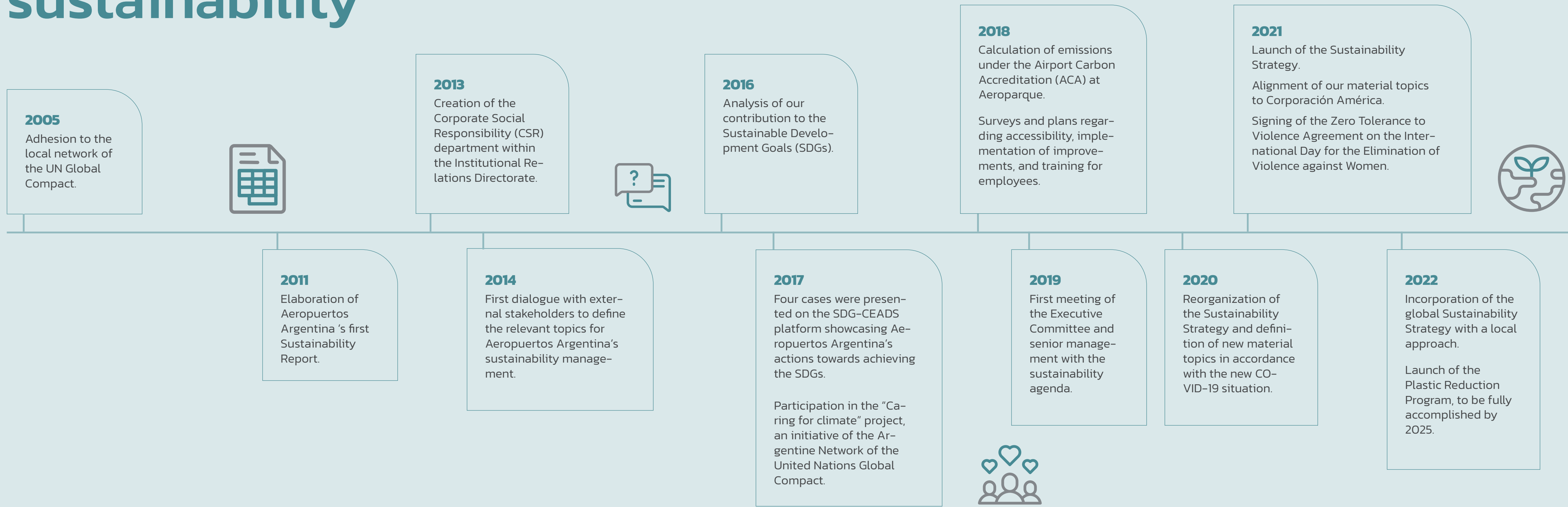
- ▼ Environmental Policy:
- ▼ Sustainable Tourism: Launch of "Zero Plastic Destination" initiative (Focus: Passenger).
- ▼ Awareness Project: "Sustainable Passenger".
- ▼ Expansion of the carbon footprint measurement.
- ▼ Energy optimization and efficiency project, and purchase of green energy at Ezeiza.
- ▼ Expansion of Integrated Waste Management Program.
- ▼ Creation of a Climate Table and a Climate Committee.

Commitment to the Sustainable Development Goals (SDGs)

We are committed to the United Nations Sustainable Development Goals (SDGs) and the Paris Agreement. Through our triple impact actions, we contribute to the fulfillment of these goals. We identify the SDGs where we create the most value and we align our strategy with their objectives to be part of the global Agenda 2030.



Progress in our commitment to sustainability





2023



Launch of the Plastic Reduction Program, achieving a 12% reduction in single-use plastic consumption across 11 airports nationwide.



90% reduction in CO2 emissions at Ezeiza Airport through 69% renewable energy sourcing.



Certification of 6 airports under ACA (Scope 1) for carbon footprint measurement: Bariloche, Salta, Jujuy, Paraná, Río Gallegos, and Tucumán.



Launch of the Sustainable Tourism Host Program and signing of an agreement with Universidad de Salta (UCASAL) to develop the "Sustainable Tourism Host Course."

**Sustainable tourism:
Traveling differently once again**

Sustainable tourism is defined by its adherence to sustainability principles, which aim to minimize impact on the environment and local culture while promoting income and employment generation for local communities. It is essential to consider both the current and future impacts on the destination.

As industry leaders and promoters of sustainable development in our country, at Aeropuertos Argentina we drive projects and programs across the 35 destinations where we operate to promote more sustainable tourism.¹

We recognize the crucial role of sustainable tourism in generating employment and prosperity globally, as well as in the development of the different destinations. Therefore, we have developed the Sustainable Tourism Program, aware it can promote socio-cultural, environmental, and economic development in the destinations and communities where we operate.

¹ Among them is the “Soy Anfitrión” program. For more information, please refer to the chapters on Social Impact and Experience in this Report.



Relationship with our stakeholders

We believe that the dialogue and exchange of ideas with our stakeholders are essential to enhance our business. Therefore, we maintain agile, secure, and efficient communication channels with key stakeholders, and we move forward 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 CNV, corporate website, market reports and sustainability, and Shareholders' Assembly.
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 ² , information provided at airports, corporate web, emails, 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 ³	Meetings for the signing of contracts and agreements, trainings, face-to-face meetings and preparation of reports on the company's activities and results.

² Used during the contracting process to reach better understanding between both parties.

³ 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).

Double Materiality Analysis

In light of the new global regulation on non-financial ESG disclosure and the increasing demands from investors and stakeholders, this year CAAP and Aerpuertos Argentina in 2023 began conducting a double materiality analysis in compliance with the Corporate Sustainability Reporting Directive (CSRD) adopted by the European Commission and the European Sustainability Reporting Standards (ESRS).

Thus, we initiated a process to identify material topics considering both financial and non-financial impacts, assessing the consequences that environmental and social agenda items may have on our business and the effects of our operations on sustainable development. This exercise is still undergoing validation, therefore in the 2023 Report we published the topics defined in the previous exercise, with the goal of updating them for 2024.

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 other related environmental impacts.	Internal and external
Empowering 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	Ensure safe and efficient operations	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
Local air quality	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
Noise Management	Action for Climate	On the degree of contamination and use of resources.	External
Management of water and effluents	Action for Climate	On water and its responsible use.	Internal and external
Biodiversity	Action for Climate	On ecosystems, biodiversity, and the environment.	External
Social ⁴			
Health and security	Build 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	Build a culture of agility, innovation, and inclusion	On the degree of social and labor inclusion of individuals from vulnerable sectors.	Internal and external
Employment and professional development conditions	Build a culture of agility, innovation, and inclusion	On generating employment and providing training opportunities that enhance people's quality of life.	Internal
Human Rights	Build 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 the local communities	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 of the supply chain	Generate a positive impact on our communities	On the value chain as a partner in the airport ecosystem.	External

⁴ For more information on the social private investment Strategy, refer to the chapter on Social Impact of this Report.





Bariloche

03.



SDG'S:
3, 8, 9, 10, 11, 12, 17

Experience

Exceeding Our Customers' Expectations

Continuous growth

43.646.581

Total passenger movement
(vs 32.699.846 in 2022)

192.076

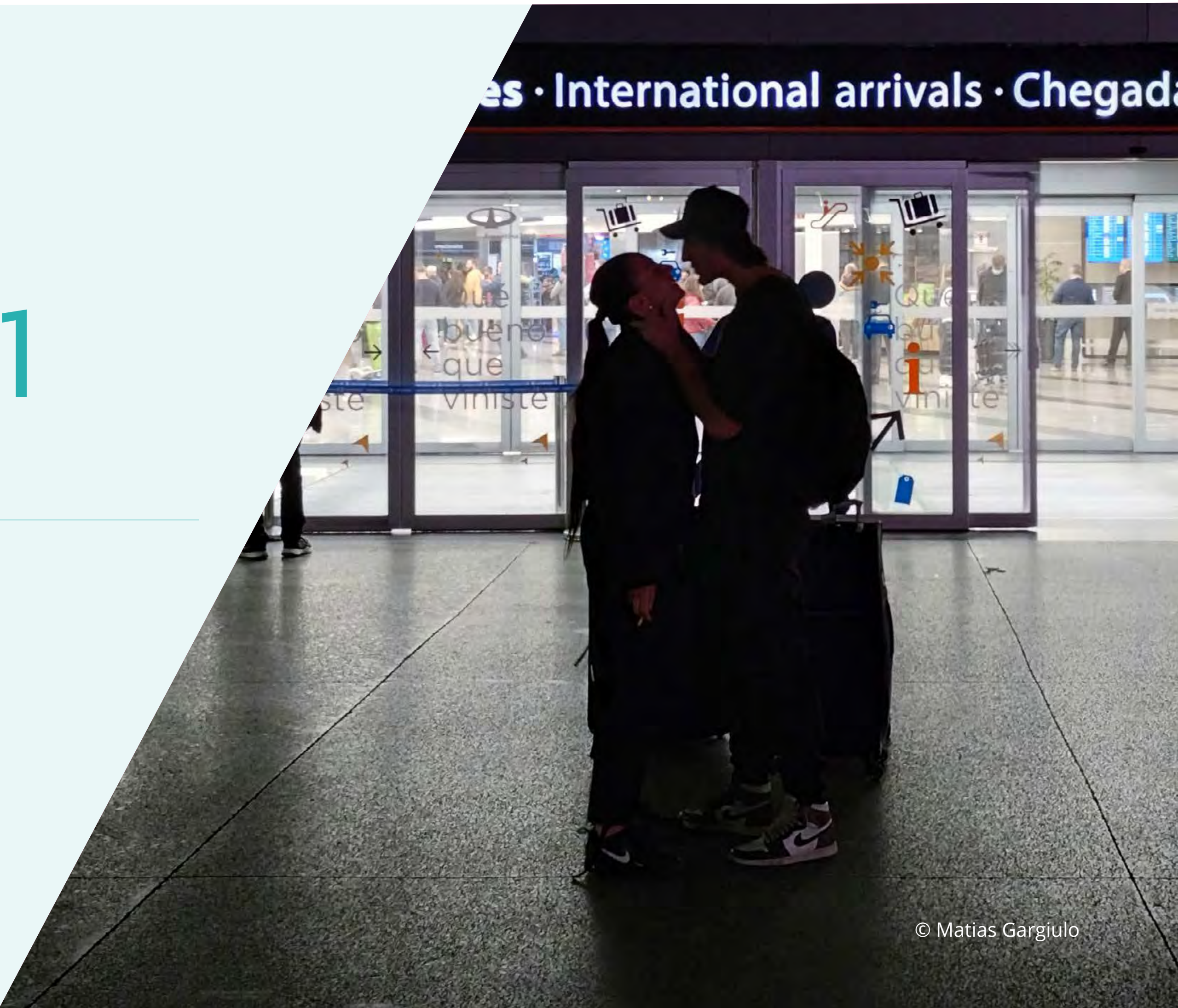
Total cargo movement (tn)
(vs 181.304 in 2022)

394.771

Total aircraft movement
(vs 370.710 in 2022)



Our team is devoted to exceeding the expectations of passengers and of the people passing through our airports. Our goal is to transform the travel experience into a memorable moment. This human capital is complemented by state-of-the-art infrastructure that blends quality, comfort, safety, and accessibility for all.



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Passenger Movement	2022	2023	EZE	AEP	Northeast	South	West
National	23.016.606	30.515.783	3.095.294	11.486.999	5.049.235	5.524.887	5.359.368
International	8.610.963	11.717.025	7.466.914	3.160.061	505.796	67.501	516.753
In Transit	1.072.277	1.413.773	264.034	974.793	40.161	76.129	58.656
Total	32.699.846	43.646.581	10.826.242	15.621.853	5.595.192	5.668.517	5.934.777



Cargo Movement (tn)	2022	2023	EZE	AEP	Northeast	South	West
National	2.513	5.875	-	-	346	4.456	1.074
International	164.029	173.056	170.475	1.181	977	1	422
Mail	14.762	13.144	13.123	-	6	12	3
Total	181.304	192.076	183.599	1.181	1.320	4.469	1.499



Aircraft Movement	2022	2023	EZE	AEP	Northeast	South	West
Passenger Aircrafts	251.159	314.978	61.498	116.419	43.303	46.135	47.623
Cargo Aircrafts	5.782	6.757	6.320	3	33	329	72
Other	113.759	73.036	4.489	11.272	18.558	15.213	23.504
Total	370.710	394.771	72.307	127.694	61.894	61.677	71.199

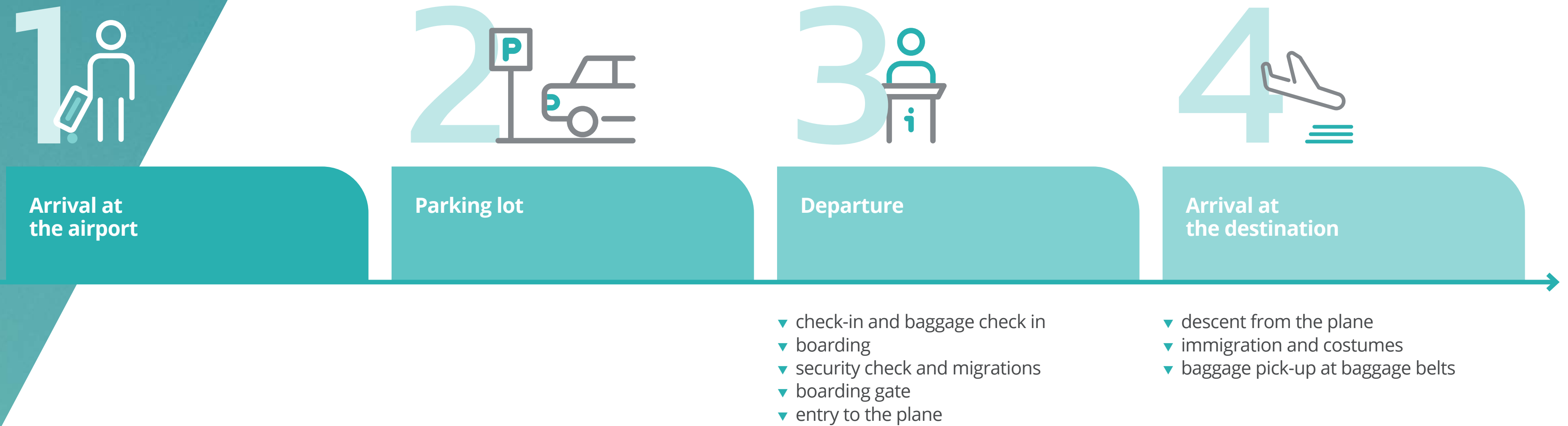


Aeropuertos Argentina Cargas Movements in 2023	2022	2023
Number of customers	14.897	14.915
Average annual cargo dwell time	7,73	8,47
Annual Cargo Movement TN (Regulatory Body of the National Airport System-ORSNA for its Spanish acronym)	182.491	189.775

Passenger Journey

We are committed to providing our passengers a quality traveling experience. Thus, we work alongside various stakeholders in the airport community to assist our passengers at every stage of their journey through our terminals.

Upon arrival at one of our terminals, their journey is the same, but the other way around.



Our customers

Our customers are the businesses that offer services for our passengers within our terminals. We are committed to providing them with a safe and efficient working environment for their operations, and working together in the construction of an airport ecosystem offering excellence, personalized attention and high quality products, caring for the impact on the environment and the respect for people. At the same time, we strive to create a pleasant, clean, comfortable and safe environment for all our users.

1.049

Total customers
(vs 1.259 in 2022)

Number of customers	2022	2023	EZE	AEP ⁽¹⁾	Northeast	South	West
Retail (business premises) (2)	79	87	30	7		14	11
Gastronomic	91	95	33	13	22	13	14
Airlines (7)	70	59	31	7	7	5	9
Petrol stations	7	7	1	3	2	1	0
Advertising	375	344	150	44	-	51	99
Passenger assistance services (3)	41	69	32	8	7	9	13
Mobility (transport and parking) (4)	148	147	22	11	41	20	53
Services provided to third parties (5)	241	180	65	27	-	16	72
Services to aircrafts (6)	207	61	14	3	21	9	14
Total amount	1.259	1.049	378	123	125	138	285

(1) It includes FDO.

(2) It includes duty free, duty paid, kiosks, sale of regional products, newspapers and magazines, expending machines, pharmacies, all retail industry included.

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

(4) It includes pre and post air transportation, car rental, parking, car rental companies, cab and taxi services.

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

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

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

Satisfaction measurement

With the objective of enhancing our passengers' experience, we conducted internal satisfaction surveys in 21 airports.

Results of this year show a positive perception from our passengers, obtaining valuable information regarding the most valued aspects of our airport services, as well as those to be improved.

At Ezeiza, we have established a Survey Committee, made up of people from the Commercial, Strategy, Operations, Systems, and Customer Experience departments that meets to ensure that a clear and consistent direction is followed in order to exceed our costumers' expectations.

23.032

Surveys conducted

3,79/5

General satisfaction

Most valued aspects:

- ▼ Staff courtesy and kindness
- ▼ "Easiness to find the way"

Least valued aspects:

- ▼ Entertainment and leisure options
- ▼ Price-quality ratio in restaurants and shops
- ▼ Availability of banks/ATMs and VIP lounge

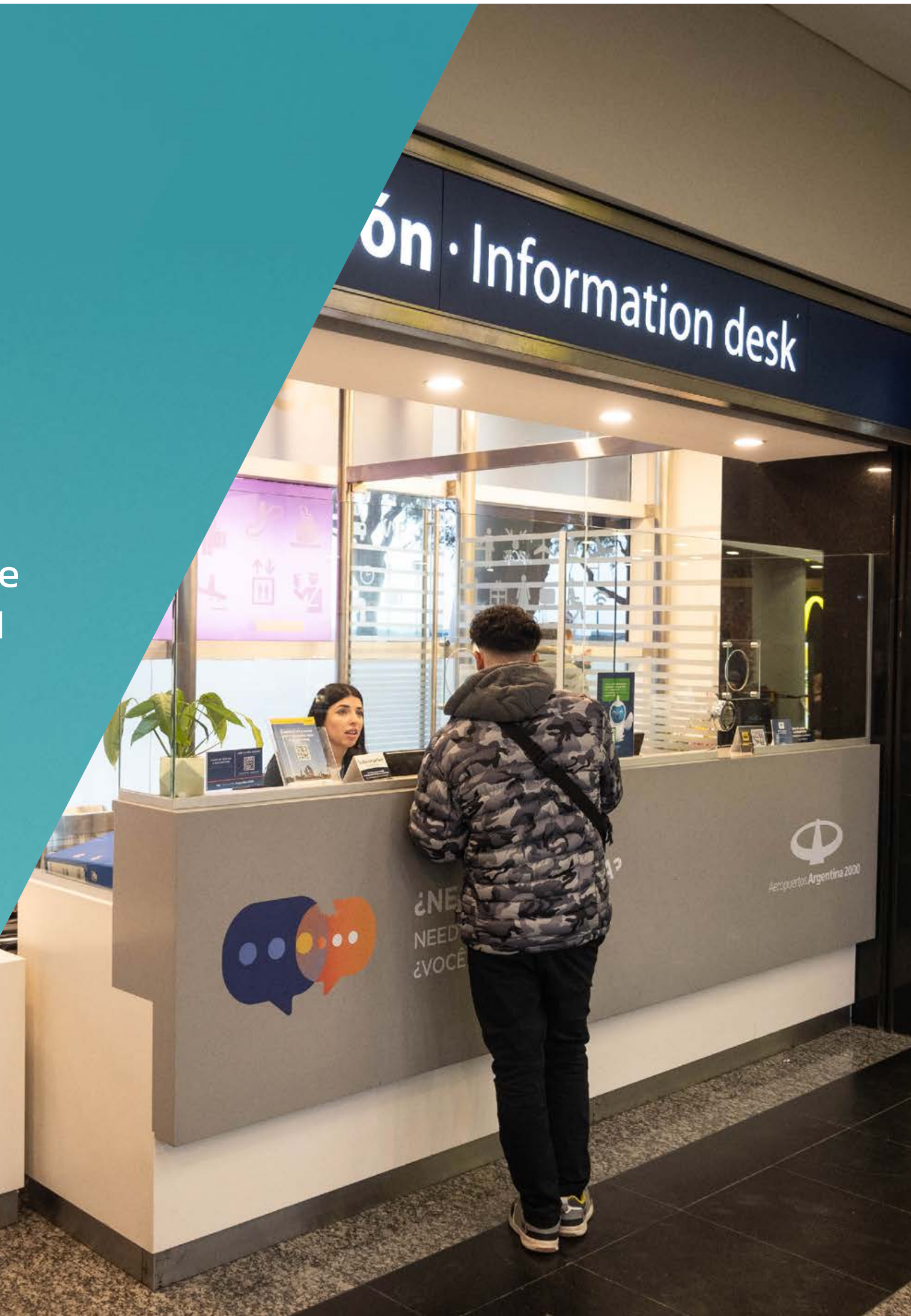


2023 Annual Average

3,81 Aeroparque	3,77 Bariloche	4,09 Catamarca	4,18 Comodoro Rivadavia	4,03 Córdoba
4,07 Ezeiza	3,19 Formosa	3,84 Iguazú	3,84 Jujuy	4,14 Mar del Plata
3,81 Mendoza	3,82 Paraná	3,44 Posadas	3,71 Puerto Madryn	3,68 Resistencia
3,46 Río Cuarto	3,21 Río Gallegos	3,92 Río Grande	3,97 Salta	3,27 San Juan
3,01 Santiago del Estero	3,18 Tucumán	4,48 Termas de Río Hondo		



At Ezeiza, we were awarded the Airport Customer Experience Accreditation Level 1 prize by ACI.



Comprehensive Process Diagnosis

During the last quarter, we carried out a thorough assessment of 100% of the processes in the customer service area. This comprehensive analysis included 90 interviews with managers, customer experience leaders, customer service managers, and assistants, aiming to identify improvement opportunities regarding tools, documents, training and area management. This proactive approach has allowed us to implement strategic improvements, optimizing operational efficiency.

Improvements implemented for a differentiated service

As our mission is to ensure a positive experience for our passengers at the airport, in 2023 we implemented enhancements, programs, and initiatives to achieve a differentiated experience.

Aeroparque

- ▼ We added tables and chairs in both the domestic and international boarding areas, as well as in the food court.
- ▼ We added charging stations throughout the airport, and 200 luggage carts
- ▼ We updated the kits for people with ASC/AED and blind individuals in order to improve the travel experience not only for a specific group of passengers, but for everyone.
- ▼ We created a kid's friendly space within the domestic boarding area, and a new millennium space on the upper floor of the public area.

Ezeiza

- ▼ We inaugurated the "Soy Anfitrión" Program with the objective that our Experience team hosts give out little

books and candies to families with children. Additionally, we provide portable batteries for our passengers. As part of our "Mision Filas," we aim to reduce waiting times and optimize passenger processing times at check-in and control points.

- ▼ As part of the Pet Friendly program, we inaugurated a new area where passengers traveling with pets can relax peacefully and receive pet gift kits.
- ▼ For the opening of the new Departure Terminal, we revamped the Kids Friendly space at Gate 5, introducing family bathrooms. We also distributed coloring kits and Children's Day souvenirs. We also conducted various activities for children during the winter holidays.
- ▼ We hosted the Volarte Art Exhibition, a traveling exhibition presented through digital modules.
- ▼ We welcomed sports delegations requiring special assistance:
 - Los Toros, representing Argentina at the World Deaf Football Championship in Malaysia.

- The Argentine Powerchair Football Team, competing in the Powerchair Football World Cup in Sydney.
- The Argentine Women's Deaf Football Selection, traveling to the World Cup in Brazil.

South

- ▼ We signed an alliance with Via Bariloche and we set up a stand for direct ski pass retrieval at Bariloche Airport.
- ▼ We signed an alliance with AZ to generate an Audiobook space in Bariloche.
- ▼ In Mar del Plata, we installed a soft play area in collaboration with STAR TOY, a toy store.
- ▼ In Bariloche, we replaced all the exterior signage with new signage.
- ▼ In Bariloche, we inaugurated a new Pet Friendly space.

Northeast

- ▼ We incorporated children's play areas at the airports in Iguazú, Posadas, and Paraná.
- ▼ We added activity books and coloring ma-

terials at the airports in Iguazú, Posadas, Paraná, Córdoba, and Resistencia.

- ▼ We installed child protection seats in the restrooms of Córdoba and Iguazú.
- ▼ We set up two Food Truck style bars at Córdoba.
- ▼ We inaugurated new venues offering various food options: Hard Rock Café in Córdoba and Iguazú, Tostado in Córdoba, and Café Martínez in Iguazú.
- ▼ We inaugurated new customer service stands in Córdoba and Iguazú.

West

- ▼ We introduced the option of free baby stroller rental at the customer service stands in Mendoza and Salta.
- ▼ We inaugurated a Kids Friendly space at Mendoza Airport.
- ▼ We successfully negotiated improvements in the provision of gastronomic services at all our airports.
- ▼ We opened new dining venues in Mendoza, Salta, Jujuy, and San Juan.



Sustainable Tourism Hosts Course ¹

In 2022 we signed an agreement with the University of Salta (UCASAL for its Spanish acronym) to develop the "Sustainable Tourism Hosts' Course." We also organized three editions consisting of four modules, conducted entirely online and free of charge.

¹ For more information refer to the chapter on Community in this Report.



VIP CLUB

To enhance our VIP passengers' experience, we continuously establish barter agreements with renowned brands and we undertake special initiatives on key dates. Furthermore, we have renovated and expanded various areas at our airports to offer a more comprehensive experience. For instance, at Ezeiza we improved and inaugurated new lounges with Aerpuertos Máster Argentina y Emergente (AMAE for its Spanish acronym). At Aeroparque, we opened AMAE lounges in collaboration with Aerolíneas Argentinas, thus completing the expansion and improvement project initiated in July 2022. Additionally, we launched a joint kitchen, allowing us to upgrade our gastronomic offerings to meet our passengers' expectations. We also opened AMAE lounges in Iguazú and Córdoba.

The VIP parking service at Aeroparque has also seen significant improvements, since we have relocated and clearly marked the exclusive parking spaces. Moreover, we have implemented 24-hour surveillance and introduced valet parking with meet and assist services for arrivals and departures, an exclusive benefit for our members. Lastly, through a partnership with DS Automóviles, we have added two high-end vehicles to our fleet at Aeroparque, thus enhancing the overall service quality.

At Ezeiza, we introduced a Concierge Service offering personalized attention exclusively for our members. We added exclusive parking spaces at E2, Level-2, strategically located to grant direct access to the New Departures Terminal. Additionally, we have implemented 24-hour security within the parking lot.

We also remodeled the Departures and Arrivals lounges, installing AQUA water dispensers and NEWINE wine stations. Since July 2023, our members can place their food orders via a QR code. It is worth mentioning that the menu includes tags indicating dietary options such as gluten-free, vegan, vegetarian, etc., given that this year we have added a wide range of gluten-free and vegan food options. We also introduced an exclusive 10-minute menu. In addition

to all this, members can now call the kitchen staff directly from their cell phones, ensuring a relaxed dining experience without any concerns.

Finally, we incorporated games for children, gifts for pets and end-of-year gifts for our members.

At the West Business Unit airports, we outsourced the VIP lounges to Crossracer Transport Services S.A. We remodeled the Mendoza lounge, now granting better passenger service, with improved attention and a better VIP service during airport boarding.

Parking

Ezeiza

We incorporated 600 new long-term parking spaces (E4) equipped with a new access control system. Additionally, we upgraded the shuttle service for better efficiency and introduced electric vehicles with increased frequency. Furthermore, 25 new security cameras were installed for occupancy control within E1-E3-E4-E5 areas.

To streamline and facilitate departure from the parking lot, we implemented license plate reading for Ticket payments, authorized and prepaid, at no charge. This new method allows for automatic exit processing. Moreover, we started implementing QR code payments and installed new Posnet devices at the main exit, enabling payment through Mercado Pago.

Lastly, we enhanced the Valet Parking service by including it in the Online Store, which resulted in an increase in its use.

Aeroparque

We introduced segmentation of parking by hourly and long-term stays. We updated the signage within the parking areas to facilitate counting of available spaces and help passengers find their spots quickly. Additionally, we installed a Capacity Management System (Sistema Aforo) in the Río parking area.

Self-service ATMs were activated in both the South and Río parking areas, improving the process of payment for our services. By means of a change of the Valet Parking permissionary, we increased passenger parking capacity by 22%.

Lastly, we implemented a specific stop for ride-sharing apps, thus enhancing traffic flow at our airport entrances.

Northeast

We implemented infrastructure improvements within the parking facilities at Cordoba airport. This included replacing traffic lights at the vehicle entry and exit lanes, ensuring they are fully operational. Additionally, we added new spaces for rental cars and we inaugurated a rental car lot with 92 spaces designated for vehicle drop-off and pick-up operations

South

At the Comodoro Rivadavia Airport, we began offering long-term parking services to provide our passengers with greater convenience. Additionally, we improved the infrastructure of the offices and booths in Bariloche. Lastly, we successfully implemented the Integrity Program for permit holders.

West

We reorganized the rental car parking areas at Mendoza and Salta. To achieve this, we worked in collaboration with the Commercial, Administration, and Experience departments to define and code the spaces assigned to rental car parking. We also enhanced the utilization of spaces in the passenger parking lot.



Gastronomic Services

At Ezeiza Airport, we offer a wide and diverse gastronomic selection designed to meet the needs of passengers, companions, and the airport community as a whole. This includes well-known brands valued by users. Aeropuertos Argentina's pricing policy mandates that establishments maintain prices comparable to those outside the airport, ensuring transparency and enabling passengers to choose the most convenient option.

Furthermore, we are implementing programs to identify the gastronomic offering, as well as developing actions that promote sustainability both from an environmental and human well-being perspective. Among these programs is the Zero Plastic Destination Project, aiming at the elimination of single-use plastics in our terminals.

Passenger activations in collaboration with service providers include:

- ▼ Tastings at Le Pain Quotidien at Ezeiza.
- ▼ Opening of Narda de Viaje (Narda Lepes) establishment at Ezeiza.
- ▼ Opening of Pizza Zèn locations at Ezeiza and Aeroparque.

During 2023, at Aeroparque, we introduced new culinary offerings for our passengers, thus providing a wider variety of options. Additionally, we installed a new Havana take-away counter in the Domestic Pre-Boarding area and an Atalaya establishment in the Food Court. Furthermore, we reorganized and enhanced the overall Food Trucks concept by changing some brands and introducing the Pani brand.

In order to improve organization, we re-vamped the dining service in San Fernando by introducing the well-known Alma Café brand and enhancing the menu offerings. We also increased seating capacity.

In airports such as Bariloche, Bahía Blanca, Mar del Plata, and Viedma, we opened new outlets with diverse food options. Specifically, in Bariloche, we installed a Kandahar bar with Take-Away option in the boarding area and launched a The Coffee Store bar in Bahía Blanca.

Within the West Business Unit airports, we worked to ensure that all dining establishments offer at least one gluten-free, vegan, and kids-friendly menu option.



Training on Celiac Disease

We continue to focus on ensuring that our airports offer products suitable for people with celiac disease, thus providing a wide variety of food options for our passengers.

Throughout 2023, we conducted various training sessions on celiac disease at several airports in the Northeast region and at Ezeiza Airport. Additionally, in September we held three events for celiacs in Aeroparque, Ezeiza, and Interior, with the participation of 50 registered attendees.

The main objective is to train airport community staff to identify and address the circumstances faced by people with celiac disease. We work in collaboration with various brands to expand the variety of gluten-free products available in stores and to ensure proper labeling, including certification logos, as well as to improve the visibility of gluten-free products.

This collective effort reflects our commitment to inclusion and the well-being of all passengers and visitors passing through our airports.

My Pod Capsule Boutique

With the objective of further enhancing passengers' experience, at Ezeiza International Airport, we inaugurated "My Pod Capsule Boutique", a space offering innovative and eco-friendly services, with unique design details and comfort.

The facilities include spacious and comfortable rooms individually designed, which are available in two sizes (Maxi Pod and Mini Pod), as well as individual shower services, self-managed lockers for luggage storage, meeting rooms, and coworking spaces. All the areas are accessible for people with reduced mobility.

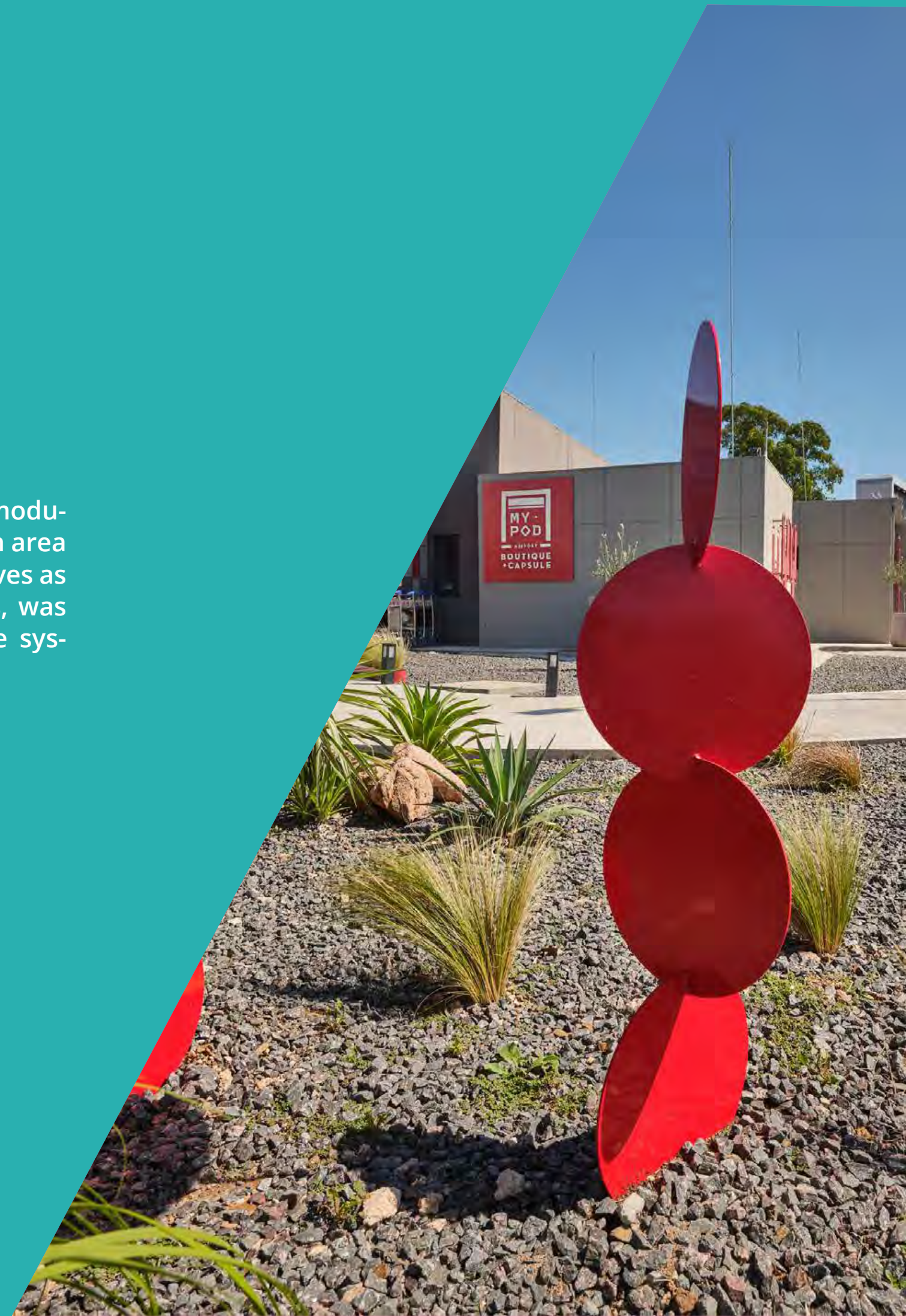
This project is specifically designed to meet the needs of passengers facing flight delays, inconvenient arrival or departure times, or long wait times between connections. As a result, services are available 24/7. Furthermore, due to its strategic location within the airport, it is easily accessible on foot from the boarding terminals.

Starting from November, the facilities have been open to the general public, who can make reservations through the website <https://mypodcapsule.com>. Each

service is booked hourly and can be selected individually, although combo packages combining two or more services are also available.

My Pod Airport Boutique Capsule was constructed in collaboration with UNIMOD (GRUPO AZZO), who specializes in off-site construction using cutting-edge technology. UNIMOD manufactures three dimension modular buildings, completely and integrally in their workshops. This system offers several advantages, including reduced construction times, and flexibility in design and future modifications. It is also a sustainable process due to lower water consumption during construction, increased energy efficiency (thermal insulation), reduced waste at the construction site, use of recyclable materials, and minimized environmental impact.

For this project, 12 transportable modular buildings were used, covering an area of 330 m2. The main hall, which serves as a connector between the modules, was constructed using the Steel Frame system directly on the ground.





Contacts with passengers: communication channels and dialogue



Communication with passengers, the airport community, our employees and those who pass through our terminals is key to enhancing the experience, the security, the quality service and to creating a successful journey. That is why we have various communication channels and dialogue platforms to inform, listen to, respond, and provide an outstanding attention.

Throughout the year, we implemented improvements in the customer service area to enhance efficiency, quality, and provide our passengers with a better experience. Among these, we highlight the new Interactive IVR system and Conversational Chatbot, which facilitate our customers' experience during calls, handling an average of 24,000 calls and 12,000 messages per month.

Omni-channel communication with our passengers

- ▼ Personalized assistance 24 hours a day through information desks and roaming personnel in public and pre-boarding areas.
- ▼ Contact center and communication channels such as chat, website, social media, and telephone available 24 hours a day.
- ▼ Customer service phones are distributed at various points in the terminals, they connect directly to Customer Service when picked up.
- ▼ Free and unrestricted WiFi service throughout the airport.

Digital Channels

Website

3.084.720

New users
We cannot compare the data 2022/2023

12.717.067

Number of sessions
We cannot compare the data 2022/2023

Digital screens

1.570

vs 1.570 in 2022

1.384

Flight information screens
vs 1.374 in 2022

145

Advertising screens
vs 156 in 2022

41

Screens displaying information about wanted individuals

vs 40 in 2022

Connectivity

691

Antennas
vs 680 in 2022

7.153.396

Connected devices
vs 6.998.116 in 2022

Social Media

79.493

Facebook
vs 75.000 in 2022

392.837

LinkedIn
vs 304.000 in 2022

143.779

Instagram
vs 100.000 in 2022

8.280

Youtube
vs 8.360 in 2022

47.334

Twitter
vs 45.448 in 2022

Indicators of the Customer Experience Contact Center	2022	2023
Total number of cases (Chat, APP y BOT)	132.538	167.348
Handled by BOT	76.210	93.083
Facebook (1)	2.665	2.549
Twitter (1)	14.398	4.343

(1) They correspond to private inquiries via Facebook and Twitter, respectively.

Agile Communication

We consider it crucial that our clients and passengers can be heard and engage in dialogue with our teams in a prompt and constructive manner. To achieve this, we leverage digital tools and innovation to bring opinions and expectations closer to our business and action plan.

Free WiFi

In order to provide our passengers and the airport community with free WIFI service, we have 691 antennas distributed throughout the country. During 2023, we recorded 7,153,396 connected devices across all our terminals, with an average connection time of 28 minutes. We implemented usage analytics to analyze user behavior and thus improve service quality.

At Bariloche airport, we further increased the megabyte capacity to accommodate all passengers and thus improve connectivity speed.

Digital Channels

As regards communication channels, this year we transformed our approach, shifting from one focusing exclusively on brand recognition to one encompassing both branding and performance. We call this approach “brandformance.” Through this model, we aim to create brand awareness and promote products and services that generate revenue for the company.

In 2023, we added operational information and refocused our services to be 100% oriented towards meeting our users’ needs.

Email for Different Commercial Sectors

Among the actions undertaken in 2023 to achieve streamline communication, we highlight the creation of group email addresses for various commercial sectors. This initiative enhances effective collaboration between these sectors and additional service operations. This focus facilitates efficient non-face-to-face communication, bypassing the Customer Service Center (CAC) and enabling direct access to the individuals responsible for managing and executing the services.

Regarding our social media work, we part from four strategic content pillars:

- ▼ **User-focused Services:** We inform our passengers about the various services we offer, such as gastronomy, parking, connectivity, retail, accessibility, VIP services, and transfers.
- ▼ **Operational Information:** We provide real-time updates on access status, delays or cancellations, weather contingencies, and parking availability.
- ▼ **Sustainable Tourism:** We promote sustainable services within the airports and the destinations where we operate. Additionally, we offer tips to follow at the airport on what to do before, during, and after traveling.
- ▼ **Institutional Information:** We showcase our identity, activities, values, and commitments.



In 2023, we carried out segmented campaigns, initiatives, and programs to promote unique proposals.

Communication and Awareness Campaigns

New Departures Terminal at Ezeiza

From April to August, we launched a communication campaign for the inauguration of the New Departures Terminal at Ezeiza. Through this campaign, we provided passengers with detailed information, and we directed them to a landing page where they could access all necessary information to plan their arrival at the airport. Additionally, they could view explanatory videos about the traveler's journey.

Online Store

In October, we launched the campaign for our Aeropuertos Argentina's new online store with the slogan "ANTICIPATE," inviting users to book products and services for their

travel needs nimbly. Throughout the campaign until December 2023, we reached an average audience of 6,522,657 people. We achieved a total of 319,349 clicks and displayed 68,474,518 impressions. Additionally, to promote our store, we implemented Brand Content actions in renowned media outlets such as Clarín and La Nación.

Zero Plastic Destination

During July and September, as part of the "Zero Plastic Destination" campaign, we carried out actions in Cordoba and Ezeiza, aimed at promoting conscious consumption among our passengers. Among the activities conducted during the campaign, we highlight the creation of a mural using plastics recovered from the Rio de la Plata, and the distribution of kits containing items for sustainable consumption to the winners of a sustainable trivia contest, which were personalized live by a local artist.²

Summer Campaign

In January, we launched the summer campaign with the same objective as the winter campaign: to promote the main services rendered at the airports during the peak passenger season. We created four videos:

- ▼ Presentation of all the services
- ▼ Gastronomic options.
- ▼ Entertainment for children at the airport.
- ▼ Retail shop offerings.

² For more information on the "Zero Plastic Destination" program, refer to the Environment chapter of this Report.

Airport community program

This program, which began in 2021 for the Ezeiza community, in 2023 reached 10,800 app users. It encompasses Ezeiza, Aeroparque, and San Fernando airports, being the latter the focus of our recent actions. The program aims at being leaders and benchmarks in the airport community, targeting employees from all companies operating within the airports.

In 2023, we organized two events for the Ezeiza community, and for San Fernando Airport we implemented a newsletter format along with updates via WhatsApp.

Our activities at Ezeiza included tours in the New Departures Terminal in collaboration with airlines to enhance the passenger experience, as well as participation in drills, CAAP tours, and involvement in the Inaugural Event. As hosts, we provided improvements and suggestions regarding areas such as services, signage, and layout to optimize user experience.

From the commercial area, we collaborated with the marketing team to coordinate a sustainability focused event with commercial premises at our Ezeiza airport. The licensees joined in with tastings, prizes, and themed games. Additionally, we organized a garage sale at the Hard Rock store, open to the general public.

During the event, we featured a live band selected and promoted by Hard Rock, along with a gastronomic proposal geared towards the “Zero Plastic Destination” initiative. This reflected our commitment to sustainable and responsible practices in the airport industry.

Contact with customers at Aerpuertos Argentina Cargas

During 2023, at Aerpuertos Argentina Cargas, we worked on a professional and robust approach to client relations to exceed their expectations. Among the actions undertaken was the signing of Service Level Agreements (SLAs) with 100% of the Airlines. Additionally, throughout the year, we collaborated with ORSNA and JURCA to identify key performance indicators for cargo operations and we defined the commitments for each party.

This year, we established new customer contact points for service contracting and inquiries via web forms and WhatsApp. Additionally, we held regular meetings with our clients to better understand their needs. Regarding Courier clients, we organized monthly meetings through CAPSIA (Argentine Chamber of Providers of International Air Services) to address their concerns and respond to their needs. For automotive clients, one of the main importing industries operating in Aerpuertos Argentina Cargas, we conducted quarterly meetings via ADEFA.

(Association of Automotive Manufacturers) to present specialized services tailored for their requirements. For the Pharma industry, we designed and shared a specialized service for each laboratory.

Regarding innovation, we moved forward in the digitization process by migrating to a new WMS operating system which allowed us to enhance traceability and facilitate trade. This initiative started in 2023 and will be fully implemented by March 2024. Additionally, we are redesigning our customer management platform, which involves digitizing multiple forms to minimize the need for in-person contact and streamline operational processes.



Claims Management



We reduced our response time to customer complaints and claims by 67%.

For complaints and queries, passengers have a variety of automated services available through different channels, such as telephone, online chat, QR code, and our website. Additionally, we provide a Complaints Book at our Information Stand for those who prefer to make their queries in person.

This year, we achieved a 67% reduction in response time to customer complaints and queries. This accomplishment, comparing the first quarter with the last, reflects our commitment to promptness and efficiency in resolving issues, thereby strengthening customer trust and satisfaction.

“Service Cloud” Implementation

This year we underwent a significant transformation in our management of inquiries, assistance, complaints, and suggestions through the successful implementation of Salesforce CRM, known as “Service Cloud.” This update was key to streamlining our processes and enhancing the overall customer experience.

The implementation of the Salesforce Service Cloud involved comprehensive training for 100% of our staff, ensuring everyone has a thorough mastery of this powerful tool. This enabled us to provide more efficient and personalized customer service, delivering quick and accurate responses to our passengers’ needs in real-time and across various communication channels.

Amount of claims by airport (%)	2022	2023
Ezeiza	37,96	34,89
Aeroparque	36,07	31,40
Córdoba	5,44	4,52
Mendoza	3,88	4,72
Bariloche	4,88	7,31
Iguazú	3,50	2,50
Other	8,27	14,66

Claims by type	2022	2023
Attention	7,69	18,8
Product quality	13,19	-
Service availability	10,44	18,9
Facilities availability	17,58	15,3
Information and signage	6,59	4,3
Rules and procedures	6,59	10,6
Prices	9,34	7,3
Security	6,59	14



Technological innovation initiatives

Passenger flow analysis

In 2023, we completed the installation and implementation of VEOVO in the new departure terminal at Ezeiza. VEOVO is a tool that helps optimize operations and enhance passenger flow across various processes, including security, immigration, baggage handling, and border control.

Additionally, within the New Departure Terminal at Ezeiza, we monitor passenger flow in the Fotopoc area, the PSA area, as well as in the domestic departure zone. We also monitor the baggage area for arrivals at Terminal A and domestic arrivals, and finally, the National Immigration Directorate area for arrivals at Terminal A and departures from the New Ezeiza Terminal.

The AI-driven cloud-based software measures passenger movements and provides real-time and predictive insights into customer behavior. By integrating data from multiple sensors, the analytics platform offers valuable metrics such as occupancy rates, expected wait times, and lane productivity. This enables airports to make more informed decisions and optimize passenger flow efficiently.

Thanks to the integration of these innovative tools, we can display estimated wait times on information screens at checkpoints. This provides passengers with accurate information to help them take control of their journey and reduce stress.

Ezeiza International arrivals TA

Immigration:

4 Total waiting time (min.)

Estimated waiting time (min)

- 01 Internacional
- 01 Domestic
- 02 E-Gates

Passengers in line

- 5 Internacional
- 15 Domestic
- 25 E-Gates

Actual time (min.)

- 06 Internacional
- 04 Domestic
- 02 E-Gates

Baggage claim:

3 Total waiting time (min.)

Passengers waiting at baggage belts

- 1 Baggage belts 3-5
- 3 Baggage belts 5-7
- 224 Baggage belts 7-9

Actual time l (min)

- 00 Baggage belts 3-5
- 02 Baggage belts 5-7
- 03 Baggage belts 7-9

Customs:

1 Total waiting time (min.)

Estimated time (min.)

01

Passengers in line

105

Ezeiza International departures TA

Boarding Pass Control

20 Passengers in line
00 Actual time (min.)

Airport Security Control

238 Passengers in line
15 Actual time (min.)
61 Passenger flow (every 5 min)

Immigration

4 Total waiting time (min.)
48 Passenger flow (every 5 min)

Manual counters

5 Estimated time (min.)
49 Passengers in line
5 Actual time

Boarding Pass Control & Airport Security Control & Immigration

25 Estimated time (min.)

26% passengers at Boarding Pass Control: 20
34% passengers at Airport Security Control: 238
26% passengers at Immigration: 49

Actual Time: 13 min



ADA 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. Its objective is to enhance passengers' experience through comprehensive support during their journey through the airport, utilizing tools and services that provide relevant and useful information for travelers, while also offering a new sales channel for products and services available at the terminal.

During 2023, we successfully incorporated new features. Now, it's possible to access the special assistance request form for individuals with ASD (Autism Spectrum Disorder) directly from WhatsApp, track arriving flights at Aeroparque, and access various promotions or exclusive discounts for special dates such as Cyber Week or Black Friday.

Furthermore, through integration with our parking system and Mercado Pago, ADA enables direct payment of parking tickets via WhatsApp. This new payment method is already operational at Aeroparque and Ezeiza, and we are planning to extend this user-focused digital payment solution to other airports across the country.

The project prioritizes passenger satisfaction, considering it a key objective and a crucial indicator that we continuously monitor. In this regard, the airport received higher ratings from individuals who interacted with the bot. Throughout the year, more than 60,000 users engaged with ADA, resulting in over 2,600,000 messages exchanged.



+60.000

users engaged with ADA, resulting in over 2,600,000 messages exchanged.

Online store opening

In September 2023, we launched our online store to allow passengers to pre-book various airport services and experience their airport journey without worries.

Currently, we have 3 active stores (Ezeiza, Aeroparque, and Córdoba) and 2 upcoming launches (Mendoza and Bariloche), offering over 20 products including different parking options, transfers, VIP lounges, luggage wrapping, and gift cards.



197.000

thousand new users

We achieved a revenue of over **AR\$100.000.000**

Accessibility

We adapt all our projects and construction works with the standards set by the law, and with various regulations on Accessibility. Our ongoing commitment is to ensure that individuals with disabilities and/or reduced mobility are provided with all they need in each of the terminals intervened.

Regarding terminal design, we carry out projects based on the model created for Ezeiza Airport, which was aimed at allowing and facilitating full use of the facilities to all. Its main aspects include:

- ▼ Accessible circulations, both vertically and horizontally, without uneven surfaces or protrusions.
- ▼ Furniture suitable for wheelchair users and individuals of short stature.
- ▼ Priority pathways and passes for people with disabilities and/or reduced mobility.
- ▼ Vertical circulation with stairs, escalators, and elevators.
- ▼ Sanitary facilities equipped with all necessary requirements for safe and autonomous use by all individuals.

- ▼ Parking spaces located near terminal entrances.

During 2023, we organized training sessions on accessibility for our staff to raise awareness about the importance of integration and respect for all individuals. These training sessions included:

- ▼ Training for Customer Service, Parking, and “Pampa” private security personnel to implement the parking campaign.
- ▼ Accessibility training and ASD assistance protocol for incoming Customer Experience staff.
- ▼ Accessibility meetings with Customer Experience staff.

We continue to organize training sessions on sign language for our employees within the framework of the Customer Experience School.

Guided by specialists, we implemented synchronous sessions and developed a basic level e-learning course on airport vocabulary. This course aims to promote the acquisition of useful and common words within the airport context, as well as some colors, transportation terms, and common expressions, with the goal of providing a positive experience to all our customers. Additionally, we made available various internal videos created by the Customer Experience team at Ezeiza to complement and deepen into these topics.

Our goal is that our 35 will become accessible by 2030.

195

employees trained in sign language

13

airports with employees trained in sign language



ALPI Certification at Ezeiza and Jujuy Airports

As we understand that real accessibility enables people with disabilities to be autonomous and move freely through our terminals, in 2023 the Western Region and Ezeiza worked on obtaining the Architectural Accessibility Certification granted by ALPI for Jujuy Airport and for the following sectors of Ezeiza Airport: Multi Level Parking, New Departures Terminal, International Pre-boarding area, and Domestic Arrivals Terminal.

ALPI certification validates compliance with Argentine Accessibility Guidelines and consisted of three stages:

- ▼ **Accessibility survey:** We conducted an internal survey analyzing which aspects had already been corrected and which ones had not, based on an ALPI report divided into 8 sections: parking lot, circulation, lobby, stairs, escalators and elevators, handrails and safety on railings, VIP lounge, boarding and waiting area, furniture and waiting area, counters and transfer chairs.

After analysis of these sections, corrective actions are proposed and validated with the Association to achieve certification:

- ▼ **Implementation of Corrective Actions:** planning and implementation of corrective actions to make different areas of Jujuy and Ezeiza airports accessible.
- ▼ **New survey, analysis, and certification:** ALPI conducts a new terminal tour to verify the measures adopted and their functionality, ultimately granting the airport certification.

The main corrective actions undertaken in the certification process at Jujuy and Ezeiza were:

Jujuy:

- ▼ We installed new signage in various areas of the airport such as the parking lot, the lobby, the counters, and the restrooms.
- ▼ We repainted the parking lot.
- ▼ Emergency alarms were installed in the adapted restrooms.
- ▼ Handrails on the stairs were modified.
- ▼ We incorporated double handrails on the connecting bridges and ramps from the terraced garden space.

- ▼ We installed warning tactile tiles both inside and outside the terminal.
- ▼ We installed an adult changing table in an adapted restroom.
- ▼ We modified two check-in counters.

Ezeiza

- ▼ We incorporated 3 adult changing facilities to be used in all airport sectors.
- ▼ We incorporated an Accessible Information Center in the new Departures Terminal- This features a dynamic terminal map highlighting accessible services available, a tactile map for visually impaired individuals, as well as seating and ischial support for individuals with reduced mobility. It also includes a Video Wall displaying information about accessible services interpreted in Argentine Sign Language, service which is only offered at this airport in our country.



To celebrate the International Day of Persons with Disabilities, at Ezeiza we organized two events: a concert by “Todos Hacemos Música”, an NGO that promotes the inclusion of individuals with disabilities through musical experiences, and a concert by “Iván y sus amigos”, a children’s rock band led by Iván Demirici, a percussionist with autism, whose message is “yes, we can.”



The new Customer Service Stands at the airports of Córdoba and Iguazú, built in 2023, were planned and constructed to be accessible. The premises of service providers that were integrated into the airports of the Northeast Business Unit during 2023 also comply with accessibility standards.

In Córdoba, we built a dry plaza, an accessible outdoor space for users to enjoy, with an access designed so that the leveling of the pedestrian path and the terminal sidewalk are at the same height. Additionally, we carried out works in the parking lot to resurface the sector and improve ramps.

Attention to passengers with Autism Spectrum Disorders

In 2022, we updated the assistance protocol for passengers with Autism Spectrum Disorders (ASD), which we had been providing since 2019 at Ezeiza. We adapted it to apply it across all our airports by centralizing all requests through our Contact Center. The protocol is an internal procedure that ensures priority assistance to passengers and their families throughout their journey at the airport, until boarding the aircraft. Additionally, we organized various training sessions for our staff to ensure we provide excellent service to all our passengers.

Furthermore, in 2023, we added a specific form on our website for requesting assistance for individuals with ASD. This initiative allows passengers or their families to request the service conveniently and easily, ensuring a smoother travel experience tailored to their needs. We also enhanced communication with airlines and organi-

zations regarding the ASD assistance protocol. Moreover, we added the option to submit requests through our chatbot, a crucial step in streamlining and expediting the registration process. These changes are part of our ongoing commitment to inclusion and improving the experience for all our passengers.

Northeast

We have drafted an internal Autism Spectrum Disorder (ASD) Protocol for the region, detailing the specific actions to be conducted in such assistance scenarios. This protocol distinguishes between airports that have a Customer Service area, such as Córdoba and Iguazú, and those that do not.

West

In Mendoza, we have implemented a campaign to raise awareness about the responsible use of spaces reserved for indi-

viduals with disabilities, endorsed by the “Observatory of Persons with Disabilities” organization. Our aim is to expand this initiative to other terminals across the country as part of our accessibility mission.

ASD Assistance Provided During 2023 (By Business Unit)

EZE

459

assists

AEP

357

assists

UNSUR

119

assists

UNNE

99

assists

UNO

86

assists



04.



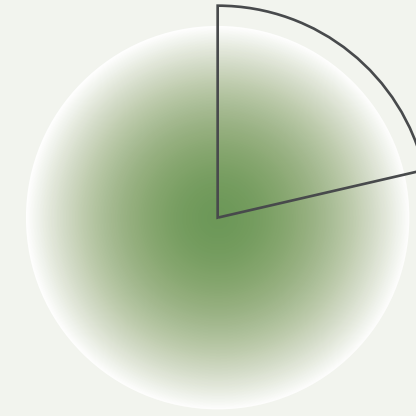
SDG'S:
3, 4, 5, 8, 9, 10

Human Capital Management

Strengthen a culture of innovation, agility and inclusion

2.725

Employees



24%

women

18%

women in managerial positions

85%

climate survey participation

17 h

average training hours per employee



We deeply value our teams, and we recognize that their well-being and development are essential for our company's growth. We strive to create a diverse and inclusive environment where each individual can contribute in their unique way. We foster innovation and agility in all our operations, understanding these as key elements to stay at the forefront in a constantly changing world.



Our employees

2.725

Employees
vs 2.531 in 2022



680

Women
vs 603 in 2022



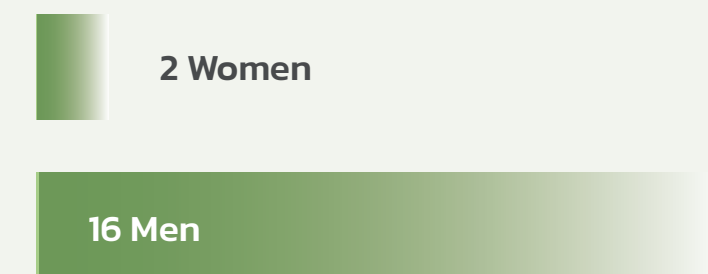
2.045

Men
vs 1.928 in 2022

Employees per category

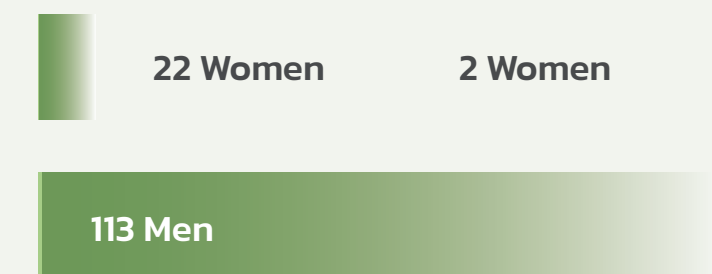
18

Directors



135

Managers



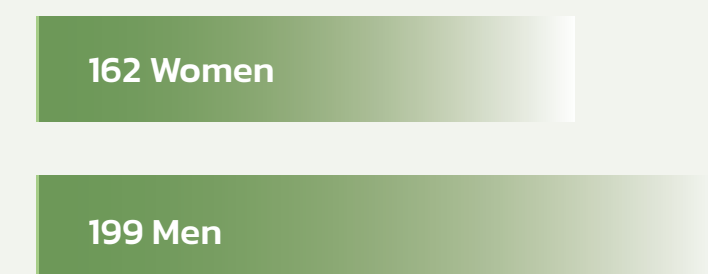
380

Chiefs



361

Senior Analysts



115

Non-executive



1.716

Under collective bargaining agreement



Employees Aeropuertos Argentina aggregate data	Men	Women	Total 2023	Men	Women	Total 2022
Total number of Employees	2.045	680	2.725	1.928	603	2.531
Payment of salaries and social security contributions (1)	\$30.259.865.145,09	\$8.032.486.285,83	\$38.292.351.430.92	\$9.585.894.485,00	\$2.695.633.859,00	\$12.281.528.344
By age						
Under 30- Federal Capital and suburbs	131	128	259	83	78	161
Under 30- Interior of the country	61	10	71	40	9	49
Between 30 and 50- Federal Capital and suburbs	999	361	1.360	976	343	1.319
Between 30 and 50- Interior of the country	362	128	490	331	118	449
Over 50- Federal Capital and suburbs	372	41	413	379	44	423
Over 50- Interior of the country	120	12	132	119	11	130
By type of contract						
Permanent	2.030	671	2.701	1.904	596	2.500
Temporary (3)	15	9	24	24	7	31
Por type of contract and region						
Permanent- Federal Capital and suburbs	1.491	522	2.013	1.414	458	1.872
Temporary (2) - Federal Capital and suburbs	11	8	19	24	7	31
Permanent- Interior of the country	539	149	688	490	138	628
Temporary (2) - Interior of the country	4	1	5	0	0	0
Other indicators						
Number of disabled employees	4	3	7	No value	No value	No value

(1) Temporary employees are mainly subcontracted, contractors, self-employed, freelancers, or external employees.

EMPLOYEES 2023 Distribution by Business Unit	EZEIZA			AEROPARQUE		
	Men	Women	Total	Men	Women	Total
Total number of Employees	362	161	523	324	90	414
Payment of salaries and social security contributions	\$5.040.785.486,34	\$1.542.116.222,87	\$6.582.901.709,21	\$4.449.948.892,43	\$976.700.752,39	\$5.426.649.644,82
By category						
General Manager/ Director (1)	1	0	1	1	0	1
Manager	12	0	12	12	1	13
Chief	49	10	59	46	8	54
Senior Analyst	20	12	32	18	7	25
Non executive	4	1	5	13	5	18
Under the bargaining agreement	276	138	414	234	69	303
By type of contract						
Permanent	360	159	519	324	89	414
Temporary (2)	2	2	4	0	1	1
By type of workday						
Full - time	359	141	500	324	90	414
Part - time	3	20	23	0	0	0

(1) This value applies to all employees holding the position of Director, regardless of the members of the Executive Committee.

(2) Temporary employees are mainly subcontracted, contractors, self-employed, freelancers, or external employees.

EMPLOYEES 2023 Distribution by Business Unit	NORTHEAST			SOUTH		
	Men	Women	Total	Men	Women	Total
Total number of Employees	195	61	256	164	54	218
Payment of salaries and social security contributions	\$2.491.437.275,98	\$683.189.273,97	\$3.174.626.549,95	\$2.276.570.740,34	\$617.162.007,13	\$289.3732.747,47
Per category						
General Manager/ Director (1)	1	0	1	1	0	1
Manager	13	2	15	11	2	13
Chief	26	12	38	34	4	38
Senior Analyst	1	6	7	3	8	11
Non-executive employees	1	3	4	0	1	1
Under the collective bargaining agreement	153	38	191	115	39	154
By type of contract						
Permanent	193	61	254	164	53	217
Temporary (2)	2	0	2	0	1	1
By type of workday						
Full - time	195	61	256	163	52	215
Part - time	0	0	0	1	2	3

(1) This value applies to all employees holding the position of Director, regardless of the members of the Executive Committee.

(2) Temporary employees are mainly subcontracted, contractors, self-employed, freelancers, or external employees.

EMPLOYEES 2023 Distribution by Business Unit	WEST			Aerpuertos Argentina Cargas		
	Men	Women	Total	Men	Women	Total
Total number of Employees	202	44	246	488	48	536
Payment of salaries and social security contributions	\$2.576.584.976,08	\$484.187.589,09	\$3.060.772.565,17	\$6.732.946.648,16	\$619.697.375,07	\$ 7.352.644.023,23
Per category						
General Manager/ Director (1)	1	0	1	1	0	1
Manager	17	2	19	5	1	6
Chief	34	7	41	31	9	40
Senior Analyst	2	3	5	9	8	17
Non-executive employees	3	3	6	5	0	5
Under the collective bargaining agreement	145	29	174	437	30	467
By type of contract						
Permanent	200	44	244	479	44	523
Temporary (2)	2	0	2	9	4	13
By type of workday						
Full - time	202	44	246	487	48	535
Part - time	0	0	0	1	0	1

(1) This value applies to all employees holding the position of Director, regardless of the members of the Executive Committee.

(2) Temporary employees are mainly subcontracted, contractors, self-employed, freelancers, or external employees.

EMPLOYEES 2023 Distribution by Business Unit	CORPORATE		
	Men	Women	Total
Total number of Employees	310	222	532
Payment of salaries and social security contributions	\$ 6.691.591.125,75	\$ 3.109.433.065,32	\$ 9.801.024.191,07
Per category			
General Manager/ Director (1)	10	2	12
Manager	43	14	57
Chief	71	39	110
Senior Analyst	146	118	264
Non-executive employees	32	44	76
Under the collective bargaining agreement	8	5	13
By type of contract			
Permanent	310	221	531
Temporary (2)	0	1	1
By type of workday			
Full - time	308	221	529
Part - time	2	1	3

(1) This value applies to all employees holding the position of Director, regardless of the members of the Executive Committee.

(2) Temporary employees are mainly subcontracted, contractors, self-employed, freelancers, or external employees.



BREAKDOWN BY AGE AND POSITION- AGGREGATE DATA (TOTAL NUMBERS)	Over 50	Between 30 and 50	Under 30
Director	7	11	0
Manager	64	70	1
Chief	101	259	20
Senior Analyst	49	265	47
Non-executive	12	46	57
Under collective bargaining agreement	312	1.199	205

BREAKDOWN BY AGE AND POSITION 2023 – EZEIZA	Over 50	Between 30 and 50	Under 30
Director	0	1	0
Manager	6	6	0
Chief	16	41	2
Senior Analyst	4	20	8
Non-executive	0	2	3
Under collective bargaining agreement	71	267	76

BREAKDOWN BY AGE AND POSITION 2023 – AEROPARQUE	Over 50	Between 30 and 50	Under 30
Director	0	1	0
Manager	4	9	0
Chief	15	34	5
Senior Analyst	1	19	5
Non-executive	2	2	14
Under collective bargaining agreement	42	216	45

BREAKDOWN BY AGE AND POSITION 2023 – NORTHEAST	Over 50	Between 30 and 50	Under 30
Director	0	1	0
Manager	9	6	0
Chief	9	29	0
Senior Analyst	0	7	0
Non-executive	0	4	0
Under collective bargaining agreement	30	145	16

BREAKDOWN BY AGE AND POSITION 2023 – SOUTH	Over 50	Between 30 and 50	Under 30
Director	1	0	0
Manager	6	7	0
Chief	10	25	3
Senior Analyst	3	7	1
Non-executive	0	1	0
Under collective bargaining agreement	22	110	22

BREAKDOWN BY AGE AND POSITION 2023 – WEST	Over 50	Between 30 and 50	Under 30
Director	1	0	0
Manager	12	7	0
Chief	12	25	4
Senior Analyst	0	3	2
Non-executive	0	4	2
Under collective bargaining agreement	25	128	21

BREAKDOWN BY AGE AND POSITION 2023 – CORPORATE	Over 50	Between 30 and 50	Under 30
Director	5	7	0
Manager	24	32	1
Chief	25	80	5
Senior Analyst	37	197	30
Non-executive	10	32	34
Under collective bargaining agreement	2	11	0

BREAKDOWN BY AGE AND POSITION 2023 – Aeropuertos Argentina Cargas	Over 50	Between 30 and 50	Under 30
Director	0	1	0
Manager	3	3	0
Chief	14	25	1
Senior Analyst	4	12	1
Non-executive	0	1	4
Under collective bargaining agreement	120	322	25

Employment generation

358

New employees hired

+150%

personnel increase vs 2022

New employees hired AGGREGATE DATA	2022		2023	
	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Employees)	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Employees)
TOTAL		9,05%	358	13,14%
By gender				
Feminine	87	14,43%	136	4,99%
Masculine	142	7,37%	222	8,14%
By age				
Under 30	81	38,57%	168	50,91%
Between 30 and 50	142	8,03%	178	9,62%
Over 50	6	1,08%	12	2,20%
By region				
Federal Capital and suburbs	188	9,88%	274	13,48%
Interior of the country	41	6,53%	84	12,12%

New employees hired 2023	EZEIZA		AEROPARQUE	
	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Employees)	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Employees)
TOTAL	76	14.53%	68	16.43%
By gender				
Feminine	45	27.9%	21	23.33%
Masculine	31	8.56%	47	14.51%
By age				
Under 30	50	56.18%	33	47.83%
Between 30 and 50	25	7.42%	34	68.75%
Over 50	1	1.03%	1	2.08%

New employees hired 2023	NORTHEAST		SOUTH	
	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Employees)	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Employees)
TOTAL	33	12.89%	31	13.77%
By gender				
Feminine	8	13.11%	7	12.96%
Masculine	25	12.82%	24	14.63%
By age				
Under 30	11	68.75%	11	42.31%
Between 30 and 50	21	10.94%	18	12.00%
Over 50	1	2.08%	2	4.76%

New employees hired 2023	WEST		CORPORATE	
	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Employees)	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Employees)
TOTAL	24	9.76%	126	18.05%
By gender				
Feminine	6	13.64%	49	19.8%
Masculine	18	9.91%	77	16.77%
By age				
Under 30	14	48.28%	49	50.00%
Between 30 and 50	10	5.99%	70	15.04%
Over 50	0	0	7	6.80%

New employees hired 2023	Aeropuertos Argentina Cargas	
	Enrollments- Number of newly hired Employees	Hiring rates (Enrollments/ Total of Employees)
TOTAL	30	5.60%
By gender		
Feminine	5	10.42%
Masculine	25	5.12%
By age		
Under 30	14	45.16%
Between 30 and 50	16	4.40%
Over 50	0	0%

Employee departures AGGREGATE DATA	2022		2023	
	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	189	7.47%	168	6.17%
By gender				
Feminine	52	8.62%	61	8.97%
Masculine	137	7.11%	107	5.23%
By age				
Under 30	24	11.43%	28	1.02%
Between 30 and 50	114	6.45%	100	3.66%
Over 50	51	9.22%	40	1.46%
By region				
Federal Capital and suburbs	109	5.73%	142	6.69%
Interior of the country	80	12.74%	26	3.75%



Employee Departures 2023	EZEIZA		AEROPARQUE	
	Number of employee departures	Hiring Rate (Departures/Total number of employees)	Number of employee departures	Hiring Rate (Departures/Total number of employees)
TOTAL	28	5.35%	30	7.25%
By gender				
Feminine	14	8.70%	13	14.44%
Masculine	14	3.87%	17	5.25%
By age				
Under 30	12	13.48%	5	7.25%
Between 30 and 50	12	3.56%	19	6.76%
Over 50	4	4.12%	6	9.38%

Employee Departures 2023	NORTHEAST		SOUTH	
	Number of employee departures	Hiring Rate (Departures/Total number of employees)	Number of employee departures	Hiring Rate (Departures/Total number of employees)
TOTAL	11	4.30%	10	4.59%
By gender				
Feminine	3	4.92%	2	3.70%
Masculine	8	4.10%	8	4.88%
By age				
Under 30	1	6.25%	1	3.85%
Between 30 and 50	8	4.17%	5	3.33%
Over 50	2	4.17%	4	9.52%

Employee Departures 2023	WEST		CORPORATE	
	Number of employee departures	Hiring Rate (Departures/Total number of employees)	Number of employee departures	Hiring Rate (Departures/Total number of employees)
TOTAL	5	2,03%	57	10,71%
By gender				
Feminine	1	2,27%	23	10,36%
Masculine	4	1,98%	34	10,97%
By age				
Under 30	0	0	5	7,14%
Between 30 and 50	3	1,80%	43	11,98%
Over 50	2	4,00%	9	8,74%

Employee Departures 2023	Aerpuertos Argentina Cargas	
	Number of employee departures	Hiring Rate (Departures/Total number of employees)
TOTAL	27	5,04%
By gender		
Feminine	5	10,42%
Masculine	22	4,51%
By age		
Under 30	4	12,90%
Between 30 and 50	10	2,75%
Over 50	13	9,22%



Our main challenge is to enrich and communicate the employee experience, enhancing an attractive and competitive value proposition. Additionally, we foster a positive and inclusive work environment that contributes to achieving company goals and the well-being of individuals.

This year, we positioned ourselves 4th in Randstad's Employer Brand Research, a significant study on Employer Branding, one step higher as compared to the previous year. This independent survey involves over 163,000 individuals and 6,022 companies. The results encourage us to continue shaping our brand.

Through these actions, we further reaffirm our leadership as industry benchmarks and promote inclusive and diverse employment nationwide due to our federal presence.

We support the development of our teams from their initial steps upon joining the company and throughout their tenure. In this regard, we develop agile and transparent selection and onboarding processes, always prioritizing internal searches to foster our employees' growth.

Internal candidates are initially evaluated by recruiters, and if their profile matches the position, they proceed to be interviewed by the hiring manager to determine suitability. If no internal candidate meets the requirements or is interested in the process, we conduct an external search through various digital channels, portals, and university fairs.

Depending on the job profile, we may also conduct an Assessment Center.



Professional Internships Program

Supervised Professional Internships with Universities

In order to facilitate the transition of knowledge acquired during university education into practical corporate environments, the program was aimed at students in the final stages of their studies who had the availability to undertake professional internships within our Business Units.

At Aerpuertos Argentina, our goal is to enhance the quality of student education, provide opportunities for practical experience in their professional field, and develop skills and attitudes through on-the-job immersion.

Through this program we engage with the community by co-creating educational and cultural activities that contribute to personal development. It also helps us identify and cultivate a talent pool for our company and achieve higher employee engagement by strengthening our employer brand.

We have successfully established partnerships with the Universidad Provincial de Ezeiza, the Universidad Nacional de Tucumán, the Universidad Tecnológica Nacional, and the Universidad Siglo XXI.

182
applicants

10

interns incorporated in various business units: Human Resources, Operations and Maintenance, Commercial and TCA (Total Cost of Acquisition) for PMO.

Supervised Professional internships with schools

We conducted supervised professional internships with the Cardenal Copello, San Gregorio, and Mekhitarist schools, aimed at fostering, developing, and experiencing the culture of Aerpuertos Argentina through a youthful perspective.

The focus of this initiative is to boost their professional interests through immersion in related areas, creating an “on the job” learning experience. Participants gain initial exposure to the work environment relevant to their fields of interest, which allows them to get to know the organization.

85

students participated in this experience



Our commitment to diversity begins with grating all members of Aerpuertos Argentina with equal opportunities, to ensure they have a positive day to day experience.

Commitment to Diversity

Our commitment to diversity begins with grating all members of Aerpuertos Argentina with equal opportunities, to ensure they have a positive day to day experience.

Aligned with our pillar of “Strenghtening a culture of innovation, agility, and inclusion,” we continue to develop the Women In Aviation Travel & Tourism program, aimed at promoting the professional development of women in the industry. As part of this program, we invited women from across the country to compete for a full scholarship to study engineering at the Austral University. Over 100 women applied, from which 10 finalists were selected after going through various evaluation stages.

Additionally, we awarded 13 scholarships to women in the aviation, tourism, and

travel industries to empower their professional development.

As regards our collaborative work with civil society organizations, for over 10 years we have been supporting the DISCAR Foundation in the comprehensive training of individuals with intellectual disabilities. Currently, we have three employees included in this program.

We aim to be a company that advocates for accessibility. This is why we strive to train our teams and the representatives from airport communities to equip them with the necessary tools to eliminate barriers. Our main priority is to ensure passengers have a positive experience, so accessibility not only involves preparing our teams but also adapting infrastructure so that everyone can enjoy the facilities without limitations.

Internal Talent Management



With the purpose of supporting the development of our employees, we have a talent management strategy to identify key talent through a mapping process in order to build high-performance teams. In this way, through various courses of action, we create retention value propositions.

Training

2023 Training in Numbers

2,460

people participated in at least one learning experience

16,192

participants carried out the learning instances deployed

46,331

total learning hours

51%

of Aeropuertos Argentina members completed at least one course through the platform "Mi Aprendizaje" (My learning)

Numbers by category:

91%

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

92%

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

Numbers by business and service units:

EZE

90% carried out at least one learning experience.
(88% coverage DC, under agreement and 100% coverage FC, Outside agreement)

AEP:

88% carried out at least one learning experience.
(85% coverage DC and 100% coverage FC)

WEST BU:

96% carried out at least one learning experience
(96% coverage DC and 100% coverage FC)

EAST BU:

93% carried out at least one learning experience.
(93% coverage DC and 100% coverage FC)

SOUTH BU:

99 % carried out at least one learning experience.
(99% coverage DC and 100% coverage FC)

TCA:

97% carried out at least one learning experience.
(97% coverage DC and 100% coverage FC)

USNs:

86% carried out at least one learning experience..
(89% coverage DC and 86% coverage FC)



Internal training indicators	2022	2023
Number of courses dictated	209	549
Number of people trained	2.246	2.460
Number of training hours	20.716	46.331
Average hours of training per employee	8	17

Internal training indicators 2023 data by business unit	EZE	AEP	NORTHEAST	SOUTH	WEST	CORP	Aeropuertos Argentina Cargas
Number of courses dictated	173	170	193	206	240	269	307
Number of people trained	416	326	230	204	239	612	165
Number of training hours	7.426,5	5.120,5	4.939	4.855	6.293,5	13.692,5	4.004
Average hours of training per employee	14	12	19	22	26	13	7

Hours of training	2022		2023	
	In person	E-learning Platform	In person	E-learning Platform
By gender				
Men	4.275	5.042	15.408	17.882
Women	870	2.508	3.974,5	9.066,5
By category				
Manager/ Administrator	839	169	3.161,50	2.911
Chief/ Subchief	1.893	788	4.689,50	7.261,5
Non-executive	0	0	794	1.850
Senior Analyst/ Semi senior	22	190	1.476	3.529
Supervisor / Responsible / Person in charge	294	672	816	1.726
Assistant/ Cashier	1.231	4.039	5.822,5	8.713
Other positions	866	1.692	2.623	958

Hours of training EZE	2022		2023	
	In person	E-learning Platform	In person	E-learning Platform
By gender				
Men	663	734	2.006	2.789
Women	80	500	557	2.074,5
By category				
Manager/ Administrator	71	19	143	186,5
Chief/ Subchief	274	135	848	1.188,5
Non-executive	0	0	8	4
Senior Analyst/ Semi se- nior	0	27	201	170,5
Supervisor / Responsible / Person in charge	107	243	187	629,5
Assistant/ Cashier	264	758	1.136	2.527
Other positions	27	52	40	157,5

Hours of training AEP	2022		2023	
	In person	E-learning Platform	In person	E-learning Platform
By gender				
Men	906	605	1.869,5	1.894
Women	162	625	223,5	1.133,5
By category				
Manager/ Administrator	123	8	185,5	253
Chief/ Subchief	550	84	339	635
Non-executive	0	0	64	177
Senior Analyst/ Semi se- nior	2	3	13,5	121
Supervisor / Responsible / Person in charge	0	466,5	224	394
Assistant/ Cashier	269	933	1.240	1.403,5
Other positions	3	45	27	44

Hours of training NORTHEAST	2022		2023	
	In person	E-learning Platform	In person	E-learning Platform
By gender				
Men	156	528	1.259,5	2.388,5
Women	52	308	385	906
By category				
Manager/ Administrator	59	30	179,5	400,5
Chief/ Subchief	46	67	470,5	1.021,5
Non-executive	0	0	105	92
Senior Analyst/ Semi senior	0	2	48	20
Supervisor / Responsible / Person in charge	2	84	161	207,5
Assistant/ Cashier	97	606	664,5	1.547
Other positions	4	47	16	6

Hours of training SOUTH	2022		2023	
	In person	E-learning Platform	In person	E-learning Platform
By gender				
Men	443	683	1.847	2.011
Women	91	478	286	710,5
By category				
Manager/ Administrator	60	21	214	359,5
Chief/ Subchief	134	163	533	624
Non-executive	0	0	2	2
Senior Analyst/ Semi senior	0	2	69	28
Supervisor / Responsible / Person in charge	47	64	101	179
Assistant/ Cashier	258	896	1.211	1.514
Other positions	35	15	3	15,5

Hours of training WEST	2022		2023	
	In person	E-learning Platform	In person	E-learning Platform
By gender				
Men	462	800	2.166,5	3.066
Women	48	275	360,5	700,5
By category				
Manager/ Administrator	67	51	171,5	372
Chief/ Subchief	55	109	577,5	1.227,5
Non-executive	0	0	40,5	150,5
Senior Analyst/ Semi senior	0	2	57,5	62
Supervisor / Responsible / Person in charge	12	72	102,5	189,5
Assistant/ Cashier	343	804	1.551	1.690,5
Other positions	33	37	26,5	74,5

Hours of training Aeropuertos Argentina Cargas	2023	
	In person	E-learning Platform
By gender		
Men	2.943,5	753
Women	212	95,5
By category		
Manager/ Administrator	171,5	32
Chief/ Subchief	577,5	187,5
Non-executive	40,5	76
Senior Analyst/ Semi senior	57,5	37
Supervisor / Responsible / Person in charge	102,5	-
Assistant/ Cashier	1.551	-
Other positions	26,5	516



Within the framework of a cultural evolution and agile team management, we promote the professional development and growth of all employees to prepare them to tackle current and future challenges.

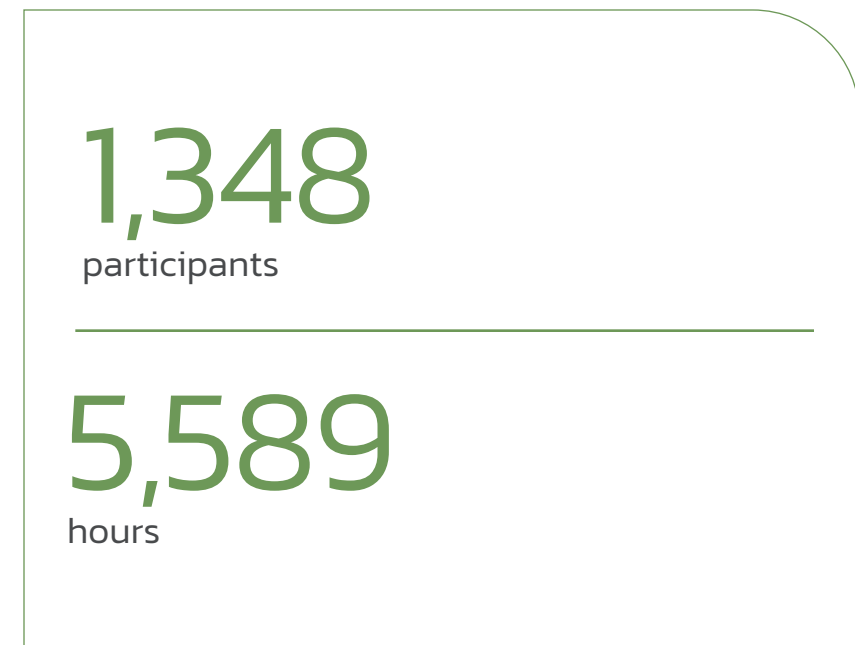
We have evolved in our way of working by fostering innovation, agility, and learning in our training practices. We offer a wide range of courses tailored to the needs of each unit, we also implemented in person, virtual, and blended training sessions based on the work style and preferences of our team members. Additionally, we offer asynchronous learning opportunities through our “My Learning” platform, aimed at providing our teams with various resources related to technical and cross-functional skills, as well as organizational tools. This approach allows each employee to choose from a variety of training options, both in person and digital, and tailor their own personalized training plan.

In 2023, we transformed our three Technical Schools by implementing a model that considers the skills and proficiency levels required for the different roles within each field of practice. The process consisted in the identification of the technical skills needed for each role to effectively perform their functions within each School.

Business leaders and subject matter experts were actively involved in this process due to their knowledge on the different operational practices. Through this assessment, we gained an understanding of the specific training path each position should follow based on the required skills.

Operational Management School

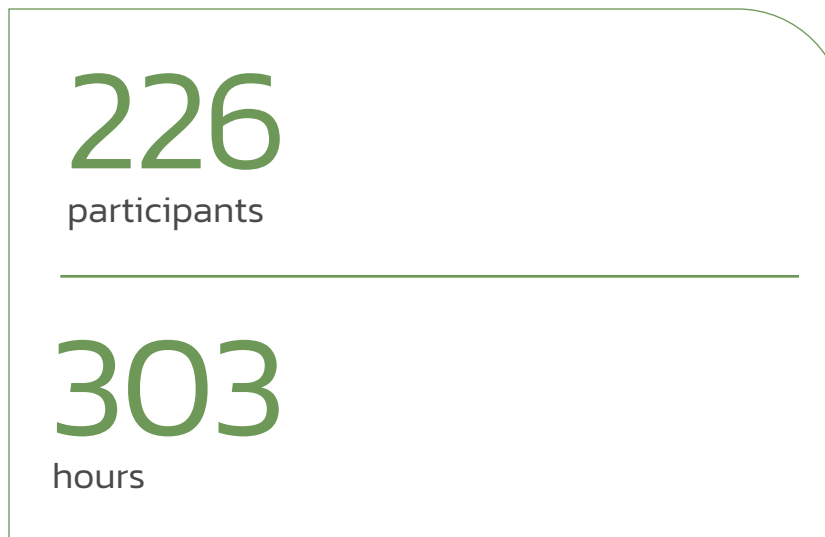
Within this school, this year’s focus was on the Winter Operations program, providing key concepts to be applied before, during and after Snow Operations. Additionally, we developed a virtual occupational safety program that complemented other developed programs.



Course	Number of participants	Modality	Duration (in hours)
Radio operator VHF	119	In person	3.570
TAMS and Pre SAP	118	Virtual synchronous and asynchronous	140
Aeronautical billing	88	Virtual synchronous	104
<i>Cross training for base managers</i>	24	In person	576
Regulatory framework and management of airport operational safety	113	In person and virtual	968
Security and hygiene	678	Virtual synchronous	678
Material management in SAP	77	Virtual synchronous	133
Medium voltage (for TC equipment)	14	Virtual synchronous	40
Welding	62	In person	387
ALACPA	11	In person	248

Cargo school

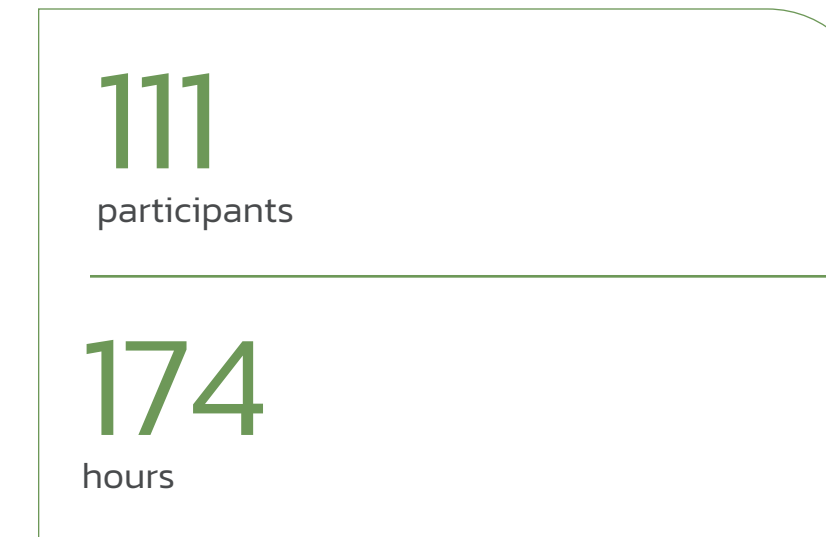
Regarding this school, we identified business needs and developed content on Safe Forklift Handling and Palletization. Additionally, we implemented a course on vaccine manipulation, designed in an e-learning format and available on our learning platform, to train on the operational process involved in vaccine handling, especially for COVID-19 vaccines.



Course	Number of participants	Modality	Duration
Update of AVSEC course on aviation safety	15	Virtual asynchronous	30
Update of the palletization course	8	Virtual asynchronous	8
Update of the Safe Forklift Driving course	70	Virtual asynchronous	140
Forklift Training	133	In person	133

Customer Experience course

The training developed under this school focuses specifically on the passenger service model and conflict resolution. It is linked to customer service processes, customer experience, and the understanding of the theoretical foundations of customer care..



Course	Number of participants	Modality	Duration
Customer attention and conflict resolution.	63	Virtual synchronous	126
Cash handling and digital payment methods	23	Virtual synchronous	23
Aeronautical industry vocabulary	25	Virtual synchronous	25



Other training programs

In addition to the previously mentioned schools which are aimed at the technical training for operations roles, we encourage the development of our employees through other training initiatives.

Scholarship Program

This continuous training program involves the entire company. In 2023, over 160 employees participated in this initiative focused on developing key and cross-functional skills across the organization. Additionally, we offer a postgraduate and master's scholarship program, in which more than 15 individuals participated.

Courses in Technological Updates

APP Pañol Mobile: We provided training to 86 individuals through synchronous meetings, with over 20 accessing through the platform, totaling 189 training hours.

EROD Event Loading: 57 individuals participated in virtual and in-person synchronous meetings, with over 75 accessing via the platform, totaling 135 training hours.

ROD Mobile: 140 individuals participated in virtual meetings, totaling 140 training hours.

Success Factors: We implemented the Employee Central module to enhance team self-management and digitalization. We conducted training sessions for over 700 individuals, totaling 870 training hours.

Excel and Power BI Data Tools: Through these courses, we facilitated training on data analysis topics. Over 75 participants were involved, totaling 674 training hours.

WMS: We trained Aeropuertos Argentina Cargas operational staff on a new management system to increase operational efficiency. Over 350 individuals participated, totaling 822 training hours.

Talent Incubator

We renewed our commitment to the Talent Incubator Program by launching the new "Camada XXIII". This program is aimed at promoting the development of young talents aligned with the needs of the business. Participants engage in various learning opportunities focused on receiving feedback and engaging in conversations to encourage their development. Additionally, they undertake on-site visits to our airports to understand and assess core business practices. Regarding our organization's key capabilities, they participated in a specific workshop related to data analysis and associated tools.

Digital Learning

This year, we developed learning pathways based on the 8 key and cross-functional capabilities within the organization. These are divided into sub-pathways and categorized into beginner, intermediate, and advanced levels, encompassing a diverse range of content types across over 70 different resources.

Leadership Training

Having well-trained leaders is key to building collaborative and high-performance teams. That is why we promote interaction among our leaders, fostering exclusive spaces for integration, exchange, and training. This enables them to develop both personal and professional competencies, as well as to stay updated on business topics and the Company's strategy.

Through the "Soy Anfitrión" Program, we focus on leadership capabilities and self-development. In order to do this, we focus on training leaders to engage in valuable conversations and use feedback as a main tool for development.

Our challenge lies in developing transformational leaders who can inspire and develop their teams.

270

leaders

50

average hours per participant



Agility as a cultural transformation process

We continue to drive our cultural transformation process, focused on fostering an agile mindset across every level of the organization. Throughout 2023, we made significant progress in this journey, expanding our agile framework to new teams across the company.

As part of our new organizational design, we implemented new working methodologies based on agility. These enabled us to develop networks that harness talent beyond geographic or demographic boundaries, promoting diversity and inclusion. This is how we advanced with the implementation of new concepts.

MISSIONS: These consist of interdisciplinary teams, regardless of role, hierarchy, or geographical location, working with agile methodologies aimed at leveraging each

of the Company's strategic pillars and accelerating the delivery of results in line with the 2026 ambition as defined by the company.

These teams have objectives such as the development of new business opportunities, digitalization, improving passenger satisfaction, carrying out process enhancements, developing talent, enhancing social impact, improving airport accessibility, and accelerating energy efficiency processes to reduce the carbon footprint, among others.

We have already delivered over 100 solutions through missions, comprising federal teams with talent from across the country.

To form these interdisciplinary teams, we launched a company-wide call for applications, and over 350 individuals applied. Currently, more than 120 individuals are actively participating in these projects, le-

veraging an agile framework to enhance collaboration and high-value outcomes with significant business impact. Sprint Reviews have already been conducted, where teams present their progress and receive direct feedback from the Executive Committee.

EXPERTISE SUPPORT CENTER: These are communities that aim to generate and share knowledge to develop capabilities and enhance collective intelligence.

AGILE TEAM MANAGEMENT: We added agility to our operational teams, which reinvented their working methods to add value and foster continuous improvement. The evolution of this new dynamic led us to create new roles such as the Agility Coaches and the Coach of Coaches. These were filled by volunteers who applied and were selected through an internal process. Currently, we have 94 agility coaches.

Through these management networks that span across structures, we fostered an agile, fluid, and horizontal dynamic where individuals can unleash their potential and freely choose how to contribute to our goals achievement.

We have more than 80 trained coaches and we have implemented over 400 improvement initiatives. We continue to develop our agile teams and our coach of coaches to enhance agility in all aspects of our organization, through our cultural evolution process, making Agility an integral part of our daily operations.

In 2023, in addition to maintaining our support to the teams distributed across the airports, we facilitated the adoption of the agility framework developed for teams within business service units. Additionally, on the "Mi Aprendizaje" platform, we launched the Agility Coach Training and Certification program for Aeropuertos

Argentina, which enables the ongoing development of new coaches so that they instill an agile mindset in each of their teams. Among the most notable achievements, we improved by 9 points the average in results related to the agility dimension and by 10 points in results related to the innovation dimension as measured by the GPTW survey. Furthermore, we were granted the Impact Awards and the FUNC Innovation Award for the development and implementation of the model.

These recognitions encourage us to continue promoting the company's digital transformation process through the implementation of the Success Factor Performance & Goals and Succession & Development modules.

Large numbers

80

coaches

+1.000

employees implementing the agile management model

+89

teams

+400

improvement initiatives implemented by the teams since the process launch.

Analyzing the focus areas of agility and innovation with GPTW survey statements for 2023, we achieved an average favorability score of 71 points for each focus area (an improvement of 8 and 9 percentage points as compared to the 2022 survey.).

Process digitalization

In 2023, we implemented a Human Resources management system to digitally transform many key processes within the department. By doing this, we improved and standardized processes, and generated reliable and systematized information for decision-making.

We will continue working on the roadmap by adding new solutions that will further enhance, automate, and digitize departmental processes as part of our digital transformation journey.

Additionally, we developed a new version of the intranet called oneHUB, which enables omni channel communication processes. This improves how relevant information is communicated to our employees and creates spaces where they can actively participate by sharing their daily activities and achievements.

Performance management

We foster a culture of continuous development through ongoing feedback, by recognizing the efforts of our employees and guiding them towards achieving results. This approach not only strengthens confidence with themselves and the team but also drives a culture of learning and constant improvement.

We consider Performance Management as a comprehensive process and we manage individuals' performance goals through two main approaches:

- ▼ 1. The SMART methodology
- ▼ 2. The assessment of the portrayal of Aerpuertos Argentina's values in what we call calibration spaces.

From this perspective, performance management reflects to what extent specific goals based on individual and collective objectives have been met, as well as how each person embodies the company's values through observable behaviors.

In this regard, each person is responsible for setting, describing, and weighing their own objectives and related goals. Through the Star Me Up platform, objectives are uploaded along with their progress, and at the final stage of the process, an evaluation is conducted and an overall and final average grade is constructed based on the analysis of the fulfillment of all the objectives. The

leader of the team approves the objectives proposed by each person, provides ongoing feedback, and concludes the evaluation at the end of the process. Considering that sustainability permeates the entire business, our performance objectives are associated with one or more of our strategic pillars.

On the other hand, we provide calibration sessions with leaders to ensure consistency in evaluation criteria. These involve meetings with leaders to provide further insights into the process.

Additionally, to ensure that all the employees outside the collective bargaining agreement can achieve their full potential, continue to grow, and develop, we complement performance management with an evaluation system. In our Performance Management process, each employee outside the agreement defines individual objectives which are approved by their leaders at the beginning of the year and evaluated by them at the end of the period.

2023	Number	%
% of employees assessed	899	33%
By gender		
Men	611	30%
Women	228	42%
By professional category		
Director	13	100%
Manager	128	100%
Chief	353	100%
Non-executive	405	19%

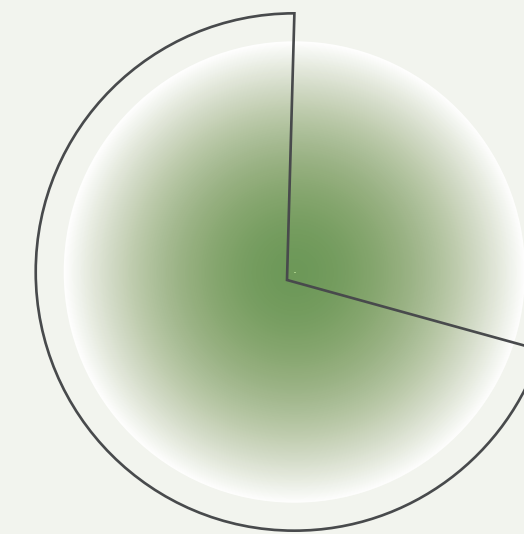
Climate management

2.418

employees participated in the survey.

90%

participation level.



74%

average across all statements, 9 points higher than the previous year.

9

points higher than the previous year on the statement "All things considered, I would say this is a great place to work," thus reaching 85%.

21

points higher than the previous year on the statement "Here, people receive fair pay for the work they do."

To listen to our employees anonymously regarding the work environment, we conducted a survey through the Great Place to Work global consultancy. This survey measures employee satisfaction in various aspects.

¡We are one of the best companies to work for in Argentina!

We are proud to be among the 20 best companies with more than 1,000 employees according to Great Place to Work, achieving the 19th position. This is the result of our efforts to enhance the employee experience, through over 80 CORE talks and all the actions taken by our teams to continuously improve the experience of all those who are part of Aeropuertos Argentina.

Benefits program

In 2023, we continued to deliver CORE Talks, an initiative we developed to place our employees at the center of change. This particular name arises from the combination of the syllables CO –Construct, Converse, Connect, Understand (in Spanish “comprender”) – and RE – Reflect, Rethink, Redesign, Reactivate. The sessions were moderated by an external consultant and the Human Resources team. The objective was to address specific issues and develop action plans collaboratively. The sessions focused primarily on developing actions at a team-level. In this way, we co-designed solutions to continue building an excellent place to work. Over the past year, we organized more than 80 virtual and in-person sessions for Managers and Chiefs across the organization. All leaders had the opportunity to propose pathways to further enhance our workplace.

At Aerpuertos Argentina, we deeply value our trust relationship with our employees. We recognize and appreciate their efforts, and to compensate them, we developed an attractive benefits scheme that reflects our commitment to their well-being. Our purpose is to retain and foster talent by promoting a better quality of life for everyone, always considering each employee’s stage of life. The benefits we offer are aligned with our company’s values and culture, being an essential part of our corporate philosophy.

Benefits that impact on our employees finances

Through agreements with various businesses, organizations and services, we offer special discounts that impact the economy of our employees and their families.

- ▼ Discounts with universities.
- ▼ Dining establishments.
- ▼ Clarín 365.
- ▼ YPF Ruta; accompanying our managers and supervisors with a fixed monthly fuel allowance.
- ▼ Discounts at ShopGallery.
- ▼ Duty Free discounts.

- ▼ Health coverage.
- ▼ Nursery fee for children between 45 days and 4 years old.
- ▼ Child birth gifts..
- ▼ Nubiz, supporting corporate building staff with a fixed sum for food expenses.
- ▼ Back to school support.
- ▼ Christmas box.
- ▼ Internet for FC.
- ▼ Summer Fridays.

Benefits that impact on personal and family life balance

We continue to promote hybrid work arrangements, and each team can choose and coordinate which days they will work in-person and which days they will work remotely. Since implementing this system, we have evaluated productivity without observing any disruptions, which is why we maintain this work modality that facilitates time management, promoting balance between professional and personal life.

Additionally, we offer another work modality called Digital Nomad, tailored for those who work 100% remotely from a location different from their homes, whether due to travel or to temporary relocation to another city or

country. In these cases, we cover the internet expenses of all our employees outside the collective bargaining agreement.

These employees also benefit from flexible working hours, allowing them to finish work at 2:00 PM on Fridays during December, January, and February.

Benefits for Mothers and Fathers

To support a gradual return to work after maternity/paternity leave, we offer a special benefit. For mothers, upon concluding their legally mandated maternity leave, they have the option to work half-time for the following 6 months while perceiving full salary and benefits. For fathers, the leave is extended to 10 days under the same salary conditions.

Benefits Supporting Transition to Retirement

We have a specialized benefits program aimed at enhancing our employees’ quality of life, always considering each individual’s stage of life. Since the beginning of the pandemic, we have been committed to

providing a safe work environment for our staff, despite the significant impact of the industry’s largest crisis.

Key benefits offered include: health coverage, nursery fee for children between 45 days and 4 years old for all our employees, pilot testing of new work modalities, support during the retirement process, Duty Free discounts, Shop Gallery, telecommunications, dining establishments, transportation services, partnerships with universities, and gifts for births.

Aeropuertos Argentina POST MATERNITY AND PATERNITY EMPLOYEE RETENTION RATE	2022		2023	
	Women	Men	Women	Men
Aggregate data Number of employees				
Number of employees who made effective use of their parental leave in 2023	25	32	25	43
Number of employees who returned to work during the reporting year after their maternity/ paternity leave	11	31	17	42
Return-to-work rate of employees who made effective use of their parental leave	44,00%	96,88%	68%	97,67%
Number of employees who returned to work during 2023 (after their parental leave initiated in 2021 or 2022)	8	-	6	-
Number of employees who continued working after 12 months of returning to work following their maternity/paternity leave	8	-	6	43
Retention rate	100%	-	100%	N/A

Aeropuertos Argentina Cargas POST MATERNITY AND PATERNITY EMPLOYEE RETENTION RATE	2022		2023	
	Women	Men	Women	Men
Aggregate data Number of employees				
Number of employees who made effective use of their parental leave in 2023	1	11	1	8
Number of employees who returned to work during the reporting year after their maternity/ paternity leave	1	10	1	7
Return-to-work rate of employees who made effective use of their parental leave	100,00%	90,91%	100%	87,50%
Number of employees who returned to work during 2023 (after their parental leave initiated in 2021 or 2022)	-	-	0	1
Number of employees who continued working after 12 months of returning to work following their maternity/paternity leave	0	-	X	X
Retention rate	100%	-	X%	X



POST MATERNITY AND PATERNITY EMPLOYEE RETENTION RATE	EZEIZA		AEROPARQUE	
	Women	Men	Women	Men
Aggregate data Number of employees				
Number of employees who made effective use of their parental leave in 2023	7	14	4	10
Number of employees who returned to work during the reporting year after their maternity/ paternity leave	4	14	2	9
Return-to-work rate of employees who made effective use of their parental leave	57,14%	100%	50%	90%
Number of employees who returned to work during 2023 (after their parental leave initiated in 2021 or 2022)	3	0	1	0
Number of employees who continued working after 12 months of returning to work following their maternity/ paternity leave	3	14	1	10
Retention rate	100%	N/A	100%	N/A

POST MATERNITY AND PATERNITY EMPLOYEE RETENTION RATE	NORTHEAST		SOUTH	
	Women	Men	Women	Men
Aggregate data Number of employees				
Number of employees who made effective use of their parental leave in 2023	1	2	3	6
Number of employees who returned to work during the reporting year after their maternity/ paternity leave	1	2	3	6
Return-to-work rate of employees who made effective use of their parental leave	100%	100%	100%	100%
Number of employees who returned to work during 2023 (after their parental leave initiated in 2021 or 2022)	0	0	0	0
Number of employees who continued working after 12 months of returning to work following their maternity/ paternity leave	0	2	0	6
Retention rate	0	N/A	0	N/A

TASA DE RETENCION DE EMPLEADOS POSMATERNIDAD Y PATERNIDAD	WEST		CORPORATE	
	Women	Men	Women	Men
Aggregate data				
Number of employees				
Number of employees who made effective use of their parental leave in 2023	2	6	8	5
Number of employees who returned to work during the reporting year after their maternity/ paternity leave	1	6	6	5
Return-to-work rate of employees who made effective use of their parental leave	50%	100%	75%	100%
Number of employees who returned to work during 2023 (after their parental leave initiated in 2021 or 2022)	1	0	1	0
Number of employees who continued working after 12 months of returning to work following their maternity/ paternity leave	1	6	1	5
Retention rate	100%	N/A	100%	N/A





Internal communication



OneHub

Our new internal communications management intranet to support business decisions and enhance team participation and engagement at Aerpuertos Argentina.

Our ambition to continue to be leaders and benchmarks in the industry, beloved by our customers, employees, and stakeholders. This principle guides our company and serves as the fundamental compass for all our initiatives and management processes.

Throughout 2023, we focused on developing and implementing our new intranet: OneHub. With a refreshed look and aesthetics aligned with the evolution of our internal brand, OneHub provides easy access to all necessary tools for day-to-day management at Aerpuertos Argentina. The main menu includes sections such as My Benefits, My Performance, My Learning, Relevant News, and Useful Links. The Useful Links section grants access to other tools that are essential for daily operations according to each role.

Additionally, we continued our campaign to promote our primary social network: VIVA Engage (formerly Yammer). This collaborative platform serves as an internal social network where employees can share business-related content, celebrate achievements, recognize teams, and more.



Other communication channels

The internal communications email is still one of our primary channels for disseminating institutional information, which is segmented according to each role and business unit.

We also utilize WhatsApp, leveraging corporate phone lines, to maintain communication through WhatsApp groups for Aeropuertos Argentina Cargas and Ezeiza teams. Additionally, we implemented “We are online,” the WhatsApp group for Aeroparque and San Fernando. For dissemination campaigns specific to business units or those applicable company-wide, we ensure WhatsApp is a key channel through which everyone can stay informed and learn more about each campaign. We also use WhatsApp to promote the adoption of

VIVA and participation in it. This year, we introduced resources such as stickers and GIFs specifically developed for various internal communication campaigns.

We maintain active notice boards at Aeroparque, San Fernando, Aeropuertos Argentina Cargas, Ezeiza Airport, Mendoza Airport, and Córdoba Airport. We use these boards to leverage the adoption of VIVA and participation in the platform, by the inclusion of a QR code on the pieces/videos posted.

We share company-wide monthly videos, where Aeropuertos Argentina’s CEO, Daniel Ketchibachian, updates everyone on the latest organization news. These videos serve not only to inform about business events and initiatives but also to welcome new members and recognize teams for their daily efforts.

We continued to hold “Mano a Mano” meetings for all Business and Business Service Units, both virtually and in-person, to assess performance and improve through feedback from our teams.

Our internal football tournament in Buenos Aires, featuring male and female teams, counted with the participation of 135 individuals. This time, we organized a “Lightning Tournament,” bringing all the teams together on the same day.

We resumed end-of-year celebrations, with a party for all our Buenos Aires employees. At the party, we hosted a special edition for the company’s 25th anniversary, and we raffled 25 trips for employees from across the country. The rest of the airports celebrated with team meetings.

To wrap up the year, we held our virtual event called “My Airport Live,” with over 600 connections. This event aims to engage all Aeropuertos Argentina employees, sharing the year’s results and outlining new challenges for the upcoming year.



Meetings with leaders

In 2023, we organized two meetings with company leaders, moderated by the Executive Team, with the participation of various managers and supervisors from all levels. The primary purpose of these gatherings was to share the company's priorities and objectives, present key projects, promote best practices, and communicate major achievements. These were pivotal instances for strengthening cohesion and commitment within the organization, as well as fostering the exchange of ideas and collaboration among different teams.

Subsequently, this information was conveyed to each team by their leader to work together towards the objectives.

Additionally, we have a "Leaders' Calendar," through which we communicate a summary of the actions planned for the upcoming months, allowing leaders to anticipate their schedules and plan the main topics to communicate to their teams in the short and medium term.

93%
participation

4,7/5
satisfaction level

Compensation

Our compensation policy organizes the salary structure into job bands, based on the roles and responsibilities of each position, taking into account the competitive market and internal equity.

To ensure transparency and objectivity in this process, we employ a job evaluation system provided by an external consultancy specialized in compensation. This tool enables us to gather comparative information and ensures that our remuneration packages are fair and competitive in the labor market.

Throughout 2023, we conducted 5 salary reviews in March, June, August, October, and December for all our employees. For employees outside the collective bargaining agreement, we implemented targeted adjustments aligned 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.

Regarding the remuneration policy for members of the Board of Directors, it is approved by shareholders through a transparent process, aligned with the company's strategy. The Board determines the amount and method of payment, taking into account the functions and responsibilities of each director, their roles within the Board, and other relevant objective circumstances. For managerial positions, we follow a compensation policy that includes variable concepts based on business results and the achievement of individual objectives. The company does not have a dividend distribution policy.



Relations with trade unions

During 2023, there were no permanent or temporary interruptions in the services we provide as airport terminals. The interruptions that did occur were due to measures taken by companies or services operating within the airport environment, which are external to Aeropuertos Argentina.

We ensure respect for the principle of freedom of association, which is why we have Labor Relations and Human Resources representatives in each Business Unit. This enables us to carry out our policy of dialogue with internal commissions. We maintain and deepen our policy focused on fostering fluid relationships and ongoing dialogue with the unions operating within the Aeropuertos Argentina framework to achieve common objectives.

In 2023, we successfully concluded salary and labor-related agreements for various Business Units where our unions are active representatives. We are committed to negotiating within the framework of legal provisions, both nationally and internationally, thereby minimizing conflicts that could impact airport operations.

Throughout the year, we conducted ongoing meetings in three areas:

Wage Negotiations Meetings: Starting from June 2023, wage negotiation meetings were held bi-monthly. We aim to achieve greater alignment with the evolution not only of salaries but also of the benefits and compensations outlined in our policies.

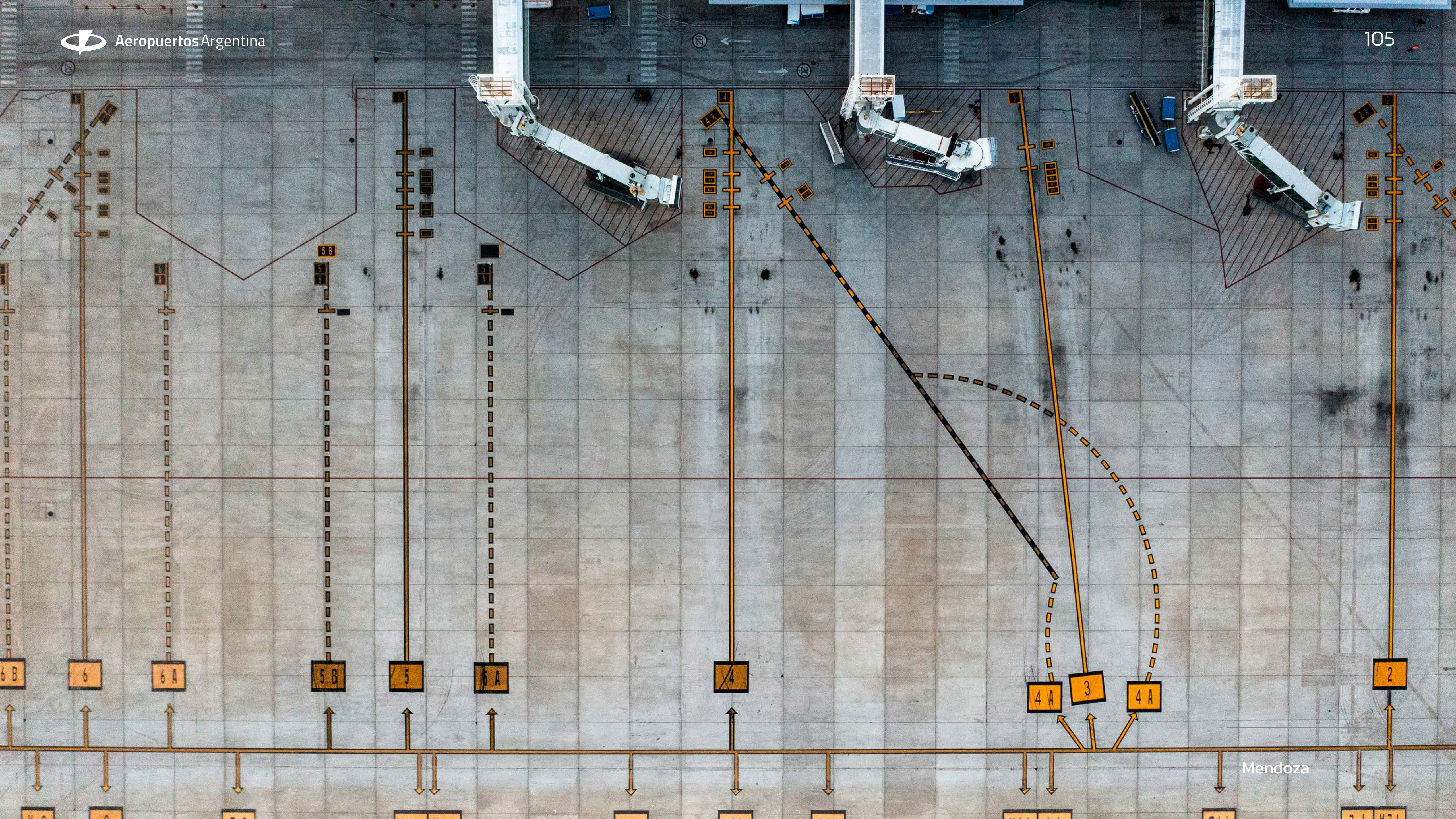
Labor Work Table: Established in 2022, this group meets regularly with unions and representatives from various areas of the company to discuss topics related to different operational aspects where employees under the collective bargaining agreement work.

Ongoing Meetings with Internal Committees or Delegates: In 2023, we organized face-to-face meetings at airports across different regions, specifically arranging gatherings with local representatives from each union.

Within this framework, there was no record of violations of the right to freedom of association, a matter we monitor closely. Our Code of Conduct ensures the exercise and respect of these rights. Additionally, within our Compliance and Integrity policies, we have established a channel through which any employee, even anonymously, can raise concerns regarding potential breaches of company values. These situations are investigated through a specialized process by a specific committee.

	2022		2023	
	Under the agreement	Outside the agreement	Under the agreement	Outside the agreement
Total number of employees	1.630	901	1.716	1.009
Percentage over total of employees	64,40%	35,60%	62,97%	37,02%

Collective Bargaining Agreement 2023	EZE	AEP	NORTHEAST	SOUTH	WEST	CORPORATE
Staff under the agreement- Total number	414	303	191	154	174	480
Staff outside the agreement- Total number	109	111	65	64	72	588
Staff under the agreement- %	15,19%	11,12%	7%	5,65%	6,38%	17,61%
Staff outside the agreement- %	4%	4,07%	2,38%	2,35%	2,64%	21,58%



Mendoza

05.



SDG'S:
3, 8, 9, 11, 17

Infrastructure and Operations

Infrastructure



As part of our commitment to excellence, we focus on building a cutting-edge airport ecosystem. We invest in modern and secure infrastructure, accessible to all and in innovative technology that streamlines processes and provides real-time information to all passengers and individuals passing through our airports, to provide an excellent experience.

The investments made for airport modernization are selected taking into account the requirements and needs of the users, as they emerge. These are mainly expansion works to cover increases of the demand and modernization, to improve the service's quality. The projects prioritize overcoming any infrastructure limitations to enhance operation and safety. Additionally, modernizing facilities reduces consumption and maintenance costs.

All our projects and works are aligned with sustainability criteria, and we incorporate measures to protect the environment and mitigate adverse effects, thereby contributing to sustainable development and social well-being. We consider at all times the current environmental impact of construction as well as the future resource consumption resulting from the use of the facilities.

At every stage, we incorporate new ideas, methods and technology to enhance and optimize each project, exploring how these factors impact on functional and operational efficiency.

Our environmental impact assessment process includes monitoring air quality, noise levels, and hazardous waste management in accordance with current legislation and relevant national and international standards. Whenever feasible, we utilize existing infrastructure to avoid demolition. We have chosen to carry out the construction works in stages to significantly minimize the environmental and social impact on the community.

\$ 67.047

Millions invested in infrastructure

10

Airport modernization plans

12

Large-scale construction works carried out and completed

25

Ongoing construction works

1.200

People employed for construction works



AEP Roads.

Works with social impact in the communities near airports

Airport infrastructure projects extend beyond the airport premises and integrate with public works in the surrounding areas. This includes expanding road networks, installing new electrical and sanitation systems and coordinating with local authorities to minimize impact on existing services and facilities in the surrounding perimeter.

We promote the implementation of plans in collaboration with the public sector to optimize resources and improve connectivity between airports and cities. Moreover, we aim to construct socially impactful projects within nearby communities.

The construction and operation of new facilities result in the expansion of economic benefits locally. This includes increased direct activity, 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, the development of local businesses, and the boost of regional secondary activities. In all cases, we respect the collective rights of the local communities.

Construction works

Each old, antique or obsolete sector or element is replaced with a new, modern one that has a longer lifespan, and wherever possible, discarded materials are recycled. We modernize all engineering aspects to reduce consumption.

When we cannot avoid affecting elements, we strive to minimize impact by implementing mitigation measures. For example, the simple replacement of a traditional lighting fixture with a low-consumption one, considering the large quantity required, results in significant energy savings and reduced costs. The new materials, with enhanced operational efficiency, benefit the entire facility.

When possible, we avoid colonizing new virgin lands surrounding the airports, to preserve natural areas that have not yet been occupied. We firmly support project decisions that prioritize reusing affected

spaces and preventing expansion into new areas. The main advantages include minimizing affected areas and controlling resource usage 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 quality services, 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 blend 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 thus encourage communication, exchange, and integration of materials and tasks that did not exist previously.

This year, we consolidated the Business Partners model launched in September 2021, enhancing cohesion and strengthening the technical and positive impact of our work.





Works completed in 2023

- ▼ New departure terminal at Ezeiza.
- ▼ New taxiway delta and beaconing system at Ezeiza.
- ▼ New infrastructure, relocations, aprons, and engineering works at Aeroparque.
- ▼ New control tower at San Fernando.
- ▼ New passenger terminal and parking premises at Jujuy.
- ▼ New control tower at Jujuy.
- ▼ Reconstruction of main taxiway and beaconing at Resistencia.
- ▼ New approach lighting system at Santiago del Estero.
- ▼ Rehabilitation of runway, beaconing system, and approach lights at Río Hondo.

- ▼ Rehabilitation of runway and beaconing system at San Rafael.
 - ▼ Redevelopment and lighting of the apron at Catamarca.
 - ▼ New beaconing system at Santa Rosa
- Works initiated and under execution**

- ▼ Infrastructure works, relocations, and aprons at Aeroparque.
- ▼ Sanitary, fire, electrical, and security engineering works at Aeroparque.
- ▼ Renovation of internal roads, sidewalks, and accesses at Aeroparque.
- ▼ Expansion of the South apron at Aeroparque.
- ▼ Tree removal and planting at Aeroparque.
- ▼ Construction and beaconing of the new North apron at Aeroparque.
- ▼ Construction of catering and mail sectors at Aeroparque.
- ▼ Construction of a training center at Ezeiza.

- ▼ New VIP lounges at Ezeiza.
- ▼ Construction of electrical systems at Ezeiza.
- ▼ New passenger terminal in Formosa.
- ▼ Renovation of passenger terminal in Iguazú.
- ▼ Sanitary engineering works in Iguazú.
- ▼ New aircraft maintenance module in Iguazú.
- ▼ New approach lighting system in Santiago del Estero.
- ▼ Expansion and remodeling of the passenger terminal in Termas de Río Hondo.
- ▼ Maintenance infrastructure and support services at Termas de Río Hondo.
- ▼ Renovation of passenger terminal in Resistencia.
- ▼ New beaconing system in San Rafael.
- ▼ Expansion and renovation of the passenger terminal in San Rafael.
- ▼ New aircraft maintenance module in San Rafael.
- ▼ New passenger terminal and parking

- premises in La Rioja.
- ▼ Remodeling of the passenger terminal in Santa Rosa.
- ▼ Expansion of the passenger terminal and operational building in Salta.
- ▼ New passenger terminal and parking premises at San Juan.

Works Restarted after the pandemic

- ▼ New departure terminal at Ezeiza.
- ▼ New taxiway and beaconing system at Ezeiza.
- ▼ New control tower in San Fernando.
- ▼ New passenger terminal in Jujuy.
- ▼ New control tower in Jujuy.



Main construction works

- San Fernando
- Ezeiza
- Jujuy
- Termas de Río Hondo
- San Rafael
- Resistencia
- Santa Rosa
- Catamarca
- Aeroparque
- Santiago del Estero

Ezeiza

The new terminal is 230 meters long and 45 meters high. It features a comprehensive design covering 45,000 m2 and includes five independent check-in islands with 150 counters, 72 self-check-in stations, and 24 automated baggage drop-off points, as well as commercial outlets and dining options. On the upper level, there is a 190-meter-long building inside a structure of tempered laminated glass which lets natural light in. Inside this building, passengers undergo security and immigration procedures.

As part of the digital experience concept offered by the new departure terminal, there is a baggage processing system unique in the region. It includes 20 automatic baggage drop-off stations where passengers can print their own luggage tags and dispatch baggage through state-of-the-art equipment. This system streamlines the process and is connected to a 2,250-me-

ter baggage conveyor belt, equipped with scales, tag injectors, and tomographs with 5 security levels. There are ten inclined carousels in the baggage claim area alongside the apron to facilitate baggage handling. This project generated over 2,500 direct and indirect jobs all throughout its construction.

Additionally, we extended the Delta taxiway to connect it from the Golf taxiway to Runway 17/35 Threshold 35, allowing aircraft connectivity without affecting runway occupancy times, thereby optimizing the airport's operational capacity. The taxiway is 2,280 meters long and 25 meters wide with rigid pavement, enabling the operation of code F-class aircrafts. This project included installing a new CAT-III beaconing system for the taxiway. Elevated beacons were installed along the taxiway, along with inset beacons on centerlines and stop bars, runway guard lights, new regulators, and vertical signage boards. The remote control system in the control tower was also upgraded with state-of-the-art LED technology certified by the ICAO (International Civil Aviation Organization).



New Departure Terminal

It is one of the most significant projects in the history of Argentine infrastructure and a milestone in the airport industry. The project required an investment of 230 million dollars and generated more than 2,500 direct and indirect jobs during its execution.

This terminal features unique engineering structures, state-of-the-art technology, innovation, security, and high user service standards, being sustainability one of its pillars, as it is entirely powered by renewable energy.



Aeroparque

The project encompasses various restructuring and remodeling works across different airport activity sectors. The main objectives include optimizing existing spaces, relocating activities as needed, reconfiguring buildings and outdoor areas, renovating, improving, replacing, and modernizing engineering systems in each sector.

The main works were those in the southern triangle, the Border Health and ARSA driver spaces, the southern apron, storage spaces, commercial activities areas, warehouses, facilities for bird control, ramp service, and maneuvering aprons. The demolition of Sector C and the installation of temporary spaces to facilitate project development have also been part of the initiative. Additionally, new construction works, expansions, and rehabilitations of sanitary,

fire, and electrical engineering infrastructures are being conducted throughout the airport.

San Fernando

The main work at this airport was the new control tower developed to improve operational conditions, visibility, airport security and operator comfort. It is a detached building, independent from the terminal, located on the edge of the existing platform to facilitate unobstructed operations.

The new building is divided into three parts: the annex volume, the shaft, and the head. The annex volume houses all technical requirements on the ground floor. The shaft consists of 6 levels that accommodate vertical circulation means, landings, and services. Finally, in the head, there are offices overlooking the platform,

a resting area, a technical level for equipment, and a cabin with five workstations. The rectangular shape of the fanal easily adapts to the building's morphology and has a monolithic appearance with the use of glass throughout its length.

The observation deck, at a height of 29.76m, provides operators with a clear view and significantly improves visibility angles towards the runway and taxiways.

Jujuy

The new passenger terminal is organized into three sections in two levels, each with independent access from the outside. In the central section, we find the public hall, check-in counters, operational areas, and passenger service offices. International and domestic operations are each in one side section, including control and arrival areas,

alongside a cafeteria and a service block. Services and security agencies are unified to facilitate airport operations.

The building facades feature stone on the ground floor and a curtain wall on the upper level, with steel sunshades for solar control. We created an Andean garden on the front facade, as well as a baggage patio and a new technical building. Additionally, we expanded commercial platforms, parking areas, and roadways.

The new control tower aims to enhance operational efficiency, visibility, and security. It is independent from the terminal and it includes an annex for administrative needs, a shaft with vertical circulation means, and a head with offices and a control cabin. Its strategic location provides clear views of the runways and aircraft movement areas. The tower's program spans the ground floor

and nine levels, reaching a maximum height of 37.33 meters.

Termas de Río Hondo

El proyecto se desarrolló para rehabilitar The project was developed to rehabilitate the pavements of the runway, taxiway, and apron. The interventions carried out included the complete repavement of the runway and paved shoulders, the expansion of the taxiway turn pads at both ends of the runway, the repavement of the Alpha Taxiway and its shoulders, and the rehabilitation and expansion of the commercial apron. Within the apron, a sector was reconstructed to allow simultaneous operation of 3 code C aircrafts without operational restrictions and without affecting the pavement's lifespan. In addition to the pavement rehabilitation and capacity expansion, a new high-intensity runway and taxiway beaconing system

was installed, including a 720-meter long CAT Flash ALS configuration on Runway 01. This included illuminated vertical signs, new PAPI systems, independent threshold lights, stop bars, runway guard lights, new current regulators, and UPS to support the entire system. A new redundant computerized control system was also installed in the control tower. This installation has enhanced operational safety and reduced electrical energy consumption for its operation. All aeronautical equipment is ICAO certified.

San Rafael

The main works included the reconstruction of the airside pavements, runway, taxiway, and existing apron in sectors which were deteriorated and had an insufficient lifespan for the projected traffic. Additionally, the apron and its service road were expanded and reconfigured. Turn pads at both ends of the runway were enlarged, adjusting the geometry at the intersection of the taxiway and the apron, and shoulders were added in these areas. A new high-intensity runway and taxiway beaconing system was integrated, along

with illuminated vertical signage, new PAPI systems, independent threshold lights, stop bars, runway guard lights, wind direction indicators, new current regulators, and UPS to support the entire system. A new redundant computerized control system was also installed in the control tower. All aeronautical equipment is ICAO certified.

Resistencia

The project focused on the rehabilitation of the taxiway pavements, carried out with high quality standards all throughout the work stages. Key activities included demolishing concrete pavements, milling asphalt pavements, subgrade remediation, laying cemented granular bases, and the preparation and placement of asphalt and concrete mixes for taxiway construction. Additionally, taxiway beacons were implemented, significantly enhancing operational safety and energy efficiency.

Santiago del Estero

The project involved installing a new Category I approach lighting system with a 900-meter flash configuration on Runway

03. This included new current regulators, a new aerodrome beacon, UPS for the entire lighting system, and adjustments to the light control mimic in the control tower. Additionally, it encompassed relocating the existing VOR (VHF Omnidirectional Range). All aeronautical equipment is ICAO certified.

Catamarca

On the aircraft apron, we installed a new lighting system consisting of 4 lighting columns, each 15 meters high, equipped with 15 LED lighting fixtures of 400W each. The installation also includes electrical panels, conduits, wiring, obstruction beacons, and a lightning protection system.

Santa Rosa

The works were carried out to enhance operational safety and reduce risks during takeoff, landing, and aircraft movement. A new high-intensity runway and taxiway beaconing system was integrated, along with illuminated vertical signage, new PAPI systems, independent threshold lights, stop bars, runway guard lights, 3 wind direction indicators, new current regulators,

and UPS to support the entire system. Additionally, a new redundant computerized control system was installed in the control tower. All aeronautical equipment is ICAO certified.

All the works comply with the Practical Recommendations Protocol for the Construction Industry issued by UOCRA (Union of Construction Workers of the Argentine Republic) and the Chamber of Construction. Additionally, they are approved prior to execution by ORSNA (Organismo Regulador del Sistema Nacional de Aeropuertos).



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.

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, and receives their observations, which are incorporated into the responses sent to Aerpuertos Argentina. When the projects affect 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.

Every year, there is a group of ongoing projects and others in the planning stage. Metrics are set by the Organism and adjusted to the actual capabilities of the concessionaire at the time of launching the projects.

The 2023 Works Plan was developed collaboratively and based on previous plans and new requirements.

On various occasions, projects of various scales are undertaken, such as expanding road networks, laying new electrical or sanitary lines, among others. In these cases, we coordinate with each one affecting the airport premises to integrate them. In all 2023 projects, we achieved successful results regarding the coordination and exchange

of resources concerning internal spaces and perimeter areas of the airport, as well as issues related to roads, sidewalks, and fences that needed to be coordinated with projects from external areas.

Airport safety and operations

Operational safety

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

In 2023, we updated our operational safety indicators, and we identified deficiencies and improvement opportunities to develop future action plans. We developed a plan for the implementation of the ICAO Global Reporting Format (GRF) across our national airports under concession, thus adopting this methodology in all our airports. We successfully completed Phase IV Certification Audits for the airports in Comodoro Rivadavia and Bariloche. Comodoro Rivadavia hosted ICAO inspectors, while Bariloche welcomed inspectors from the Spanish State Air Safety Agency (AESA).

Additionally, in 2023, we developed and updated risk management processes for our airports, enhancing our agility and decision-making efficiency. In line with this initiative, we organized training sessions for our personnel responsible for risk management.

Regarding construction projects, we conducted hazard identification and risk assessment processes to determine appropriate mitigation actions. This approach ensured that we maintained an acceptable level of safety throughout the execution of our projects.

Indicator

21

Number of airports audited in the evacuation drills process.

vs. 34 in 2022

36

Number of evacuation drills carried out.

vs. 34 in 2022

31

Number of airports equipped with computer software to combat human trafficking and search for missing persons.

vs. 33 in 2022





Operational control center

The Operational Control Center (CCO for its Spanish acronym) manages day-to-day operations to ensure the efficient and safe continuity of airport operations. Some of its key actions are monitoring the situation, problem anticipation, contingency management, and minimizing service disruptions. The CCO also coordinates necessary actions to maintain service quality.

We operate based on four action pillars: Detection, coordination, action and continuous improvement. In the first one, the CCO focuses on identifying events and anticipating contingencies. The coordination pillar ensures internal teams are aligned during contingencies, and serves as the operational communication link with airlines, regulatory bodies, and the community. Under the action pillar, we emphasize our capability to directly intervene in critical airport subsystems. Lastly, the CCO identifies process failures and must inform them in order to initiate necessary changes for process improvement.

Airport security

At Aerpuertos Argentina, we work to achieve compliance with the National Civil Aviation Security Program (PNSAC for its Spanish acronym) within the scope of our role as Airport Operator, as outlined in our Concession Agreement, utilizing infrastructure and material resources. On the other hand, in the event of a contingency, a Crisis Management Committee (CGC for its Spanish acronym) is formed (PSA's responsibility), while in case of an emergency, an Emergency Operations Center (COE or its Spanish acronym) is activated (ANAC's responsibility).

In the event of equipment malfunctions, we utilize event reporting software that triggers an effective communications protocol, enabling us to promptly mitigate the issue. Additionally, we have associated procedures such as regular patrols and inspections aimed at early detection of incidents that may affect resources or infrastructure.

We are planning to implement measures to assess compliance with international aviation security standards (Avsec) in the medium term.

Security at Aerpuertos Argentina Cargas

We successfully met all standards required by airport security regulations, national customs, and international organizations. Additionally, throughout the year, Security Management approved all inspections, security tests, and audits conducted according to international aviation security standards (Avsec).

During 2023, we continued to utilize a digital security dashboard, which compiles statistics derived from data provided by the Security Management team. This information is supported by export data, credential office statistics, CCTV data, import security controller data, planned and executed hours of physical security, and the number of customer image claims processed. Furthermore, we incorporated indicators related to the fire department's involvement in events such as spills within the facility, medical assistance provided, and other incidents.

Furthermore, we carried out a complete overhaul of the CCTV infrastructure. These new installations have enhanced electronic security capabilities, optimizing workspace, and incorporating features such as analytical cameras and automated signals into the security monitoring at Aerpuertos Argentina Cargas.

Regarding social impactful humanitarian aid operations, we coordinated the accreditation and control of cargo for 1000 shipments exported by the organization Cascos Blancos to destinations including Armenia, Turkey, Gaza Strip, Syria, Bolivia, and Ukraine. We managed and coordinated import security processes for safeguarding various operations such as those involving the Casa de la Moneda, COVID-19 vaccines, assistance to the Argentine Red Cross, and valves for the Néstor Kirchner gas pipeline, among others.

Aeropuertos Argentina Cargas as an accredited agent

We managed the processes, carried out the construction, and prepared the necessary documentation to enable the Aeroparque branch as an “Accredited Agent.” This certification involves being approved by the PSA authority, ensuring that the location is capable of handling secure cargo for export and flying to any airport worldwide, meeting the requirements set by ICAO in Annex 17 of the Chicago Convention on International Civil Aviation. In addition to being a large-scale infrastructure work, the project required new security positions, specific directives, local procedures, security enclosures, and technical means for cargo inspection (X-ray, Explosive Trace Detection (ETD), and human resources).

Furthermore, we revamped all Aeropuertos Argentina Cargas security programs in Ezeiza, Aeroparque, and Córdoba to maintain our status as an “Accredited Agent” (which ensures that the export cargo flying from Argentina is deemed “secure for civil aviation”).

We improved processes by providing transparency in operations, and we reported improvements in the control processes for air operators related to Avsec compliance, which were duly regularized. Additionally, we conducted audits with the relevant organizations, achieving a 100% satisfactory compliance rate.



Our safety culture is focused on continuous innovation, integrating a data-driven digital culture, and continuous improvement to uphold the high standards of excellence required for airport operations security in the international aviation industry.

During 2023, Aeropuertos Argentina Cargas implemented several initiatives to comply with air cargo management security standards:

Aeropuertos Argentina Cargas main advances in Aviation Security and Air Cargo matters in 2023

Digitalization of the controls by the fire brigade, physical security and additional personnel from the Airport Security Police.

Issuance of 2,700 credentials and processing of 22,780 applications.

Ensuring regulatory compliance of suppliers.

Restricted access to warehouses and enhanced security measures.

Implementation of an entry control program for imports.

Training of CCTV operators according to the Avigilon plan.

Processing of image requests and export guides.

Creation of a dynamic system to detect deviations in controllers.

Design and implementation of a virtual security education platform.





Emergency neutralization and evacuation plan

This year, we conducted 124 training sessions as part of the Emergency Neutralization and Evacuation Plan, held across all our airports. These sessions reached not only our own employees but also the wider airport community, including internal and external public agencies, who are crucial for developing evacuation plans in emergency scenarios, given each of them has an assigned card of action.

Among the topics covered, particular emphasis was placed on human behavior during emergencies, combustion concepts, fire classes, critical time frames, and the use of fire extinguishers. It's important to note a significant increase in practical training sessions where personnel continuously familiarize themselves with the correct use of these elements, involving a total attendance of 1994 employees.

Additionally, we audited 21 amendments to emergency neutralization and evacuation plans and we conducted 36 evacuation drills to assess the logistical and operational readiness of each terminal and its staff. These efforts aim to raise awareness regarding prevention measures and improve emergency response behaviors, emphasizing the importance of protecting assets, job opportunities, and most importantly, safeguarding lives and the continuity of activities, not only of those within the airport ecosystem, but also of passengers, and the general public present at the airport, by reducing liabilities through Emergency Management practices before, during, and after an emergency, ensuring a swift return to normalcy. It's noteworthy that ORSNA audited all written reports prepared for the aforementioned drills.

Highlights

124

training sessions

21

amendments to emergency neutralization

1.994

employees

36

evacuation drills

Data based management



We are continually seeking to advance on the digital transformation path. We understand that data is a key asset in the development of our processes and business continuity.

It has been two years since the creation of the Data Science department at Aerpuertos Argentina, with progress in the three pillars: **Business intelligence, Data Governance y Modelos Predictivos.**

Business Intelligence

At the airport, we implemented systems to enhance various operational aspects. We developed tools to monitor and optimize VIP Lounges, efficiently managing customer occupancy and distribution in an automated manner. We also created a maintenance system that allows us to handle work orders in areas such as electricity and infrastructure more efficiently.

On the other hand, to effectively utilize Power BI in data analysis, we organized a workshop aimed at the Administration & Finance and Human Resources teams. During the workshop, participants learned to use key functionalities of the program to visualize, interpret, and share data efficiently. This initiative not only trains resources but also fosters a data-driven culture within the organization, where information is proactively used to help make more informed and strategic decisions.

Furthermore, we implemented an integrated system for procurement management, consolidating purchase orders and requests to make more informed decisions and optimize resources. To monitor passenger satisfaction, we use surveys that help identify areas for improvement and deliver a more satisfying experience.

We also addressed flight scheduling, parking control, and daily operations recording, developing tools that provide an overview of operations and facilitate strategic decision-making to enhance efficiency and the airport experience.

Data Governance

We made progress working on concepts such as Passenger Check-in and updating news in the ROD system, defining roles, responsibilities, as well as in management and control processes to ensure regulatory

compliance and mitigate risks related to privacy, security, integrity, and information quality. These advances strengthen our reputation and trust among our stakeholders.

Predictive Models

We implemented several tools and predictive models to enhance operational management and commercial offerings across various areas. Regarding concession sales, we created a dashboard that consolidates sales information with key indicators and categorization logic to facilitate comparison between different sales entities. Additionally, we developed a model to identify top-selling product pairs, and thus provide a commercial offering more aligned with passenger preferences.

As regards parking, we developed a predictive model to estimate daily maximum occupancy of Aerparque's parking lots,

optimizing operational management and resource utilization. We also created predictive models to estimate monthly ticket quantities at the parking lots of Aerparque and Cordoba, categorized by length of stay, which is helpful for operational and financial planning.

At Aerpuertos Argentina Cargas, we implemented an automated predictive tool to anticipate daily billing based on kilos, facilitating strategic decision-making and significantly saving time and managerial resources. These tools and models have significantly contributed to improving operational planning, financial forecasting, and satisfaction levels both for passengers and Aerpuertos Argentina Cargas customers.



Salta

06.



SDG'S:
8, 9, 10, 11, 12, 13, 15, 17

Social Impact

Create a positive impact in the communities where we operate



Our goal is to create opportunities that bring value to the communities where we are present by promoting local economic and social development, working towards culture, education, and health, sustainable tourism, and supporting the value chain as strategic allies in the development of our business. Our roadmap are the Sustainable Development Goals (SDGs) and the 2030 Agenda to promote comprehensive well-being both in our country and globally.

\$949

million in private social investment

1.874

direct beneficiaries in Education and Culture

2.075

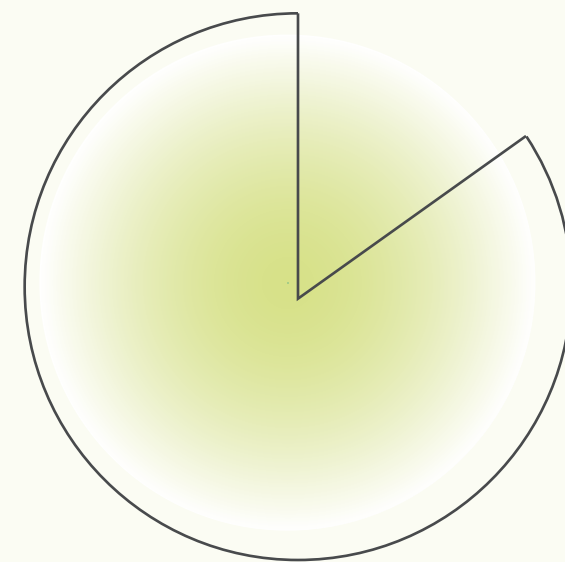
suppliers in 2023

97,98%

spent on local suppliers

82%

of suppliers are SMEs



Social Investment Strategy

Within the framework of our Sustainability Strategy, at Aeropuertos Argentina, we reinforce our commitment to sustainable development and the well-being of the communities where we operate through a comprehensive program structured around three fundamental pillars:

- ▼ Sustainable Tourism
- ▼ Education and Culture
- ▼ Health and Well-being

These pillars reflect in our own programs, collaborative actions and projects with specialists and strategic allies aimed at generating a positive impact across our 35 destinations throughout Argentina.

Within this Strategy, we emphasize tourism as a key component for both the economic and cultural development of the communities where we are present, as for the development and strengthening of our own operations. Therefore, we commit to working closely with residents, social organizations, and governmental bodies to promote sustainable tourism that respects and preserves our destinations, their people, and their cultural and social heritage.

Strategic pillars



Education and Culture:

We promote educational and cultural initiatives to highlight Argentina's richness and foster the educational development of its residents. Through these actions, we also focus on preserving and promoting the diverse local cultures that enrich the country.



Health and Wellbeing

We prioritize the health and wellbeing of communities, working closely with other stakeholders to ensure the quality of life and welfare of their citizens.



Sustainable Tourism

We actively commit to preserving destinations, promoting projects and actions that support the growth and development of regional economies, thereby contributing to the well-being of their inhabitants.

Social Private Investment	2022	2023
Total Social Private Investment	\$ 378.195.010	\$ 949.000.000
Education and culture	\$ 13.593.350	\$ 96.557.946,85
Health	\$ 47.396.340	\$ 215.128.785,25
Charitable Contributions	\$ 455.067	\$ 145.868.229
Human Rights	\$ 2.430.160	\$ 8.574.159,70



Education and Culture

Education and culture are key factors in working towards the development of communities because programs related to this axis have a direct economic and social impact on individual opportunities and collective growth. That is why at Aeropuertos, we create our own social action programs in collaboration with organizations specialized in the topic to enhance people's quality of life through education and culture.

Aeropuertos Argentina Orchestra

En 2016, acompañamos la iniciativa. In 2016, we supported the Aeropuertos Argentina Orchestra initiative, which has been an inclusive tool of great social value, given it integrates general and artistic education with the creation of genuine employment opportunities through youth participation in the orchestra.

Since its creation, the main goal of the orchestra has been to provide opportunities for young people from social sectors with limited access to professional develop-

ment in artistic careers, specifically in careers related to music and instrumental performance.

To make this project a reality, we rely on talented and trained music professionals who ensure the success of the program. The orchestra conductor is in charge of selecting young musicians for the orchestra, which is composed of string, woodwind, brass, and percussion instruments.

The program is designed to provide an opportunity to young individuals between 18 and 25 to develop their full potential and talent. In 2023, we awarded 46 scholarships for education and living expenses. These scholarships embody our commitment to inclusion, which continues to grow.

Participants in the project come from areas where music is taught within the public education system in neighborhoods such as Villa Lugano, Bajo Flores, Balvanera, Villa 31 de Retiro, La Boca, Mataderos, and Constitución. They typically use instruments

provided on loan (such as violins, cellos, clarinets, flutes, trombones, horns, etc.).

Currently, the Aeropuertos Argentina Orchestra has expanded its boundaries and objectives, creating various artistic spaces where intensive education is provided to enhance employment opportunities for those ready to pursue professional activities. It now welcomes young musicians from all musical backgrounds in Buenos Aires, aiming to achieve high-quality artistic results alongside those who have been developing within the project.

The objective is reflected in the various experiences of young musicians who, through their participation in the orchestra, have accessed significant opportunities, both at a national and international level:

- ▼ Victoria Ramos and Dafne Pugliese, violinists, were awarded scholarships by the Banco Nación foundation in late 2023 to pursue a master's degree in violin at a conservatory in France. They current-



ly reside at the Argentine house in Paris and are studying under the renowned violinist, Maestro David Artounián, who accepted them into his class.

- ▼ Michelle Olivera, a cellist, with financial support from music friends and her personal experience acquired in Buenos Aires, parted to Germany in April 2024 to audition for entry into an official conservatory in Munich.
- ▼ Diego Alegre, a violinist, secured his first significant job with an international company. In 2023, he was contracted to join the musical staff of the Royal Caribbean cruise for six months.

Throughout 2023, we held the following concerts:

- ▼ International Women’s Day concert at Ezeiza, featuring all female members of the orchestra and a female conductor invited for the occasion.

- ▼ Inauguration of the New Departures Terminal at Ezeiza.
- ▼ “Symphonic Star Wars” show at the Belgrano Auditorium.
- ▼ Inaugural concert at the UADE Auditorium.
- ▼ Concert at the Legislature of the Government of the City of Buenos Aires, recognized as culturally significant.
- ▼ Patricia Sosa concert at the Teatro Ópera.
- ▼ Benefit concert for Fundamind at the Belgrano Auditorium.
- ▼ Patricia Sosa concert at Luna Park.
- ▼ Symphonic concert at the Aula Magna of the Faculty of Law.
- ▼ Community concert at the Belgrano Barrancas gazebo, featuring Tango repertoire.

\$47.913.095

total investment

46

scholarships for education and living expenses

Support to the Mekhitarist school and to San Gregorio school

During 2023, we continued to support the Mekhitarist and San Gregorio schools with the aim of assisting students in their final year providing them a first approach to the work experience through 5 sessions where they visited the Airport.

This experience allows them to get to know the company, emphasizing our values and culture, and providing them with a first-hand experience in their areas of interest. This year's edition included the following stages: a presentation of Aerpuertos Argentina, mentoring sessions, self-awareness workshops, a virtual interview simulation, a final presentation of their design, and a tour of the New Passenger Terminal at Ezeiza.

Within the program, we ensure that each student has a unique experience in their approach to the work experience, creating spaces for them to ask questions and receive relevant information about the company, its departments, and operations. Furthermore, we foster a positive and motivating learning environment for each student, encouraging active participation so they can make the most of the opportunity.

Additionally, we continued our collaboration with Fundación San Lázaro, which supports the Mekhitarist school and promotes Armenian culture values. Through this partnership, we support the organization of activities that promote cultural exchange, especially those related to Armenian culture.

Create Community

"Create Community" is an opportunity generation program implemented by Aerpuertos Argentina in collaboration with seven companies from the airport community (OPEN 25, Starbucks, Aerolíneas Argentinas, MisRestó, Shop Gallery, Duty Free Shop, and Le Duff). This program focuses on customer service and provides 20 graduates from Fundación Cimientos with their first experience in the work environment, offering specific training and access to genuine employment opportunities.

17
students finished the course

Culture promotion at the airports

In order to support renowned artists and promote new ones, we installed art exhibitions and cultural spaces at the airports, so that all individuals going through our airports appreciate valuable artworks.

In 2023, we inaugurated the "Volarte" exhibition at Ezeiza, an artistic showcase presented on 360° digital screens where passengers could enjoy artworks displayed on large LED screens.

Additionally, in collaboration with the Armenian Cultural Association, at Aeroparque we presented the "Murals" photographic exhibition, featuring collective productions by students in their 6th-year of secondary education from the Jrimian Armenian School.

Supporting education for opportunity's generation

We continue to create programs to promote the educational development of residents from the communities near our airports. In 2023, as part of our strategic Social Impact mission, we began planning the development of the following programs to be implemented in 2024:

Pescar: It aims to train individuals from socioeconomically vulnerable backgrounds to enter the workforce and design realistic life projects.

Junior Achievement: It focuses on fostering an entrepreneurial mindset, emphasizing on job readiness.

Teach for Argentina: A program aimed at promoting teaching models and creating spaces for collective construction that foster pedagogical innovation. It enhances interest and the use of technological tools to generate meaningful learning experiences for students and to create new opportunities in higher education.

School Refurbishment: It supports schools in the renovation or remodeling of learning spaces.

Health and Well-Being

We place the health and well-being of communities at the center of our actions. We work closely in collaboration with various stakeholders to ensure the quality of life and well-being of all its citizens.

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

Aerpuertos Argentina has supported the Dr. Alberto Antranik Eurnekian Interzonal University Hospital in Ezeiza since its creation in 2006. Our contribution focuses on financing the maintenance of infrastructure, projects, and the acquisition of essential medical equipment. Recently, we have supported the integration of new instruments, machinery, and essential resources to enhance diagnostic capabilities and medical care.

Currently, the hospital has 303 beds, including 24 ICU beds, 6 active operating rooms, 3 shock rooms for adults, and 3 for pediatric cases.

As a University Hospital, we collaborate by organizing and financially supporting courses and residencies in various medical areas. Courses offered include Histology I and II from UBA, nursing and surgical instrumentation degree programs, and the specialization in Emergency Medicine. The hospital has made available residency programs for all medical specialties, including hospital administration. This collaboration shows our commitment to strengthening the healthcare system in our community.

Amaltea Civil Association

The Amaltea Civil Association is a rehabilitation and social reintegration center established in 2014 in Ciudad Oculita-Villa 15, in the Autonomous City of Buenos Aires. It is formally recognized as a Community Care and Support Center (CAAC for its Spanish acronym) by the Secretariat of Comprehensive Drug Policies of Argentina.

450

beneficiaries at the community kitchen.

75

students at the "Sueñitos" Nursery School.

150

people participated in the culture workshops for teenagers.

35

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

75

children and teenagers assist to academic support.

20

people from the neighborhood collaborated in different spaces.





Project Amaltea "Another Story"

Another Story is a project we initiated in 2014 in collaboration with the Civil Association Amaltea, aimed at achieving social inclusion for people living in extreme poverty, many of whom are affected by drug use, especially cocaine base paste ("paco").

Throughout 2023, we have undertaken various actions including building improvement assessments, comprehensive monthly maintenance with a dedicated budget from our operations and maintenance department. Additionally, we provide administrative and financial advice through our finance team. At the end of the year, we meet with the management team to review the year's progress and make donations of technological materials such as phones and computers.

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

- ▼ Provide comprehensive support, social guidance, and healthcare to individuals affected by exclusion and drug use, facilitating their integration into the workforce and education.
- ▼ Reopen the carpentry workshop, car wash, and delivery van to create job opportunities.
- ▼ Provide support and advice in social work and legal matters, such as documentation, pensions, subsidies, complaints, and international interventions.
- ▼ Provide emotional, administrative, legal, and financial support to two families who

are members of the Amaltea coordinating team and reside in the neighborhood.

- ▼ Sign an agreement with Sedronar (National Drug Secretariat) for financial support in addressing and accompanying situations related to substance abuse.
- ▼ Organize an annual in person theoretical-practical seminar for healthcare professionals and related fields, including postgraduate training in methodologies for addressing drug abuse issues and social inclusion. This seminar is conducted in collaboration with psychology professors from the University of Buenos Aires (UBA).

Healthcare, therapeutic, and legal assistance

We provide healthcare, therapeutic, and legal assistance to individuals with various issues related to criminal law. Among the activities carried out in 2023, we highlight the implementation of medical and dental clinic services, as well as free and open social services for all residents of the neighborhood.

Amaltea Community Kitchen

We continue to support the Amaltea Community kitchen project, which was initiated in 2021 in collaboration with the Food Policy Program of the Ministry of Development of the Autonomous City of Buenos Aires (GCABA for its Spanish acronym). In 2023, Aeropuertos Argentina provided financial support, investing \$8,555,016.

Sueñitos Nursery School

After the emergence of "paco" in the neighborhood, many parents of students at the Sueñitos nursery kindergarten became consumers. In response to this issue, we decided to support the nursery school to provide an educational and well-being environment to those children attending full-day sessions.

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 for the nursery's daily expenses.

In 2023, 75 students between 45 days and 3 years of age attended the nursery school.

\$8.555.016

total investment amount

First Humanitarian Hub in the Southern Cone at Aerpuertos Argentina Cargas¹

In 2021, we signed a Collaboration Agreement with the Argentine Red Cross aimed at enhancing the speed and efficiency of arrival and supply of critical supplies 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 initiative served as a global model for logistical collaboration between humanitarian organizations and the private sector. It is a source of pride to have been part of an initiative that transcended borders.

This year, we continue to provide a physical space of 860 m2 located within the Aerpuertos Argentina Cargas premises in Ezeiza, in the import sector, so that the Argentine Red Cross can store imported goods under their ownership. In addition, we make available up to 2 operators to assist the Red Cross with the handling and movement of cargo during business hours and days.

¹ For more information on the humanitarian aid efforts of Aerpuertos Argentina Cargas, please refer to the Strategic Alliances chapter of this report.





We develop programs aimed at preserving destinations and fostering the growth and development of regional economies, thereby contributing to the well-being of local communities.

Sustainable Tourism

Sustainable Host Course

In 2022, we signed an agreement with the University of Salta (UCASAL) to develop the “Sustainable Tourism Host Course”. In 2023, we organized three editions consisting of 4 modules each, delivered entirely online and free of charge.

The objective was to raise awareness among tourism stakeholders about sustainable tourism and best practices, providing them with basic tools to improve the management of their ventures. Additionally, the course aimed to promote respect for and appreciation of local culture and environmental conservation. The call for participation was open to all sectors related to tourism.

7.015
registrants

Zero Plastic Destination²

We have this initiative aimed at reducing single-use plastic in our terminals by 2025. This is achieved through coordinated efforts with the airport community to promote responsible consumption options, waste management and recycling where everyone, from travelers to hosts and destinations, plays a part in this effort.

² For more information, please refer to the chapter on Climate Action in this Report.

Support to projects focused on human rights

This year we joined the “Companies Committed to Human Rights” program, organized by the Undersecretariat of Human Rights of the City of Buenos Aires.

Malvinas Humanitarian Project

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. Additionally, in 2018, we signed an agreement between Aerpuertos Argentina and the Commission to facilitate this support, aligned with the Compliance regulations governing the company.

During 2023, we continued with the adaptation and distribution of graves in the Argentine Military Cemetery in Darwin (CMAD). In early August, the infrastructure of the Cemetery and the cenotaph were damaged by extremely strong winds (exceeding 130 km/h) and storms that battered the Malvinas Islands. They are now under repair, only feasible during favorable weather conditions.

In addition, 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), scheduled for 2023. This involved a multiple grave (D.B.4.16) at CMAD and two graves on Bourbon Island, which contain the remains of the crew of an Argentine Air Force Lear Jet shot down during the conflict. Its execution was planned for April but it was canceled by the Island authorities due to political issues.

These political differences stemmed from the National Government’s derogation of the so-called “Foradori-Duncan Pact”, in April. This Pact had been agreed upon in 2016 and in one of its articles concerning the South Atlantic it included approvals by both parties for conducting humanitarian flights, full support for the DNA identification process related to unidentified

Argentine soldiers buried in the Darwin cemetery, and the maintenance thereof. Precisely, this action led to the denial of authorization for two humanitarian flights planned by Aerpuertos Argentina in March and November. These were intended to transport three hundred relatives of fallen soldiers to the Argentine Military Cemetery in Darwin.

Furthermore, we conducted working meetings at the Embassy of the United Kingdom in Argentina, we held video conferences with the capital of the Islands, and we engaged in conversations with the Argentine Foreign Ministry. These efforts were aimed at constructive collaboration and mutual respect in seeking to improve the currently strained relationship, focusing solely on achieving humanitarian solutions for the families of those who lost their lives during the 1982 conflict.

Ultimately, it was agreed to transfer the same humanitarian program activities to 2024, to be confirmed if bilateral relations evolve positively.

Sponsorships and charitable contributions

Our commitment to the communities where we operate is reflected in our collaborative actions and social programs. These initiatives are designed to expand opportunities and enhance living conditions for various social groups and communities.

In 2023, we made contributions and donations to various organizations within the fields of education, healthcare, infrastructure, and annual fundraising dinners. Some of these institutions include:

- ▼ ALPI
- ▼ Amigos del Teatro Cervantes
- ▼ Armenia Corre
- ▼ Conciencia Association
- ▼ Franco Pamboukdjian Scholarship
- ▼ Argentina Chamber of Commerce (CAC)
- ▼ Inter-American Council for Trade and Production (CICyP)
- ▼ Center for American Studies
- ▼ Cimientos Foundation
- ▼ Huésped Foundation
- ▼ Juan A. Fernández Foundation
- ▼ San Lázaro Foundation
- ▼ SOIJA Foundation
- ▼ Universidad di Tella Foundation
- ▼ Buen Samaritano Hospice
- ▼ Austral Hospital
- ▼ Ezeiza Hospital
- ▼ Ricardo Gutierrez Children's Hospital
- ▼ IDEA
- ▼ Special Olympics
- ▼ Poder Ciudadano
- ▼ Armenian Beneficence Union
- ▼ University of San Andrés
- ▼ Solidarity Grape Harvest

We collaborate with the Center for American Studies Foundation, which works on Argentina's integration into the international sphere by promoting the design and analysis of policies aimed at enhancing relations with countries within the community.





Impact on infrastructure investments and services rendered

Renovations and new construction of infrastructure at our airports are ongoing as we aim to ensure modern and accessible facilities. We are aware of the impacts these works generate, which is why we monitor and manage both the positive and negative effects resulting from these projects.

We assess the economic and social impact on local communities, such as job creation, purchases from local businesses, transportation, and other activities affected by our presence. We always consider the collective rights of individuals and the impact on the environment, prioritizing measures to mitigate any negative effects and safeguard the well-being of people and the environment within the influence area of our operations.

Management with Suppliers



We strive to cultivate strong bonds with our supply chain, fostering openness, commitment, and equal opportunities. We focus on strengthening the network of local suppliers to drive economic growth in the communities where we operate.

Aligned with our sustainability values, we collaborate in job creation and regional development by prioritizing the procurement of goods and services from local suppliers. We only deviate from this policy in exceptional cases where adherence to international quality standards is necessary. We recognize the importance of our suppliers as key allies in ensuring safety and excellence in our services.

Supplier profile

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Main suppliers sectors:

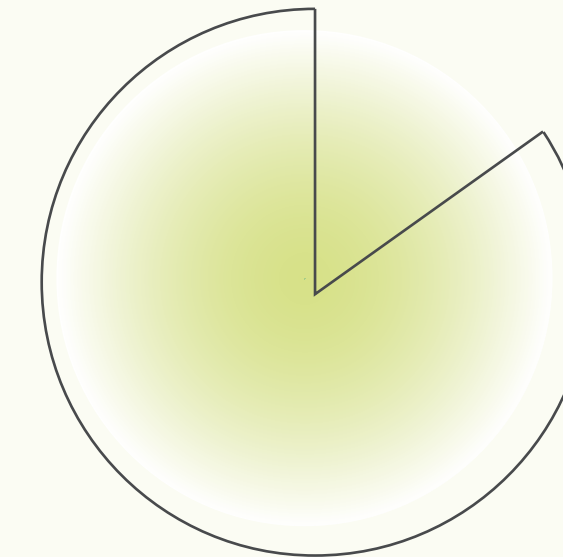
- ▼ Architecture, engineering, and civil construction contractors for airport terminals.
- ▼ Engineering and construction of runways, taxiways, aprons, and access roads.
- ▼ Specific airport equipment.
- ▼ Systems, hardware, and software procurement.
- ▼ Security, Maintenance, and Cleaning services.
- ▼ Maintenance materials and supplies.
- ▼ Electricity, gas, and potable water services.
- ▼ Other suppliers.

2.075

suppliers in 2023

82%

of suppliers are SMEs



98%

of expenditure on suppliers

At Aeropuertos Argentina Cargas, our main areas of activity include sectors such as hardware, electricity, information technology, and stationery items. Additionally, we identify critical suppliers who provide fuel, nylon for palletization, pallets, and self-adhesive tapes as key elements for our operations.

SUPPLIERS PER BUSINESS UNIT 2023	EZE	AEP	Northeast	South	West
Number of suppliers	484	359	342	409	499
% of growth in the number of suppliers	17%	16%	26%	88%	37%
% of SME suppliers	85%	87%	99%	N/D	98%
% of expenditure on local suppliers	100%	97%	100%	95%	100%

Suppliers by revenue-	2023	
	Number of suppliers	% of revenue
Over \$ 70400,000	282	13,22%
Between \$ 12,800,000 and \$70,400,000	391	18,88%
Up to\$ 12,800,000	1.398	67,50%

Suppliers	2022	2023
Number of suppliers	1.846	2.075
% of SME suppliers	75%	82%
Total budget for suppliers	\$ 239.794 millions	\$ 229.307 millions
% of expenditure on local suppliers	93%	98%

Suppliers by revenue per business unit	EZE	AEP	Northeast	South	West	Corpo
Over \$ 70400,000	64	65	47	37	32	65
Between \$ 12,800,000 and \$70,400,000	103	66	59	51	66	118
Up to\$ 12,800,000	317	228	236	320	401	388

Purchasing process

Selection of suppliers

We ensure that the supplier selection processes are clear, transparent, and secure regarding the handling of the information they require. They are centralized in the supplier portal, and the steps to follow are systematic and self-managed transforming the process into an agile experience. At the beginning of the process, each supplier is assigned a file number. Upon entering the portal, they can view their entire history since their entry into the system. This improves process efficiency by accelerating management and tracking times for each supplier.

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

This initiative is a source of open dialogue with our suppliers regarding the process. We also use other channels such as the website, telephone line, or email.

The supplier selection process involves several steps. Initially, we send them an Excel file to fill in their business information—legal name, trade name, address, tax ID (CUIT). They then access the supplier portal where they are requested the remaining fiscal information and necessary documents according to their situation. The second step is the selection of suppliers to invite based on their background, commercial references from third parties, internal sectors, or even web sources. Upon receiving proposals, we evaluate whether they meet the requirements specified in the terms of reference.

Finally, among the proposals chosen, we define taking into consideration the economic aspect, the ideal scenario being hi-

ring the vendor with the lowest quote, although exceptions may occur that need to be properly justified.

With the aim of establishing a sustainable procurement and purchasing process, we are developing a sustainable purchasing management policy along with a selection procedure that considers social and environmental aspects.

Our goal is to identify among our current and future suppliers those who are committed to sustainability policies and actions.

Our supplier portal ensures transparency in the process of integrating new collaborators, providing clear and direct access to the necessary information.



Evaluation

To enhance our management with suppliers, we have implemented the Comprehensive Supplier and Contractor Control and Evaluation System (SICOP for its Spanish acronym). Additionally, within our SAP system, we have a module that allows us to evaluate all registered suppliers.

Our supplier evaluation process focuses on criteria such as quality, safety, and environmental responsibility in all our operations. We assess performance in areas including task fulfillment, occupational safety, fiscal responsibility, and the condition of tools and equipment. In the case of critical input acquisition, we conduct more rigorous evaluations to ensure quality and safety in our processes.

Code of Ethics and Conduct

Our Code of Conduct guides our business relationships with ethical principles and transparency. Within this framework, we promote dignified work, occupational safety, respect for human rights, and care for the environment both within and outside our organization.

To ensure compliance with these values, every new supplier must be made aware of and, through a sworn declaration, they must accept the Code at the time of their registration.

This Code is based on international sustainability regulations and standards, such as the recommendations from the Argentine Business Council for Sustainable Development (CEADS for its Spanish acronym), the local office of the World Business Council for Sustainable Development (WBCSD). Furthermore, all our supplier contracts include an integrity clause that has been specially developed to ensure that third parties align with our policies.

Alliances with impactful suppliers

We establish alliances with suppliers to jointly generate actions with environmental and social impact. One of these is Biocba, a department of the municipality of Córdoba, with which we collaborate to enhance activities related to training, sustainability, and the development of circular economy suppliers.

We also involve our suppliers in community projects, such as the one carried out with Circulares in 2023. It consisted of training sessions on waste separation conducted at the Córdoba Terminal for the airport community.

This demonstrates our commitment to social responsibility and collaborative efforts to create a positive impact in our community and environment.

Aerpuertos Argentina Reporting channels

In collaboration with the Compliance Department, we established the Aerpuertos Argentina reporting channel and we have informed all our suppliers, given it is also available to them.³

³ For more information, see the Risk Management section in this Report.



Igüazú

07.



SDG'S:
6, 7, 12, 13, 15

Climate Action

Caring for our planet

\$1.162

million pesos in environmental investments and expenses

123.466

MWh of electrical energy

1.900.448 m³

of natural gas

11%

of waste recycled

65%

of energy consumption at Ezeiza in 2023 comes from renewable energy

We obtained ACA certification at 6 airports



To address the climate emergency and promote a low-carbon economy, it is crucial to foster initiatives that drive efficient resource use and biodiversity conservation. That is why we work on policies, programs, and practices aimed at mitigating the impacts of climate change and promoting economic development in harmony with the environment.



Nature in the core of our management

Effective management regarding climate change requires a comprehensive approach that promotes both efficient resource use and care for the natural environment. In this context, we are committed to sustainable management that safeguards our planet for future generations.



Environmental Management System

In our commitment to sustainability, we implemented an Environmental Management System based on our formally defined Environmental Policy, approved by the senior management.

Through this system, we constantly assess our environmental performance, using specific data and metrics to identify areas for improvement. This methodology allows us not only to fulfill our environmental commitments but also to progress towards operational practices that help mitigate, prevent, and offset the environmental impact of airport operations.

Environmental Risks Map

We continue to delve deeper into the Environmental Risks Map, focusing particularly on the following aspects:

- ▼ Local regulations (IT RAM).
- ▼ Corporate image – sustainability.
- ▼ Operational management and data recording.
- ▼ Environment.
- ▼ Maintenance of critical facilities and infrastructure.
- ▼ Natural disasters, including direct and indirect impacts.
- ▼ Operational constraints during heavy rainfall.
- ▼ Substandard operational conditions.
- ▼ Maximum Takeoff Weights (MTOW) limitations for large aircrafts.
- ▼ Operational continuity of the Airport Director (AD).

Aerpuertos Argentina Environmental policy guidelines

Aerpuertos Argentina takes all measures within its reach to ensure that the operation of all the airports under the concession is compatible with environmental protection, safety, hygiene, and the health of employees, users, and the entire community. Furthermore, within the framework of its Corporate Risk Management Policy, it will adopt a proactive attitude aimed at guiding its processes and operations towards the highest international standards on environmental care.

Our management is guided by the Environmental Policy of Aerpuertos Argentina based on a set of administrative directives, organizational arrangements, and operational knowledge, thus committing to:

- ▼ Implement measures to ensure continuous improvement and environmental efficiency of production processes, fostering sustainable growth.

- ▼ Assess the current status of the greenhouse gas emissions inventory in order to plan, implement, verify, and take action through emission reduction goals.
- ▼ Promote a commitment to carbon and energy reduction among all aviation stakeholders.
- ▼ Develop programs and work plans aimed at compliance with current regulations, as well as requirements for social responsibility, safety, hygiene, and environmental risks. This includes implementing an environmental management system to ensure the sustainability of ecosystems where the company operates.
- ▼ Monitor and systematize specific indicators across all concessioned airports on topics such as recycling, solid waste, hazardous waste, industrial waste from external sources, forestry resources and landscaping, drinking water, liquid effluents, soil, drainage systems, emissions, noise, and environmental liabilities.
- ▼ Continuously evaluate aviation operations and processes concerning environmental factors to control them and prevent their impact.
- ▼ 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, collaborators, regulatory bodies, and authorities.

Procedure for collection and provision of information to the regulatory body

Our priority is to establish procedures that ensure regulatory compliance and the provision of information to regulatory bodies. To achieve this, we have implemented a Monthly Environmental Report providing information on our consumption of electricity, water, diesel, gasoline, liquefied petroleum gas, and natural gas consumption, as well as management of waste and liquid sewage and industrial effluents. This allows us to elaborate an Greenhouse Gas Emissions Inventory (IEGIS) from airport infrastructures and facilities. This information is submitted to the National Airport System Regulatory Agency (ORSNA).

Environmental Impact Evaluation

As part of our environmental management system, we have procedures and tools in place to conduct evaluations of the environmental impacts generated by our airport operations. This assessment serves as a fundamental tool in the planning and execution of projects, enabling us to identify and understand potential adverse effects on the environment.

Each infrastructure project requires the preparation of an environmental impact study to be to ORSNA. These studies are then continued throughout each stage of the project to identify any non-compliance with established guidelines, both in environmental audits and current regulations. 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.

This year, we updated the environmental baselines of the airports in Group A due to changes in regulations (ORSNA Resolution 84-22) as well as administrative procedures. These guidelines provide criteria and

documentation standards for projects, such as infrastructure installations or waste management.

Furthermore, we engage our suppliers to comply with the criteria and guidelines established in our management system.



We achieved the objective of expanding the carbon footprint measurement to 12 airports, adding 6 more airports to those that had already received certification by Airport Carbon Accreditation (ACA).

Emissions

Aligned with the global agenda against climate change, we are implementing an Environmental Monitoring Program aimed at minimizing the carbon footprint generated by our operations. This program also aims to intervene preventively in areas of interest to evaluate and systematize greenhouse gas (GHG) emissions derived from the company's energy consumption.

In this regard, we use the ACERT tool (a calculator proposed by the Airport Carbon Accreditation program) which, based on an updated database, allows us to assess and diagnose the current situation, thus being able to plan corrective actions to reduce our carbon footprint. Additionally, we adhere to the criteria established in ISO 14064. The primary action to reduce greenhouse gas emissions is the optimization of electrical consumption.

We are also near achieving Level 2 in the ACI (Airport Council International) ACA program at Ezeiza and Aeroparque airports. To attain this certification, we must fulfill all required mapping requirements. These include providing evidence of effective carbon management procedures, including goal-setting, and demonstrating that the carbon footprint was reduced as compared to the last measurement.

Furthermore, we developed a Manual for maintaining the ACA certification. This manual includes technical information such as measurement and calculation levels, carbon footprint reporting, measurement fundamentals and characteristics, initial process, development and responsibilities, documentation, traceability, external auditing, characteristics, closure of activities, and data management. The manual is aimed at technical profiles within the airport involved in the measurement process.

Bariloche, Salta, Jujuy, Paraná, Río Gallegos, and Tucumán are the 6 airports that were certified with ACA Level 1, Mapping in 2023.

Greenhouse Gas Emissions	2023	EZE	AEP	NORESTE	SUR	OESTE
Direct GHG emissions (Scope 1)	2.588,35	603	1.087	270,35	342	286
Indirect GHG emissions derived from energy consumption (Scope 2)	14.906,81	4.536,70	6.382,60	2.926,50	1.022,90	1022,90
Total GHG emissions in tCO2e	17.495,16	5.139,70	7.470,00	3.196,85	1.308,90	1.308,90

Greenhouse Gas Emissions per airport where the carbon footprint is measures (Metric tons of CO2 equivalents)	2023
Ezeiza(1)	5.139,70
Aeroparque	7.470
Córdoba	380,1
Iguazú	1.132
Mendoza	1.405
Bariloche	1.785
Jujuy	475,08
Paraná	134
Río Gallegos	624
Salta	732
Tucumán	732



Green spaces design

To reduce the urban heat island effect and mitigate the impact of buildings on the local climate and habitats, both human and wildlife, we use materials with high solar reflectance indices for roofs and ground-level areas.

The purpose of this is that these surfaces reflect more sunlight rather than absorbing it, which helps maintain cooler temperatures in the surrounding environment and reduces the demand for energy for cooling. Along these lines, incorporating green roofs provides additional vegetated spaces that help minimize heat absorption and protect natural habitats while filtering rainwater.

Additionally, landscaping efforts and the integration of more green spaces around airports not only help dissipate odors and reduce noise but also contribute to offsetting the carbon footprint.

Moreover, Córdoba Airport has developed an eco-plaza, an initiative unique to the region. The purpose was to revitalize the area and create a more sustainable and friendly environment around the Terminal Building. This involved installing pedestrian accesses, urban furniture, water fountains, and green areas. A key aspect of the project was planting native species to promote conscientious use of resources, especially water. Furthermore, we aimed to reduce electricity consumption by implementing solar energy for path lighting.

Sustainable fuels

We continue participating in the initiative led by the World Economic Forum through which, along with other companies, we joined the Clean Skies for Tomorrow coalition. This initiative aims to accelerate the development of Sustainable Aviation Fuels (SAF) with the goal for global aviation to use 10% SAF by 2030, thereby contributing to achieving net-zero emissions by 2050.

Initiatives to reduce emissions at Aerpuertos Argentina Cargas

We installed a monitoring system in the “Perishables” and “B Chamber” refrigeration units, which monitors parameters including circuit pressures to promptly detect issues like refrigerant leaks for quicker repairs.

Energy

We are implementing various actions to achieve energy savings and minimize greenhouse gas emissions. Among them, we can highlight:

- ▼ Installation of natural light and occupancy sensors in the area, along with incorporating efficient lighting accessories.
- ▼ Cooling and heating systems without chlorofluorocarbons (CFCs) and limited use of refrigerants with high ozone depletion potential that can contribute to global warming.
- ▼ Ongoing review of air conditioning, heating, and ventilation systems designed to meet ASHRAE Standard 55-2004 and control potential sources of pollution.
- ▼ Installation of CO2 sensors in densely occupied spaces and flow meters in outdoor air intakes to control temperature and prevent resource excess.
- ▼ Air economizers in air handling units that manage the use of outdoor air to partially or fully replace chiller machines based on internal and external air enthalpy.
- ▼ Use of building orientation-based enclosures to reduce air conditioning usage.
- ▼ 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.
- ▼ 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.

Energy Efficiency: Intelligent Monitoring of CO2 and Temperature at Airports

At certain airports, we employ advanced technology that allows remote and centralized control of air quality and ventilation needs as required. We installed smart devices that monitor CO2 levels and emit audible alarms when ventilation is necessary. Additionally, all data is recorded in control panels for each unit.

Ezeiza, Aeroparque, Córdoba, Comodoro Rivadavia, and Iguazú airports are equipped with these CO2 sensors, which measure concentrations in parts per million (PPM) and indirectly monitor occupancy in large spaces to adjust the airflow renewal rate appropriately for human comfort. This translates into a minimum ventilation rate that saves energy in outdoor air treatment processes.

Energy management in the North region

We recognize that electricity is the most relevant resource for our activities, which is why we continuously strive to optimize its use for efficient management.

In collaboration with each airport, we plan various actions aimed at achieving our goals: raising awareness among airport staff, monitoring consumption to detect deviations and implement corrective actions, data visibility, and project scaling. These actions resulted in a 15% reduction in electricity consumption compared to 2019 levels.

For monitoring electricity consumption data, we utilize Powermeter devices, which provide real-time information and allow us to take corrective actions promptly if needed.



Green energy to minimize impact at Ezeiza

We strengthen our commitment to reducing electrical energy by further advancing in sourcing renewable sources on our path towards decarbonization. Through the acquisition of green energy from 100% renewable sources, we have achieved a 90% reduction in CO2 emissions.

Through a long-term agreement signed with Genneia and within the framework of the Renewable Energy Term Market (MATER), we have secured the supply of renewable energy for over 90% of the energy consumption at Ezeiza Airport. This makes us the first airport in the country under the concession to exclusively use renewable energy. The contract extends to all stakeholders involved in the airport ecosystem.

New technology for energy consumption measurement in the West region

This year, we integrated 12 additional units into the Building Management Systems (BMS) in Mendoza, enabling us to efficiently optimize energy consumption at the airport. Through this work and measurement, we could reduce electricity consumption 7.97% at airports in the Western region as compared to 2019. Additionally, energy consumption per passenger was reduced from 2.27 kWh in 2023 to 2.52 kWh per passenger in 2022.

Energy management at Aeropuertos Argentina Cargas

We installed two XWEB monitoring systems in the perishable export goods refrigeration chambers and in the "B" import chamber.

We could not reduce the percentage of energy consumption as compared to 2022; instead, there was a 6% increase in electricity consumption. This increase was due to the installation of more powerful condensers to maintain the established temperature range in the refrigeration chambers and to conduct layout changes, such as closing truck entry in the Perishable Goods Chamber.

Additionally, we installed new fans in evaporators and condensers, maximizing the potential of these units in all three TCA refrigeration chambers. To enhance operations, we installed 6 high-speed doors in the perishable goods chamber.

Climate Table: Creation of the Energy Efficiency Management

As a result of one of the Climate Table meetings (a company space created to address the company's climate agenda), it was decided to establish a new Energy Efficiency Management and team dedicated specifically to this area. This special team is working in collaboration with technical and administrative personnel at the airports to implement an energy management system and energy-saving plans with the objective of achieving ISO 50001-2018 certification.

13%

reduction in electricity consumption per passenger

2,83

kWh/ passenger

Energy Consumption	Unit of Measurement	2023	2022
Fuel	Litres	53.806	46.653
Fuel	GJ	1.445,03	1.342,49
Natural gas	m ³	1.900.448	1.631.582
Natural gas	GJ	74.136,48	63.648
Diesel	m ³	497.165	516.466
Diesel	GJ	20.398.998,14	21.190.931
Electricity consumption	MWh	123.466	105.874
Electricity consumption	GJ	444.479	381.147

Electricity consumption (KWh) per airports ⁽¹⁾	2023	2022
Ezeiza	55.871.622	43.338.120
Aeroparque	29.040.607	23.681.329
San Rafael	338.887	397.202
Malargüe	113.167	80.320
Mendoza	4.486.140	4.605.966
Catamarca	359.062	182.430
Santa Rosa	346.453	185.666
General Pico	114.214	111.182
Salta	2.159.040	2.320.140
La Rioja	339.790	364.030
Tucumán	2.563.200	2.440.320
Jujuy	1.921.344	1.726.980
San Juan	862.502	519.645
San Luis	502.080	503.040
Córdoba	8.683.917	11.845.728
Iguazú	4.152.000	3.437.400
Resistencia	835.225	962.304
Paraná	411.536	444.366
Reconquista	12.953	11.351
Sgo. del Estero	350.496	290.208

Electricity consumption (KWh) per airports ⁽¹⁾	2023	2022
Formosa	381.943	325.747
Posadas	832.974	322.560
Río Cuarto	228.135	179.263
Bariloche	3.893.628	2.868.880
Comodoro Rivadavia	167.171	1.122.565
Esquel	296.235	315.945
Mar del Plata	1.263.473	1.279.000
El Palomar	-	311.337
Puerto Madryn	228.083	311.337
Río Gallegos	970.800	477.600 ⁽²⁾
Viedma	105.997	608.671
Río Grande	645.212	423.806
San Fernando	501.940	163.960
Villa Reynolds	150.140	-
Termas de Río Hondo	424	-
TOTAL	123.130.390	105.873.990

(1) Some increases in consumption are due to increased operations and facility expansions.

(2) Partial data corresponding to a single semester.

Natural Gas Consumption per airport	2023	2022(1)
Ezeiza	218.106	16.272
Aeroparque	224.349	260.342
San Rafael	3.124	3.898
Mendoza	114.431	95.683
General Pico	3.902	3.610
Bariloche	13.646	121.860
Comodoro Rivadavia	154.769	303.485
Esquel	92.549	92.841
Mar del Plata	73.597	69.137
Puerto Madryn	55.870	239.065
Río Gallegos	193.822	189.261
Río Grande	246.058	213.378
TOTAL	1.579.338	1.579.496

(1) Some measurements in 2022 were partial due to meter failures.

Energy management in Aeropuertos Argentina Carga	2023	2022
Direct Consumption of energy (KWH/month)	8.325.480	7.867.360
Natural GAs (m3)	82.415	77.686



Water Management

To optimize the use of this resource, in new terminal development projects, we incorporate efficient sanitary fixtures such as dual-flush toilets, water-efficient urinals and showers, and automatic shut-off faucets with gray water and condensate water reuse.

Additionally, we continue to implement flow meters in airports, providing us with data to show efficiency.

Water capture per airport (m³)	2023	2022
Ezeiza	478.519	552.060
Aeroparque	715.304	719.041
San Rafael	5.435	2.893
Malargüe	2.121	955
Mendoza	38.848	34.600
Catamarca	948	728
Santa Rosa	584	505
General Pico	480	405
Salta	25.063	41.001
La Rioja	1.360	1.000
Tucumán	5.300	6.038
Jujuy	23.378	9.000
San Juan	22.600	31.507
San Luis	2.400	1.340
Córdoba	45.737	40.329
Iguazú	160.597	157.746
Resistencia	7.381	2.858
Paraná	3.178	2.357
Reconquista	580	480
Sgo. Del Estero	6.281	1.470

Water capture per airport (m³)	2023	2022
Formosa	3.517	2.857
Posadas	9.447	9.342
Río Cuarto	1.893	1.621
Bariloche	63.195	44.760
Comodoro Rivadavia	4.709	5.992
Esquel	10.800	10.800
Mar del Plata	20.708	22.110
Puerto Madryn	1.200	1.175
Río Gallegos	1.890	1.351
Viedma	5.927	6.617
Río Grande	7.816	5.414
San Fernando	247.259	200.333
Villa Reynolds	649	360
Rio Hondo	907	528
TOTAL	1.926.011	1.919.573

Water footprint in West units

One of our objectives was to lead the construction of a virtuous and sustainable ecosystem and implement initiatives with impact on the environment, the society, and the airport. In 2023, we conducted assessments at the airports of Mendoza, San Juan, San Rafael, Malargüe, and Jujuy, which were selected due to water scarcity in their respective provinces. We conducted a water footprint workshop in collaboration with the National Water Institute and we held six technical sessions for training.

We developed a water use distribution matrix within these airports by installing flow meters to measure terminal consumption.

For 2024, we plan to install additional flow meters in specific areas of the terminals at Mendoza, San Juan, and Jujuy airports, to measure public restroom clusters and pre-boarding areas. This is aimed at understanding and tracking our water consumption to explore optimization opportunities.

Spills and effluents management

In line with our environmental policy, we address wastewater management to ensure environmental preservation, employing treatment systems tailored to the specific composition and intended use of each effluent. To mitigate the environmental impact of wastewater, we have implemented a variety of effluents treatment systems adapted to each destination. This includes 9 sewer systems, 6 septic systems, 14 treatment plants, and 4 nitrifying beds. It is noteworthy that the effluent is primarily composed of organic matter, with no critical compounds present.

Effluents 2023 (m ³ /h)	2023
EZEIZA	
Treatment plant	643,17
AEROPARQUE	
Sewer system	965,61
NORTHEAST	
Sewer system	8,36
Cesspool system	1,67
Treatment plant	264,38
Nitrifying bed	8,44
SOUTH	
Sewer system	16,82
Treatment plant	125,02
Nitrifying bed	14,46
WEST	
Sewer system	149,49
Cesspool system	10,78
Treatment plant	8,86
Nitrifying bed	41,08



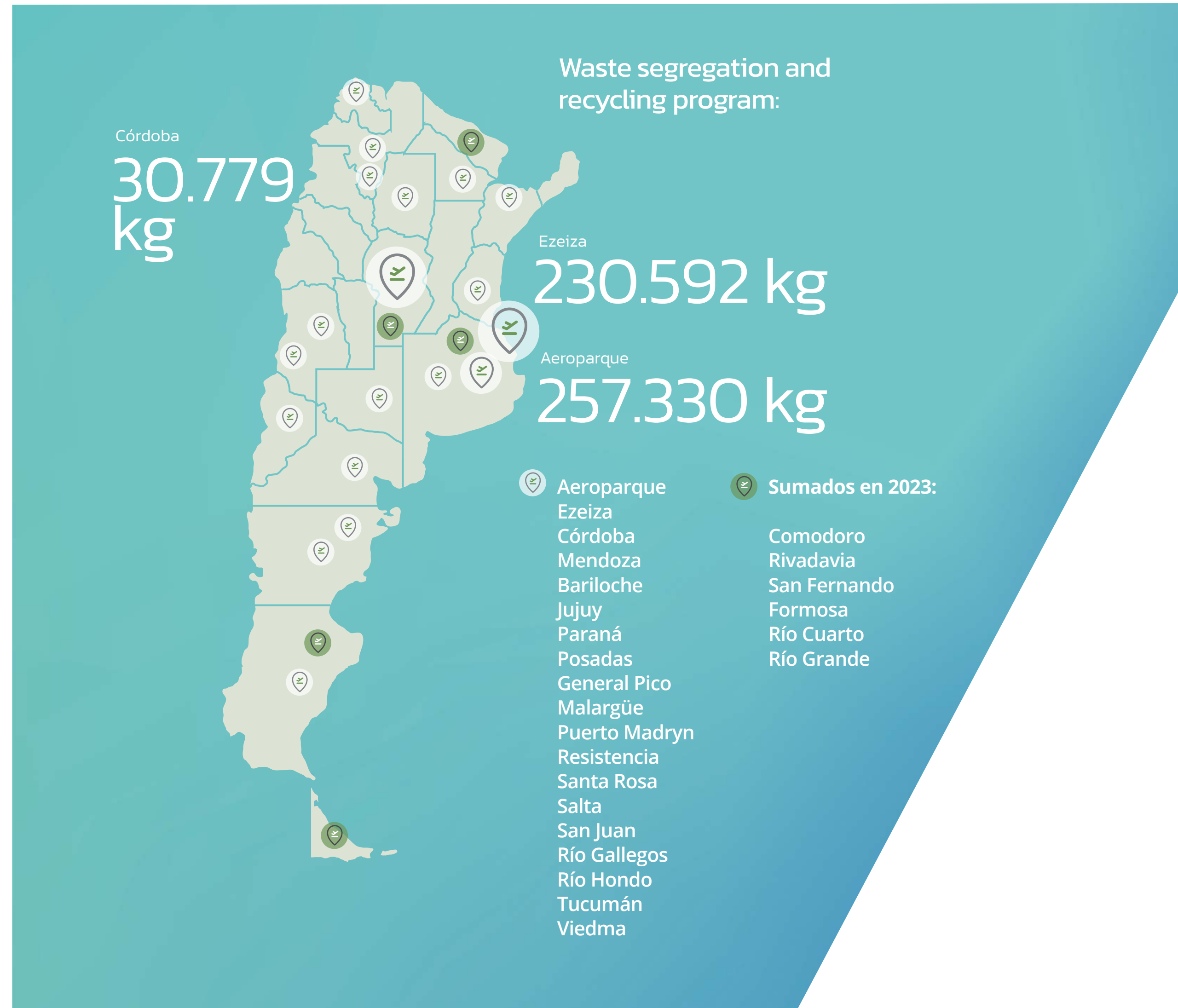
We developed standards for segregation of Urban Solid Waste for the airports of Aeroparque, Ezeiza, Córdoba, Mendoza, and Bariloche.

Waste management

During 2023, we developed standards and guidelines for segregation and recycling of Urban Solid Waste for all airports under our concession. The standards were aimed at the airports already recycling, while guidelines were implemented for those not yet recycling to include them in the program.

The standards were based on a thematic work plan focusing on objectives, strategic axes, actions, work schedule, responsibilities, and finally a plan review. Regarding the recycling guidelines, we grounded the content on a rationale for recycling, considering material types, objectives, identification of recyclers, and planning logistics and signage. Finally, we considered information related to documentation and traceability of the process to be implemented.

As a result of this effort, during 2023 we included 9 airports in the waste segregation and recycling program, totaling 24 airport terminals. We achieved a recycling rate of 11% of the waste generated by Aeropuertos Argentina, an increase of 6% compared to the previous year.





To address the treatment of waste primarily generated by terminal operations and the reception of domestic flights at terminals, we have initiated a Comprehensive Waste Management Program encompassing recycling initiatives and responsible final disposal of waste. Additionally, we have procedures in place for personal protective equipment waste generated by companies or public agencies within airports.

Furthermore, we are committed to responsibly managing the disposal of toners, vehicle batteries, and electronic waste by returning them to suppliers, donating them, or delivering them to authorized centers. Regarding hazardous waste, we prioritize the protection of human health and the environment.

Waste Weight	2023		2022	
	Destination	Weight	Destination	Weight
Urban Solid Waste	Landfills	8.148.071	Landfills	6.876.338
Hazardous Waste	On-site storage	25.088	On-site storage	723,76
Hazardous Waste transported and treated	Final disposal	6.250	Final disposal	11.702

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 Aeropuertos Argentina discharges effluents show no signs of environmental damage during the reporting period.

Our Contributions

Recycling program of the Garrahan Foundation

185 kg
of recycled paper

63 kg
of plastics

Cooperative El Corre Caminos

250 kg | **36 kg**
of recycled paper | of plastic

304 kg | **80 kg**
of cardboard | of sheet metal

55kg
of glass

Recycling: Revalorization of waste

Aligned with the Environmental Management System and in collaboration with the Health, Safety, and Environment Management, we have been working jointly on waste management through recycling initiatives in partnership with social organizations and other entities. Initially, we undertook this challenge at 15 airports, expanding in 2023 to include 9 more terminal airports, totaling 11% recycling across 24 airports. We are aware of the importance of this management in the conservation of the environment and in the creation of employment and industrial development.

While our primary goal is to reduce resource consumption and pollutant emissions, we also aim to promote environmental awareness within our airport community.

We promote recycling actions to positively impact communities, continuing our collaboration with the Recycling Program of the Garrahan Pediatric Hospital Foundation and with the El Corre Camino Cooperative.

This progress drives us to further advance in our mission to protect the environment and promote sustainable practices in all our operations.

Circularis

In June 2023, Cordoba Airport signed a contract with Circularis, a family-owned company specializing in environmental management and experts in developing Circular Economy plans tailored to the needs of our users, thereby contributing to improving their environmental performance. The objective of the program is to reduce the volume of urban solid waste sent to landfill sites monthly and support our sustainability policy.

For the sorting and storage of materials, they provided us with an ecological station, which is a booth with different openings for disposing of cardboard, paper, mixed recyclables, and plastics. Additionally, we developed signage, digital resources, and audiovisual materials to disseminate the program.

We also conducted regular operational training sessions and incentive initiatives, such as giveaways of eco-friendly products, to ensure the program's success.

We managed to recover a total amount of 20,999 kg of materials and prevented burying 344 m3 of waste over six months.

Zero Plastic Destination

In our journey of transformation and resource revaluation, this initiative we are undertaking with strategic allies aims to reduce our environmental impact and our plastic footprint across our airports.

Zero Plastic Destination is an initiative by Aeropuertos Argentina focused on reducing single-use plastics in our terminals. Within the airport community, we have forged partnerships, thus setting a joint target to reduce single-use plastics in airports by 2025. We are working to diminish our environmental impact footprint and plastic footprint across all our airports, and to define which plastics are necessary and which are not.

Our goal for 2023 was to reduce the use of disposable plastics by 10% among gastronomic permit holders and retailers across 11 airports: Aeroparque, Ezeiza, Mendoza, Córdoba, Salta, Tucumán, Bariloche, Iguazú, Posadas, and Comodoro Rivadavia. To achieve this goal, which we exceeded by 2 percentage points achieving a 12% reduction, we received guidance and support from a consulting firm specializing in this issue, which divided the work into three stages:

1.

First stage

Plastic footprint measurement, with the participation of over 70 individuals. During this initial phase, we assessed plastics use in gastronomic premises and retailers.

2.

Second stage

We implemented co-design workshops for reduction strategy. We conducted 4 workshops involving more than 60 participants, resulting in the development of over 30 strategies.

3.

Third stage

Strategy implementation, comprising 20 meetings with over 20 participants. In this phase, we provided support for strategy implementation and conducted measurements to assess reduction outcomes.

945 kg

of reduction

11

airports

+50

brands

+135

outlets

12%

reduction in single-use plastics in gastronomic and retail sectors

Reduction results by category:

- ▼ **371 kg** in plastic cups
- ▼ **226 kg** in food packaging
- ▼ **225 kg** in plastic cutlery
- ▼ **91 kg** in plastic bags
- ▼ **18.700** coffee lids
- ▼ **21.650** carton beverage packagings



Waste Management at Aeropuertos Argentina Cargas

We have a comprehensive approach to waste management, and we drive initiatives for waste treatment within Aeropuertos Argentina Cargas, within which we can highlight:

- ▼ 266,540 kg of Urban Solid Waste disposed of in authorized sanitary landfills, previously treated in a high-temperature steam oven and then baked.
- ▼ 2,838 kg of Hazardous Waste treated in compliance with current legislation, including responsible transport and the final disposal with and the issuance of the corresponding certificates, thus ensuring the protection of human health and the preservation of natural resources.
- ▼ 348,614 kg of operational waste (such as wood, nylon, cardboard packaging, among others) sent for final disposal.
- ▼ 84,200 kg of Municipal Solid Waste sent for final disposal.

Resource valorization in infrastructure works

To continue with the valorization of recycled materials, we aim to prioritize their incorporation in the infrastructure projects undertaken at our terminals, ensuring the recycling of any discarded materials.

This practice not only helps reduce the extraction of new raw materials but also facilitates the reuse of construction waste in other contexts. We implement programs destined to recycling this kind of waste, where recyclable materials are separated and then either donated for reuse or sent to companies specialized in recycling.

As we are aware of the need for responsible waste and material management on construction sites, we ensure to conduct cleaning and conditioning tasks, removal of equipment, fences, elements, and structures to restore original conditions without harming the environment. Moreover, we

optimize the use of local resources near the sites to minimize the carbon footprint and reduce CO2 emissions associated with transportation.

Each project includes environmental impact assessments related to the construction and operational stages. Additionally, we conduct environmental audits, manage waste and liquid effluents, and we perform environmental and social impact studies. All infrastructure projects require an environmental study which is submitted to the National Airport System Regulatory Agency (ORSNA) at each development stage to show compliance and contribution to sustainable development and social welfare.

Waste Management (in kg)	2023	2022
Hazardous Waste Managed- Oil, tubes, toners, batteries	2.838	3.043
Industrial Waste managed- Used tires, glass, WEEE	1.348	2.635
Waste from abroad manages- Equine waste	439.635	736.401



Environmental Awareness

Due to the nature of our business, we are constantly interacting with people who work and use our airport facilities. We fully understand our responsibility as key agents in promoting environmental awareness and preserving natural resources. In this context, our commitment translates into fostering sustainable practices among our community of users and collaborators.

This year, we continued with the Zero Plastic Destination Program, launched in 2022, through which we promote the reduction of single-use plastics in our terminals. Additionally, we implemented specific actions for key dates such as World Environment Day. Among other initiatives, we conducted personalized meetings with brands, we organized sustainable passenger initiatives in Cordoba, we implemented communication campaigns on the Aerpuertos Argentina website landing page, we displayed signage, videos, and banners in commercial premises, and hosted a press event to communicate reduction results.

Biodiversity

We manage our business in accordance with the Company's values regarding environmental care, operational safety, and the comprehensive development of the communities where we operate. Concern for biodiversity has reached unprecedented relevance, which is why we collaborate with social organizations and the public sector to conserve wildlife by relocating wild animal specimens found on our airport premises.

Forestation of native trees at Bariloche Airport

In 2023, we worked in partnership with the "Amigos de la Patagonia" association to plant native trees at Bariloche Airport. On the day of the event, 17 volunteers gathered for an environmental awareness session. Following this, the association led an activity where the volunteers discussed the importance of tree planting and how each tree contributes to both human life and local wildlife. After this activity, we proceeded

to plant trees belonging to the species *Buddleja globosa*, *Escallonia Rubra*, and *Cortaderia selloana*.



Jujuy

08.



SDG'S:
3, 9, 17

Strategic Alliances

Valuing articulation for responsible business performance



The value of public-private partnerships



The airport ecosystem requires key strategic agreements to articulate the moments and stages that a passenger goes through in the terminals and also to do so from a responsible perspective towards people and the planet. That is why we promote collaborative spaces for safe, transparent, open and respectful exchange between different entities: public, private, social, national and international, governmental and non-governmental.

Through concrete actions, programs, and the signing of contracts and agreements, we aim to enhance our contribution to the country and contribute to the construction of a sustainable future. We promote the establishment of open and safe dialogue spaces with governmental organizations, business chambers, regulatory entities, and international organizations. Among them, we highlight the following milestones over our 25 years of history:



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 Migration, PSA, and Aeropuertos Argentina.

2007

Agreement Act for the adaptation of the Concession Contract and incorporation of the Jujuy Airport between Aeropuertos Argentina, the Argentine National Government and the provincial government of Jujuy.

2012

Letter of Intent and agreement with the Province of Santiago del Estero for the incorporation of the Termas de Río Hondo Airport. Collaboration agreement between Aeropuertos Argentina 2000, Aerolíneas Argentinas and ORSNA.

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.

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.

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 celebrated on February 25 to 29. 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

A 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 of the industry.

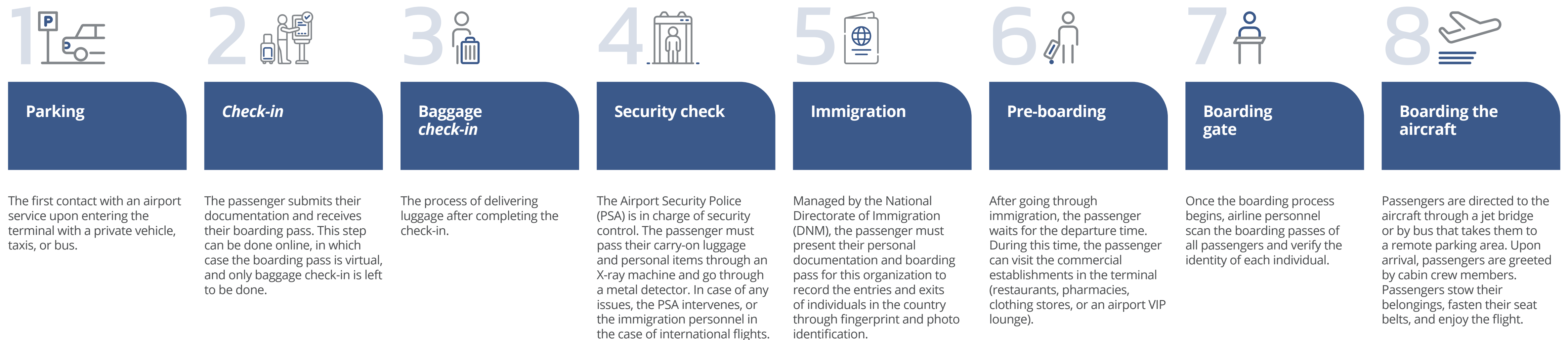
From Aeropuertos Argentina we joined the Gender and Diversity Aeronautical Roundtable, together with EANA, ANAC, ARSA, JST, ORSNA, PSA and INTERCARGO to accompany the development of the cultural transformation agenda on the inclusion of diversities in the industry's institutions. Signing of the Tourism Promotion Agreement with stands of IMPROTUR and the Ministry of Tourism of the Nation.

2023

Inauguration of the New Departures Terminal at Ezeiza. For which we invited 1,400 stakeholders, the president of the nation and some ministers, ambassadors and the entire airport community participated. Membership of the Board of Directors of Destino Argentina and Bureau of Buenos Aires, both chambers linked to tourism. And participation in the work teams in Amcham. Joining the IDEA Colloquium in Mar del Plata with the aim of contributing to the analysis of the national agenda.

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.



Involvement of the public sector and intervening organizations within the airport

Our airports are constant meeting points between different entities. 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. Among them, there are included:

- ▼ National Airport System Regulatory Agency (ORSNA)
- ▼ Ministry of Transportation of the Nation
- ▼ Ministry of Tourism 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)
- ▼ National Civil Aviation Administration (ANAC) - Ministry of Transportation of the Nation
- ▼ Argentine Air Navigation Enterprise (EANA) - Ministry of Transportation 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

We are aware that in order to operate our airports safely and responsibly, it is necessary to engage in regular interactions with government entities that align with us at the terminals. In this way, we can work on common agendas and collaborate on the continuous improvement of the experience for passengers, companions, and sector institutions.

Additionally, we also connect with the state at municipal, provincial, and national levels, as a member of the community we are part of.

In this framework, we ensure that our relationships with the government are conducted in accordance with our corporate values, the Integrity Program, our Code of Conduct, policies, and internal best practices.

In this context, we strive to cultivate transparent relationships and mutual understanding, with the aim of creating opportunities to jointly address challenges and propose community development initiatives that drive regional economies and foster a sustainable future. By working alongside government institutions, social sectors, and suppliers, we achieve results with a direct impact on the people and communities where we operate. Furthermore, we collaborate in disseminating governmental initiatives and public policies within the airport environment, seeking to maximize their reach and benefit.

Government support provides stability and confidence to both investors and business partners, facilitating investments and thus our expansion. It also influences the public perception of our company, thus conveying an image of solidity and institutional support, especially given the highly regulated nature of the aviation sector. One of the essential pillars for our success is the trust of the public and the authorities.

Prominent Agreements and Alliances of 2023

Aeropuertos Argentina and The MITRE Corporation

Since 1999, Aeropuertos Argentina 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.

During 2023, the Argentine Republic, specifically the Nacional Civil Aviation Administration was assessed by the International Civil Aviation Organization (OACI for its spanish acronym) on aspects related to the compliance with International Operational Security Standards (USOAP).

Within the framework of public-private collaboration and with the existence of a fluid and respectful dialogue with the state, within the terms of the concession contract and the integrity programs, Aeropuertos Argentina offered the tools that could potentially be included in MITRE’s capabilities, for support and carrying out the necessary studies, in order to correct and improve the aspects indicated in the aforementioned assessment.

The democratic election process in October 2023 led to the postponement and consideration of this program for 2024, also coinciding with an evaluation by the US Federal Aviation Administration (FAA) that is scheduled for the beginning of the second quarter of the following year.

Red Cross Argentina

We continue to comply with the agreement signed between Aeropuertos Argentina, the Argentine Red Cross, and the International Federation of Red Cross and Red Crescent Societies in October 2021. As part of this agreement, we committed to providing a space for the installation and operation of a humanitarian aid logistics center, called the Humanitarian Hub for the Southern Cone, within the Aeropuertos Argentina Cargo facilities in Ezeiza.

Agreement with Genneia

As part of a long-term agreement, we signed with Genneia and within the framework of the Renewable Energy Term Market (MATER for its Spanish acronym), we secured the supply of renewable energy for more than 90% of the energy used at Ezeiza airport, making it the first airport in the country with renewable energy.

We achieved a 90% reduction in CO2 emissions and were able to reaffirm our commitment to the environment. The contract will allow all airport stakeholders, including concessionaires, airlines, and agencies, to access a 100% green energy supply and thus reduce emissions.

National Airport System Regulatory Agency (ORSNA)

During 2023, we supported ORSNA in the dissemination and presentation of 10 studies on the impact of airport and airline activities in the communities where we operate. These analyses included information of interest in terms of employment, supplier development, and commercial impact, and were made available on their website.

At each event, we collaborated with the press dissemination and the invitation of regional stakeholders, business chambers, universities, and other interested parties, as well as local institutions related to airport activities at each terminal.

Additionally, in 2023, we joined the commemoration of International Women’s Day, aiming to raise awareness of inequality in the Argentine labor market, and worked together within the Aeronautical gender roundtable to create sector-specific events on various topics such as the installation of lactation rooms, inclusion of transgender people, creation of protocols and policies on gender violence, among others.

We also supported the public presentation of the various improvement and maintenance works carried out during the year, according to the approved infrastructure schedule.

Ministry of Transport of the Nation

We signed a framework agreement with the aim of coordinating efforts, optimizing available resources, and establishing mutual collaboration relationships. Both parties committed to planning, programming, and jointly developing activities and initiatives of collective impact for community development, aimed at achieving greater inclusion of the most disadvantaged sectors and improving transport, which is understood as a priority service for community development.

Thus, we joined the RECONSTRUIRSE program, which aimed to create a space for exchanging and disseminating best practices in terms of sustainability and supporting public-private initiatives to improve the impact on beneficiaries.

In this context, we were in Salta presenting our Sustainable Tourism proposal together with the Catholic University of the

province, and we hosted students from technical secondary schools for a visit to Ezeiza Airport.

Ministry of Tourism of the Nation

We renewed the Tourism Promotion Agreement, which included the creation of a promotion space for IMPROTUR and the Ministry of Tourism of the Nation at Ezeiza and Aeroparque.

As part of this agreement, signed at the end of 2022, we committed to promoting Argentina's tourism offer in our information centers and other communication platforms at the airports. We are also starting to work on promoting other areas of influence that share a passion for Argentina's wealth. Within the framework of the agreement, we supported the installation of booths to provide information and promote the Pre-Trip program.

University of San Andrés

In 2023, we once again partnered with the University of San Andrés to offer 12 partial scholarships for postgraduate studies to women: 4 scholarships for an Executive MBA, 2 scholarships for an Online Master in Management, and 6 scholarships for Executive Programs. After reviewing the profiles of all the candidates, the university decided to award an additional 50% scholarship.

On April 25, we organized an event at Ezeiza to announce the 13 scholarship winners, which featured speakers who are industry leaders such as Paola Tamburelli, National Civil Aviation Administrator; Gabriela Logatto, President and General Manager of EANA; Pilar Becerra, 1st Member of the ORSNA Board of Directors; Cecilia Raimundo, Data Science Manager at Aeropuertos Argentina; and Nuria Estebez, Captain at Aerolíneas Argentinas.



Regarding the main events in 2023 related to international cooperation impact from Aeropuertos Argentina Cargas, we highlight the activities of the Humanitarian Hub.

Humanitarian aid actions by Aeropuertos Argentina Cargas

In addition to the ongoing tasks with the Argentine Red Cross, we have added additional efforts with Cascos Blancos, an organization operating under the Argentine Ministry of Foreign Affairs and Worship, and the organization Solidaire, which operates the aircraft of Enrique Piñeiro.

During the year, Cascos Blancos conducted the following humanitarian aid shipments from Aeropuertos Argentina Cargas to various parts of the world:

- ▼ Humanitarian mission for the Earthquake in Turkey: 5 air shipments totaling 6,899.2 kg, including blankets, diapers, personal hygiene items, food, clothing, footwear, bedding, thermoses, sleeping bags, tents, and rubber boots.

- ▼ Armed conflict between Ukraine and Russia: 5 shipments to Ukraine totaling 35,956.2 kg, including food, medicines, and tricycles for disabled individuals.

- ▼ Armed conflict between Armenia and Azerbaijan: 1 air shipment to Armenia totaling 10,864.51 kg, including bedding, clothing, and electric ovens.

- ▼ Armed conflict between Israel and Hamas via Egypt (Gaza): 2 air shipments to Gaza via Egypt totaling 6,991 kg, including water purification tablets, medical supplies, various clothing, powdered milk, medicines, food, and diapers.

We also collaborated with Cascos Blancos to carry out their humanitarian assistance operations in Haiti, Australia, Mozambique, the Syrian Arab Republic, Cuba, the Plurinational State of Bolivia, Panama, and El Salvador.

These humanitarian aid and assistance activities with global social impact fill us with pride as we contribute from Aeropuertos Argentina Cargas. Furthermore, we established procedural coordination guidelines to operate permanently and synchronously in the face of humanitarian emergencies with Cascos Blancos and the Red Cross. These guidelines will continue to evolve next year, fostering the growth of the Humanitarian Hub in Ezeiza.



Strategic National Alliances

We are members of:

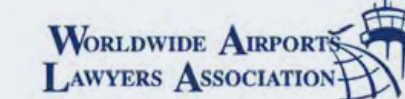
- ▼ Argentine Chamber of Tourism
- ▼ Improtur
- ▼ AMCHAM
- ▼ Argentine Chamber of Commerce and Services
- ▼ Buenos Aires Convention & Visitors Bureau
- ▼ Destino Argentina
- ▼ Inter-American Council for Trade and Production
- ▼ Mendoza Bureau
- ▼ Argentine-Armenian Chamber of Commerce
- ▼ Civil Association – Circle of Communication Managers – (DIRCOM for its Spanish acronym)
- ▼ Public Relations Professional Council

From the sustainability management we support different institutions through contributions to different social causes that are part of the company's work pillars:

- ▼ Foundation for Equality of Educational Opportunities (Cimientos)
- ▼ Foundation Dr. Juan Antonio Fernández
- ▼ Educative Foundation San Lázaro
- ▼ Social Assistance Foundation of the Hospital de Clínicas “José De San Martín”
- ▼ Foundation System of Children’s and Youth Orchestras of Argentina (SOIJAR for its Spanish acronym)
- ▼ Argentine Arbitration Day: exchange days with professionals of the International Court of Arbitration of the CAC
- ▼ Association Conciencia
- ▼ Good Samaritan Hospice
- ▼ Huésped Foundation
- ▼ Ricardo Gutiérrez Children’s Hospital
- ▼ Friends of the Cervantes Theatre
- ▼ General Armenian Union of Physical Culture (UGAF for its Spanish acronym)

- ▼ Poder ciudadano
- ▼ University of San Andrés (Scholarship Program)
- ▼ Centre for American Studies
- ▼ Austral Hospital – Scholarship Program)
- ▼ ALPI Civil Association
- ▼ Ezeiza Hospital
- ▼ Torcuato di Tella University Foundation - Residency Scholarships
- ▼ Special Olympics
- ▼ Armenian Charity Union
- ▼ Solidarity grape harvest
- ▼ Mater Dei Foundation
- ▼ Fiesta del SOL in San Juan (Sports Competition)

Strategic International alliances





Participation in assemblies, congresses, and fairs

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.

During 2023 we participated in the following international events:

- ▼ Organization of the ACI-LAC Regional Council Meeting
- ▼ Organization of the ACI-LAC General Assembly
- ▼ Participation in the ACI Council Government meeting.
- ▼ Participation of the ACI General Assembly
- ▼ Participation in the AS-COA (United States and Latin America) events.
- ▼ Participación en la Semana de las Américas (Nueva York, Estados Unidos).
- ▼ Participation in the conference of the Latin American and Caribbean Airport Pavement Association (ALACPA): we hosted and participated in the conference

with our infrastructure team, which also received an award during the meeting.

- ▼ Smart City Fair in Santiago del Estero: Participation and set up of the VIP lounge of the event.
- ▼ Cumbre Mundial de Economía Circular (Córdoba): participación y armado de la sala VIP del evento.
- ▼ World Summit on Circular Economy (Córdoba): participation and set-up of the VIP lounge at the event.
- ▼ Participation and set-up of the VIP lounge at the airport for the participants of the IDEA colloquium in Mar del Plata.

We were part of different awards, such as the Corporate Citizenship Award (AmCham), Airport Honour Awards (International Airport Summit) and Most Attractive Companies to Work For (Randstad Argentina); of which we won the following:


- ▼ Impact Awards (ADRHA)
- ▼ Best Local Business Reporting Awards (Ecumenical Social Forum)


- ▼ FUNC Innovation Awards (University of Cuyo)
- ▼ Great place to work - among the best 20 companies with more than 1000 employees.


We are members of the Board of Directors of the Airports Council International for Latin America and the Caribbean (ACI-LAC).


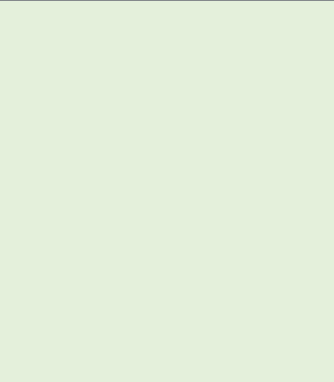
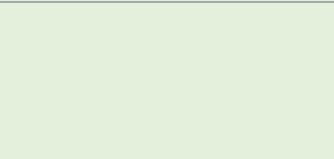
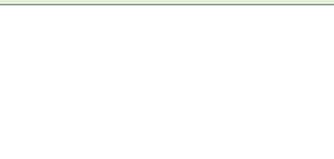


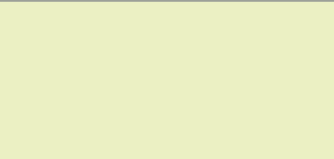
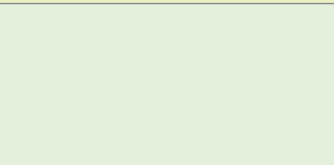
Fulfillment of Goals in 2023





 Fulfilled goal


 Partially fulfilled goal


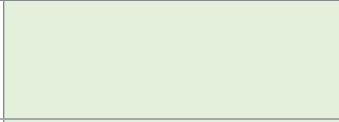
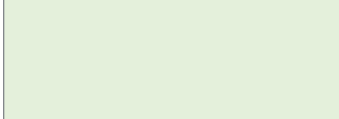
 Unfulfilled goal

Goals 2023	Fulfillment	Fulfillment
Relaunch the Code of Conduct and the Integrity policies.	We achieved approval of the Code of Conduct and Integrity Policies by the Board of Directors, leading to an internal awareness campaign accompanied by an explanatory video developed to that end. Additionally, we launched the commitment signing mission for these documents, aimed at all Aerpuertos Argentina personnel, achieving a 72% participation rate by December 2023	
Conduct training actions and initiatives on compliance.	We carried out the following training sessions: <ul style="list-style-type: none"> ▼ Integrity Program update session for the Management Team. ▼ Ethical Leadership session for the different business units. ▼ Training on operational processes, such as Candidate Due Diligence, Supplier Due Diligence, Permit Holders and Customers Due Diligence, and Donations Process. We continued monitoring eLearning in the Integrity Program through the corporate learning platform.	
Implement improvements in third-party due diligence processes to streamline management.	We implemented improvements in the due diligence processes by publishing the Work Instructions on the corporate standards platform.	
Develop and incorporate telephone customer service on an omnichannel platform.	Pendiente solo UNSUR nos informó que se cumplió al 100%	
Implement the claims management system.	We successfully consolidated our management of inquiries, assistance, complaints, and suggestions through the successful implementation of the advanced Salesforce CRM, named 'Service Cloud'. This change involved comprehensive training for 100% of our staff, ensuring complete mastery of this tool to provide more effective and personalized customer service.	
Develop a new E-commerce platform.	We started with the launch of the online stores for Ezeiza, Aeroparque, and Córdoba, resulting in a total of 197,000 new users and 3,798 transactions completed.	
Develop local suppliers to replace foreign ones.	We addressed this goal aiming at purchasing carts from a local supplier. Although the purchase could not be finalized by the end of the year due to economic factors, prototypes were presented. This is a development that should be continued.	
Enrich and communicate the employees experience, fostering a positive and inclusive work environment.	We rank among the top 20 companies with more than 1000 employees in Great Place to Work.	

 Desafío completo

 Desafío parcialmente realizado

 Desafío no realizado

Objetivos 2023	Cumplimiento	Cumplimiento
Continue conducting technical assessments during airport visits, taking into account existing fire facilities and necessary preventive measures according to applicable regulations.	We conducted audits at the airports of San Juan, Santa Rosa, Aeroparque, Parking Río (AEP), Posadas and the new departures terminal at Ezeiza.	
Carbon footprint measurement at 6 airports.	We could implement the carbon footprint measurement at 6 airports.	
Implement the single-use plastic reduction program	We implemented the Zero Plastic Destination program with the objective of reducing single- use plastic.	



Tucumán



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Looking ahead to the future: challenges 2024

- ▼ Create the company's sustainability standards.
- ▼ Launch Aeropuertos Argentina Award to sustainable tourism.
- ▼ Uphold our position as one of the best places to work in Argentina
- ▼ Maintain the ACA Certification (scope 2) for the airports of Aeroparque, Ezeiza, Córdoba, Mendoza, Río Iguazú and Comodoro Rivadavia.
- ▼ Further expand the recycling program.
- ▼ Raise awareness about reducing disposable plastic products and paper usage.
- ▼ Propose the use of circular and regional economies materials, focusing on sourcing suppliers committed to environmental sustainability.
- ▼ Optimize the current regulatory framework regarding ESG matters for circumstances when the organization can act directly at the airports or through service suppliers.
- ▼ Ensure compliance with the 2024 Investment Projects and Works Plan regarding Timelines, Budget, Aeropuertos Argentina Strategy, and commitments to the regulatory entity. Respond promptly to changes in priorities to meet the Infrastructure requirements of each airport, any business needs, and to achieve progress and completion goals committed to.
- ▼ Consolidate the planning proposal for the Infrastructure Strategic Investment Agenda for the 2024–2028 period.
- ▼ Incorporate Sustainability Certification Methodology, Accessibility Certification, Opex Determination, and Project Delivery Procedures into project processes.
- ▼ Publish the Diversity, Equity, and Inclusion Policy and define the Strategic Plan.
- ▼ Conduct the second Integrity Perception Survey.
- ▼ Complete the first operational procedures manual for Aeropuertos Argentina Cargas Ezeiza, aimed at promoting the neutralization of any incident, prioritizing all individuals safety.
- ▼ Work on recovering international destinations still pending due to the pandemic, especially with airlines that have not yet resumed operations, such as Qatar Airways or Azul Linhas Aéreas.
- ▼ Continue to strengthen domestic traffic, especially interprovincial frequencies not through Buenos Aires.
- ▼ Enhance accessibility and inclusion levels and achieve certification through the incorporation of new services, infrastructure adaptation, and training (Aeroparque).
- ▼ Fully implement the Salesforce & Claims Management project for customer experience areas by December 2024 (Ezeiza).
- ▼ Water footprint. Complete the installation flow meters in Mendoza, San Juan, Jujuy and San Rafael, to obtain sector-specific consumption data per airport, enabling future resource optimization actions. (West Business Unit).



Río Grande

GRI Contents Index

Statement of use

Aeropuertos Argentina 2000 has presented the information cited in this Index of GRI Contents for the period between January 1, 2023 and December 31, 2023 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 Contents	The organization and its reporting practices			
	2-1 Organizational details	13-15, Note 1		
	2-2 Entities included in the organization's sustainability reporting	Note 2		
	2-3 Reporting period, frequency and contact point	Note 3		
	2-4 Restatements of information	Note 4		
	2-5 External assurance	Note 5		
	Activities and workers			
	2-6 Activities, value chain and other business relationships	5-7, 12-13, 135-136, 164-169, Note 6		
	2-7 Employees	68-74, Note 7		
	2-8 Workers who are not employees	Note 8		

GRI Standard	Disclosure	Page / Direct answer	Omission	SDG
GRI 1: Foundation 2021				
General Disclosures				
GRI 102: General Contents	Governance			
	2-9 Governance structure and composition	18-22, Note 9		
	2-10 Nomination and selection of the highest governance body	20		
	2-11 Chair of the highest governance body	19, Note 10		
	2-12 Role of the highest governance body in overseeing the management of impacts	Note 11		
	2-13 Delegation of responsibility for managing impacts	18-22, Note 11		
	2-14 Role of the highest governance body in sustainability reporting	Note 12		
	2-15 Conflicts of interest	20		16
	2-16 Communication of critical concerns	24, 138		
	2-17 Collective knowledge of the highest governance body	20, 24		
	2-18 Evaluation of the performance of the highest governance body	20		
	2-19 Remuneration policies	20, Note 13		16
	2-20 Process to determine remuneration	20, Note 13		5, 16
	2-21 Annual total compensation ratio		Confidentiality issue. Note 14	16

GRI Standard	Disclosure	Page / Direct answer	Omission	SDG	
GRI 1: Foundation 2021					
General Disclosures					
GRI 102: General Contents	Strategy, policies and practices				
	2-22 Statement on sustainable development strategy	8-9		16	
	2-23 Policy commitments	4,15, 20, 22-24, 26, 30-32, 137, 143			
	2-24 Embedding policy commitments	19			
	2-25 Processes to remediate negative impacts	24-24, 138 , 144			
	2-26 Mechanisms for seeking advice and raising concerns	22-27, 57, 138		16	
	2-27 Compliance with laws and regulations	Note 15			
	2-28 Membership associations	164-170			
	Stakeholder Engagement				
	2-29 Approach to stakeholder Engagement	24,36-38,45-46, 52-54, 57, 96, 100-101, 103, 138, 155, 157, 164-107			
2-30 Collective bargaining agreements	103		16		
Contents on material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	37-38			
	3-2 List of material topics	37-38			

GRI Standard	Disclosure	Page / Direct answer	Omission	SDG
MATERIAL TOPICS				
Risk management and emergency preparedness				
GRI 3: Material Topics 2021	3-3 Management of material topics	26-27, 37-38		
Innovation and technology				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 58-59, 93, 120		
Accessibility				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38 , 61-64		
Infrastructure and sustainable mobility				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 107-114 , 146		
Empowerment of local destinations and sustainable cities				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 108, 132-134, 146		
Ethics and transparency				
GRI 3: Material Topics 2021	3-3 Management of material topics	22-24, 38-37		
GRI 205: Anti-corrupción 2016	205-1 Operations assessed for risks related to corruption	24		16
	205-2 Communication and training about anti-corruption policies and procedures	24, Note 16		16
	205-3 Confirmed incidents of corruption and actions taken.	24		16
GRI 415: Public Policy 2016	415-1 Political Contributions	Note 17		

GRI Standard	Disclosure	Page / Direct answer	Omission	SDG
MATERIAL TOPICS				
Economic Performance				
GRI 3: Material Topics 2021	3-3 Management of material topics	38-37, 45-64		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	17		
	201-3 Defined benefit plan obligations and other retirement plans.	96-99, Note 18		
	201-4 Financial assistance received from government	Note 19		
Passenger Experience				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 41, 43, 45		
Combustibles sustentables				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 143, 147-148		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	7, 149		7, 12, 13
	302-4 Reduction of energy consumption	149		7, 12, 13
Water & wastewater management				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 143, 150-151		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	150-151		6
	303-2 Management of water discharge-related impacts	151		6
	303-3 Water withdrawal	150-151		6
	303-4 Water discharge	151		6
	303-5 Water consumption	150-151		6

GRI Standard	Disclosure	Page / Direct answer	Omission	SDG
MATERIAL TOPICS				
Biodiversity				
GRI 3: Temas materiales 2021	3-3 Management of material topics	37-38, 143, 157		
GRI 304: Biodiversity 2016	3-3 Management of material topics	157		6, 15
	304-2 Significant impacts of activities, products, and services on biodiversity	157		6, 15
	304-3 Habitats protected or restored	157		6, 15
Climate change and emissions				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 143, 145		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	145		12, 13, 15
	305-2 Energy indirect (Scope 2) GHG emissions	145		12, 13, 15
Waste management & circular economy				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 143, 152-156		
GRI 306: Waste 2020	3-3 Management of material topics	152-156		
	306-1 Waste generation and significant waste-related impacts	152-156		
	306-2 Management of significant waste-related impacts	152-156		
	306-3 Waste generated	152-156		
	306-4 Waste diverted from disposal	153, 156		
Noise Management				
GRI 3: Material Topics 2021	3-3 Management of material Topics	37-38, 143		

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	37-38, 67, 81, 84, 94		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	75-81		5, 8, 10
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	96		3, 5, 8
	401-3 Parental leave	97-99		5, 8
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	84-88		4, 5, 8, 10
	404-2 Programs for upgrading employee skills and transition assistance programs	82, 84, 89-92		5, 8
	404-3 Percentage of employees receiving regular performance and career development reviews	94		5, 8, 10
Health and Safety				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 96, 115-119		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	96, 115-119		3, 8
	403-2 Hazard identification, risk assessment, and incident investigation	115-119		
	403-3 Occupational health services	96		
	403-4 Worker participation, consultation, and communication on occupational health and safety	115-119		
	403-5 Worker training on occupational health and safety	119		
	403-6 Promotion of worker health	96		
	403-9 Work-related injuries			
GRI 416: Customealth and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	115-119		
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Note 20		

GRI Standard	Disclosure	Page / Direct answer	Omission	SDG
MATERIAL TOPICS				
Diversity and equal opportunity				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 83		
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	68-74		5, 8
	405-2 Ratio of basic salary and remuneration of women to men	103-104, Note 21		5, 8, 10
Human rights				
GRI 3: Material Topics 2021	3-3 Management of material topics	37-38, 61-64, 83, 103-104, 132		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Note 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	Note 23		8
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Note 24		8, 16
GRI 409: Trabajo forzoso u obligatorio 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Note 25		8
Local community engagement and contributions				
GRI 3: Material topics 2021	3-3 Management of material topics	37-38, 107-109, 123-124, 134		
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	6-7, 107, 124		
	203-2 Significant indirect economic impacts	107-109, 134-136, 138		
GRI 413: Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	61-64, 107-108, 123-134, 138		
	413-2 Operations with significant actual and potential negative impacts on local communities	134, 144		

GRI Standard	Disclosure	Page / Direct answer	Omission	SDG
MATERIAL TOPICS				
Supply chain sustainability				
GRI 3: Material topics 2021	3-3 Management of material topics	37-38, 135, 144		
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	136		
GRI 414: Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	137-138		5, 8, 16
GRI 308: Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	137-138, 144		

Annex

Note 1

The headquarters are located in the Autonomous City of Buenos Aires, Argentina.

Note 2

The Sustainability Report includes information about Aerpuertos Argentinas 2000 S.A. and its performance. The company presents both individual and audited consolidated financial statements as of 31/12/2023 (both are published in the CNV). The consolidated inflation includes the financial statements of Aerpuertos Argentina, Servicios y tecnología Arg. S.A., and Texelrio S.A. For the preparation of this information, only the individual annual financial statements as of 31/12/2023 were considered.

Note 3

El período objeto del informe es enero a diciembre de 2023 y el ciclo de elaboración del informe es anual. El punto de contacto para consultas acerca del reporte es: <https://www.aerpuertosargentina.com/Contacto>

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 2023 has not been externally audited.

Note 6

In terms of changes in the structure, ownership, and supply chain of Aerpuertos Argentina, in 2022 we completed the formation of the Corporate Affairs Department with the appointment of Florencia Sanchez Hirsch in Communication and Federico Biggeri in Logistics and Events, in the Institutional Relations. Management.

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 180 hours per month.

Note 8

In 2022, we began systematizing those workers who are not employees of Aerpuertos Argentina but perform their daily work in our operations. The main

areas where we have non-employee workers are in the cleaning services, health-care, security, and firefighting.

Note 9

Board of Directors

Position[1]	Name and Surname	Age Group	Type	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 TCA	Federico Laborde	30-50
General Manager of Business Unit West	Sergio Rinaldo	>50
General Manager of Business Unit South	Nicolás Posse	>50
	Estanislao Aleman	30-50

EXECUTIVE COMMITTEE – Aeropuertos Argentina Cargas	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 Aeropuertos Argentina 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 concessioned 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. Aeropuertos Argentina’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 design-

ned 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 Aeropuertos Argentina operates, this information is confidential to safeguard the personal security of our employees and senior executives.

Note 15

In compliance with the stipulations set forth in Clause Six —Numerals 6.1, 6.1.1, and 6.1.2 of the “TECHNICAL CONDITIONS FOR THE EXTENSION”— which are part of the Annex to Decree 1009/20, we waived both action and right of all administrative appeals and claims filed by AA2000, pending before ORSNA and/or the Ministry of Transport and/or other decentralized agencies and/or the National State. After a negotiation process, ORSNA issued Resolution RESFC-2022-95-APN-ORSNA#MTR dated 28/11/2022 approving the Agreement for the payment of fines, acknowledging a total debt of USD 4,289,643.15 and ARS 183,333.10 in fines. It was agreed that the total amount of the fines would be paid in 12 monthly installments, with the first installment due on 10/12/2022 and the last one on 10/11/2023.

On 12-12-22, the first installment of the Agreement was paid as scheduled, and all subsequent payments were made timely and in accordance with the agreement, and the final installment was paid on 9-11-2023. This situation was duly reported to the Regulatory Authority. Consequently, all obligations under the Agreement have been fully met.

Additionally, in April 2023, ORSNA demanded payment of USD 149,208.15 pursuant to Resolution ORSNA No. 43-12, imposing a fine of 4501 penalty units for allegedly failing to timely submit information requested by ORSNA regarding the “Expansion and Renovation of the access Facilities at Ezeiza International Airport,” which was also final. This fine was not included in the Fine Agreement. Following ORSNA’s demand, the full amount of the detailed fine was paid, which totalled \$30,584,686.59 once converted into national currency.

Furthermore, during the year 2023, a total of \$107,521,693.50 was paid in fines outside of the agreement, which were imposed after the extension of the concession.

Note 16
Under the Code of Ethics and Corporate Conduct, all employees receive training on anti-corruption organizational policies and procedures.

Note 17
Aeropuertos Argentina did not make any financial or in-kind contributions to political parties or related institutions in 2023.

Note 18
Regarding retirement, we implement the benefits plan established by the labor law.

Note 19
We did not receive assistance from the Argentine government.

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 2023, 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.

Sustainability Report
2023 Work Team

Infrastructure Department

María Julia Poratelli

Operations and Maintenance Department

Operations: Nina Mulhall, Mora Tamburrino, Lucas Cosentino, Rodrigo Meza Caballero, Florencia Nitti, Leandro Oshiro.

Environment: Fernando Graña, Pablo Durán, Daniel Burgueño, Jorge Laurens
Wildlife Control: Adrián Luna
Biodiversity: Ana Cecilia Friljanic

Human Resources Department

Ezequiel Vera, Lorena Landaburu, Carolina Mónaco, Omar Pistritti, Claudio Gulo, Pedro Crisafulli.

Administration and Finance Department

Accounting: Rocio Fernandez Velazquez
Purchasing and Procurement: Juan Manuel Gonzalez, Juan Cáceres, Juan Antonio Ferrer
Investors Relations: Gimena Albanesi, Elisa Trillo

Legal Matters Department:

Leticia Faulin
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