

# Czech Aeroholding Company Profile and Corporate Social Responsibility Report

2015/2016

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## Foreword

Ladies and Gentlemen,

It is my pleasure to invite you to read the report on our Corporate Social Responsibility acts pursued in 2016. It was a very important year for Prague Airport. For the first time in the airport's history, we were able to conquer the 13-million-handled-passenger milestone. There has been a tremendous amount of work and effort behind the magical number we were long trying to achieve. Thanks to close co-operation with airlines, we were able to offer new, prosperous routes and connect Prague directly with exotic destinations.

In the area of safety – one of the key priorities of our industry – we have managed to stay on par with the world's most modern airports. We are among the most important employers within the region. Moreover, this year, we are celebrating an important anniversary. Prague's airport has been in operation since 1937, i.e. exactly 80 years.

However, a company's success cannot be viewed as numbers and the amount of generated profit alone. The way leading to success is of no lesser importance. With this thought in mind, we promote a socially responsible approach within and outside all areas of our business conduct. The attached report shows that we are not new to the subject, but it does not mean that there is nowhere to advance. We consider a sustainable approach to business to be a never-ending process. For example, this year, we want to improve the travel experience and travelling comfort for people with health issues and to do so not only at the airport. Working on our new website, we strive to avoid barriers, making the website available to all visitors, even those with visual and hearing impairment. Our employees already look forward to a new benefit, massages provided by two visually-impaired masseurs who will join our team full time.

**There is always room for improvement. As a large company, we feel great responsibility towards all subjects involved, but also to the future world.**

**Václav Řehoř**  
Czech Aeroholding Chairman  
of the Board of Directors



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# 1. About the Czech Aeroholding Group

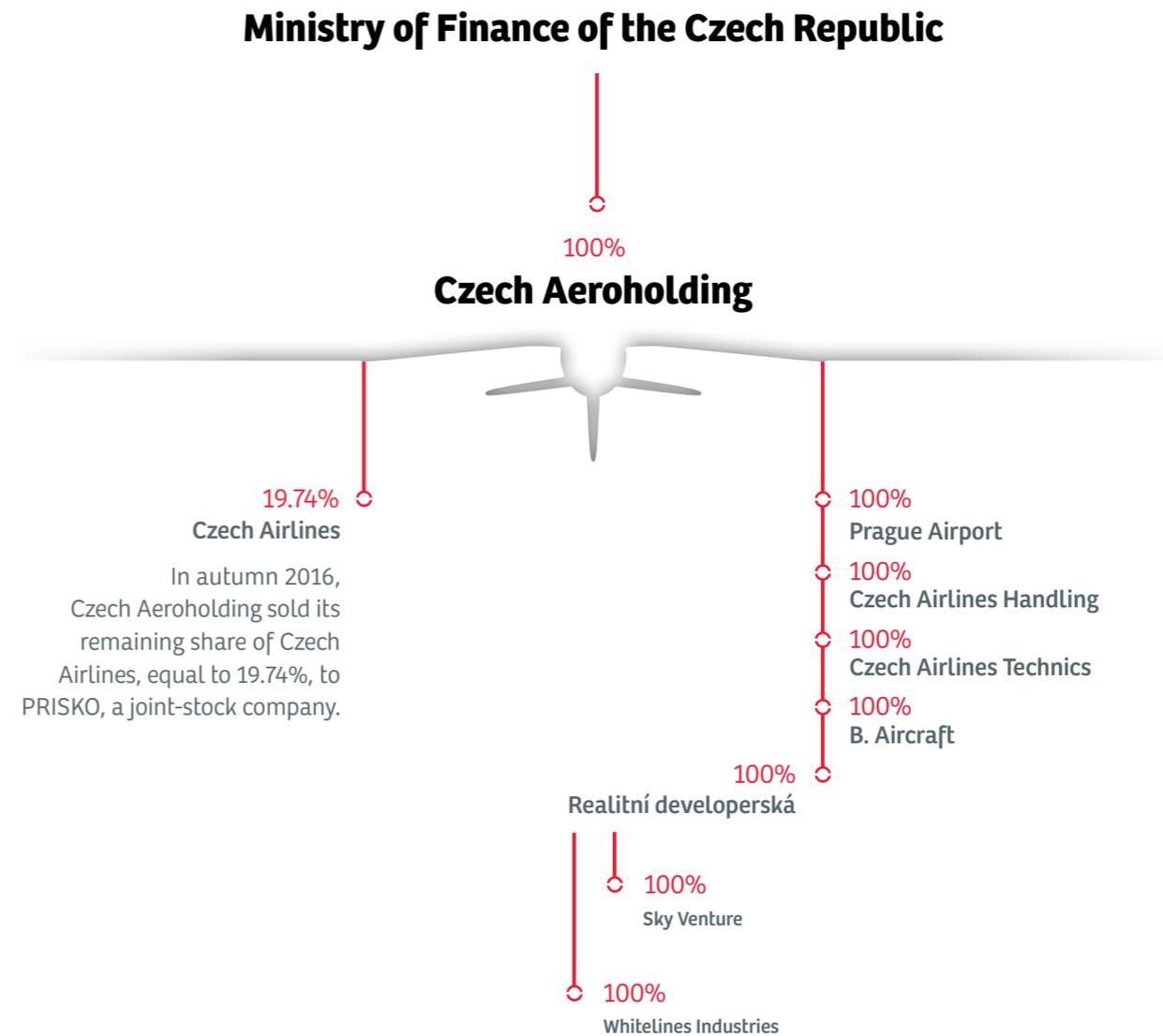
Czech Aeroholding, whose single shareholder is the Czech Republic, represented by the Ministry of Finance of the Czech Republic, is an important Czech Group of companies operating in air transport and related ground services at Václav Havel Airport Prague, international airport.

Prague Airport, the operator of Václav Havel Airport Prague, Czech Airlines Handling, responsible for the complex ground handling of aircraft and passengers, and Czech Airlines Technics, specialised in aircraft technical maintenance services, are the key daughter companies of Czech Aeroholding. The Czech Aeroholding Group is also an important employer. Its companies combined employ more than 3,500 employees full time.

## DATES OF INTEGRATION INTO THE CZECH AEROHOLDING GROUP



# Czech Aeroholding's Structure as at 31 December 2016



## Czech Aeroholding

The parent company, Czech Aeroholding, facilitates coordination, financial and strategic management, ensures synergy within the Group and provides its daughter companies with shared services, such as IT, Central Procurement and Sales, HR Management, PR,

Legal and Financial services, Accounting and Marketing. Thanks to the centralisation of the administrative services, the Czech Aeroholding Group daughter companies are able to fully concentrate on their main lines of business.

THE CZECH AEROHOLDING GROUP IS AN IMPORTANT EMPLOYER

COLLECTIVELY, WE EMPLOY OVER **3,500** PEOPLE



CZECH AEROHOLDING



## Prague Airport

Prague Airport is the operator of the largest international civil aviation airport in the Czech Republic, Václav Havel Airport Prague. It ensures its growth, contributing to the constant development of civil air transport in the Czech Republic, maintains its accessibility to the general public and facilitates modern, fast and comfortable travel for customers.

Prague Airport works closely with air carriers, the Ministry of Transport of the Czech Republic, the Civil Aviation Authority, the Air Navigation Services of the Czech Republic, public authorities within and outside the aviation sector, and other users of the airport. It also enjoys close cooperation with the City of Prague and municipalities in the vicinity of the airport.

Prague Airport allocates airport capacity to individual air carriers and leases airport space for commercial use.

It also provides additional services, such as handling of passengers and baggage, parking and alimention. It is constantly expanding, developing and modernising its services. Using its own resources, Prague Airport manages security at Václav Havel Airport Prague, i.e. the security control of passengers and baggage and surveillance of the entire airport grounds. It also has its own specialised fire-fighting unit. Medical First Aid is provided 24/7 by a contracted partner.

WE SERVICED OVER **13 MILLION PASSENGERS** IN 2016



## Czech Airlines Handling

Czech Airlines Handling provides complex ground handling services of passengers, aircraft, cargo and mail at Václav Havel Airport Prague for more than 30 airlines, which include both carriers that are members of the SkyTeam Alliance and Star Alliance, and other airlines providing regular or charter passenger transport or specialised in cargo transport.

In 2016, the company expanded its client portfolio by acquiring, for example, Croatia Airlines, China Eastern Airlines, Luxair, Qatar Airways Cargo, Sichuan Airlines, Turkish Airlines and Ural Airlines as new customers. The sale of aviation fuel and aircraft refuelling services are other important Czech Airlines Handling

activities, a segment in which the company significantly increased its market share and expanded its client portfolio in all aviation fuel market segments. Air France – KLM, Czech Airlines, Korean Air and Travel Service are some of the most important customers who purchase aviation fuel from the company.

Czech Airlines Handling also operates a Contact Centre which provides its services primarily to airlines, with Czech Airlines and Korean Air as its most important customers. Other services provided by the company include ticket sales, operational ticketing, the cleaning of aircraft and buildings, ground transport of passengers and deliveries of delayed baggage to passengers for its handling services clients.



WE HANDLE  
**60,000** FLIGHTS  
A YEAR



WE PROVIDE AIRCRAFT  
AND AVIATION TECHNOLOGY  
REPAIR AND MAINTENANCE  
VIA **4** BASE MAINTENANCE  
AND **2** LINE MAINTENANCE  
PRODUCTION LINES



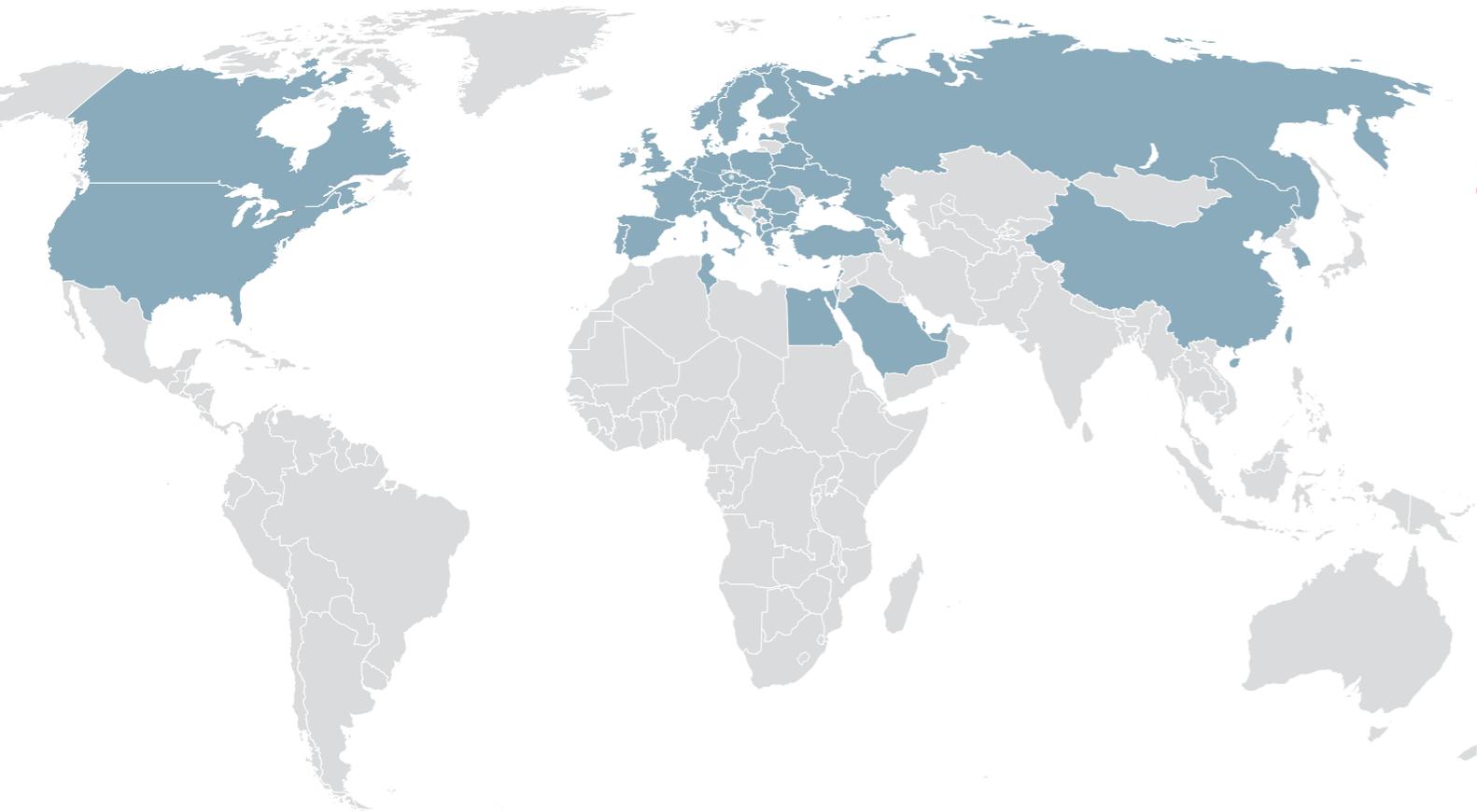
## Czech Airlines Technics

Czech Airlines Technics focuses primarily on aircraft repair and maintenance and aviation technology in the following areas:

- > Base Maintenance
- > Line Maintenance
- > Components Maintenance
- > Engineering
- > Landing Gear Maintenance

In 2016, Czech Airlines Technics continued to expand its services for external customers, primarily in the Base Maintenance and Landing Gear Maintenance fields.

The following airlines were among its most important 2016 clients: Czech Airlines, Finnair, Transavia Airlines, Germania, Travel Service, KLM Royal Dutch Airlines and NEOS. Several jobs were also performed for Brussels Airlines, Luxair, FARNAIR, Aeroﬂot and Rossiya.



## ☛ Contact Details

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## ☛ 2. Company Culture

### ☛ Code of Ethics

The Czech Aeroholding Group member companies have committed to unconditionally respect the law and pursue high moral standards as part of their company values, namely safety, customer orientation, competitiveness, reliability and transparency. The 'Code of Conduct and Ethical Principles' document has become a key tool of strategic management and corporate culture shaping within the entire Group. It openly declares the commitment of the company to customers, business partners, employees and the community within which it operates. The Code provides clear standards of workplace conduct and covers areas considered crucial for the business. Its individual chapters thus cover topics such as ways of enhancing the transparency of the company, for example by preventing conflicts of interest, corruption and other

cases of wrongdoing, environmental protection, safety, good interpersonal relations in the workplace and quality business partnerships. We consider high standards of conduct to be an integral part of our everyday work and at the same time the conditions for keeping and further strengthening our good reputation and trust in the Czech Aeroholding Group. Suspected malpractice can be reported anonymously using the company's Ethical line.

### ETHICAL LINE

Forms available at: [www.cah.cz/compliance/](http://www.cah.cz/compliance/)

E-mail: [compliance@cah.cz](mailto:compliance@cah.cz)

Tel.: +420 220 118 008



## Company Values

### 1 SAFETY

We realise that the main prerequisite for safety in the air is safety on the ground. Our main mission is to provide an above-standard level of air travel safety and keep improving it at all times. Striving to increase safety is a natural part of every employee's job.

### 2 CUSTOMER ORIENTATION

Our customer satisfaction is the only acceptable measure of our success. We treat every customer on an individual basis with the utmost care as every person is important to us.

### 3 COMPETITIVENESS

We support creative and innovative ways of thinking and actively look for opportunities to achieve our goals. We work hard and consider high-quality work to be the norm.

### 4 RESPONSIBILITY

We are a good partner, an inspiring employer and an outstanding neighbour. We require that every one of us assume personal responsibility. We are aware that all our decisions influence both the company future and the future of our surroundings.

### 5 TRANSPARENCY

We stand behind our decisions. We pursue open communication with our customers, business partners, employees and the general public. In all situations, we act correctly, in a trustworthy manner and with mutual respect.

## 3. Awards Received

### BRONZE CERTIFICATE IN THE TOP RESPONSIBLE LARGE COMPANY CATEGORY FOR SUSTAINABLE AND RESPONSIBLE BUSINESS CONDUCT

Czech Aeroholding was awarded the prestigious bronze certificate in the Top Responsible Large Company category by the Business for Society platform, a platform which has been rewarding both small and large corporations for their exemplary approach to business and voluntary integration of social and environmental aspects into their overall company strategies for 12 years. The certificate, which our company also values as important feedback, was awarded based on a vote by a jury of independent judges representing public administration, specialised institutions within the industry, businesses, the non-profit sector and the media.



### WORLD ROUTES MARKETING AWARD WINNER

After four years, in which Prague Airport was always shortlisted for the regional Awards in Europe, it succeeded in the world competition last year. The award recipients are nominated by airline representatives who evaluate the benefits of marketing and business activities pursued by individual airports for airlines and their future development.



### AIRPORT SERVICE QUALITY AWARDS

Prague Airport ranked second among European airports in the prestigious international survey focused on the service quality conducted by the Airports Council International, ACI, based on passenger feedback. The overall customer satisfaction with the airport and its services, such as the selection of restaurants and shops, airport facilities, passport and security screening, check-in process, orientation and transport to/from the airport, were among the evaluation criteria.



### SUCCESSFUL CARBON FOOTPRINT REDUCTION CERTIFICATE

Since joining the Airport Carbon Accreditation (ACA) initiative, Prague Airport has implemented measures which have helped reduce its carbon footprint by approximately 8.96% compared to 2009.

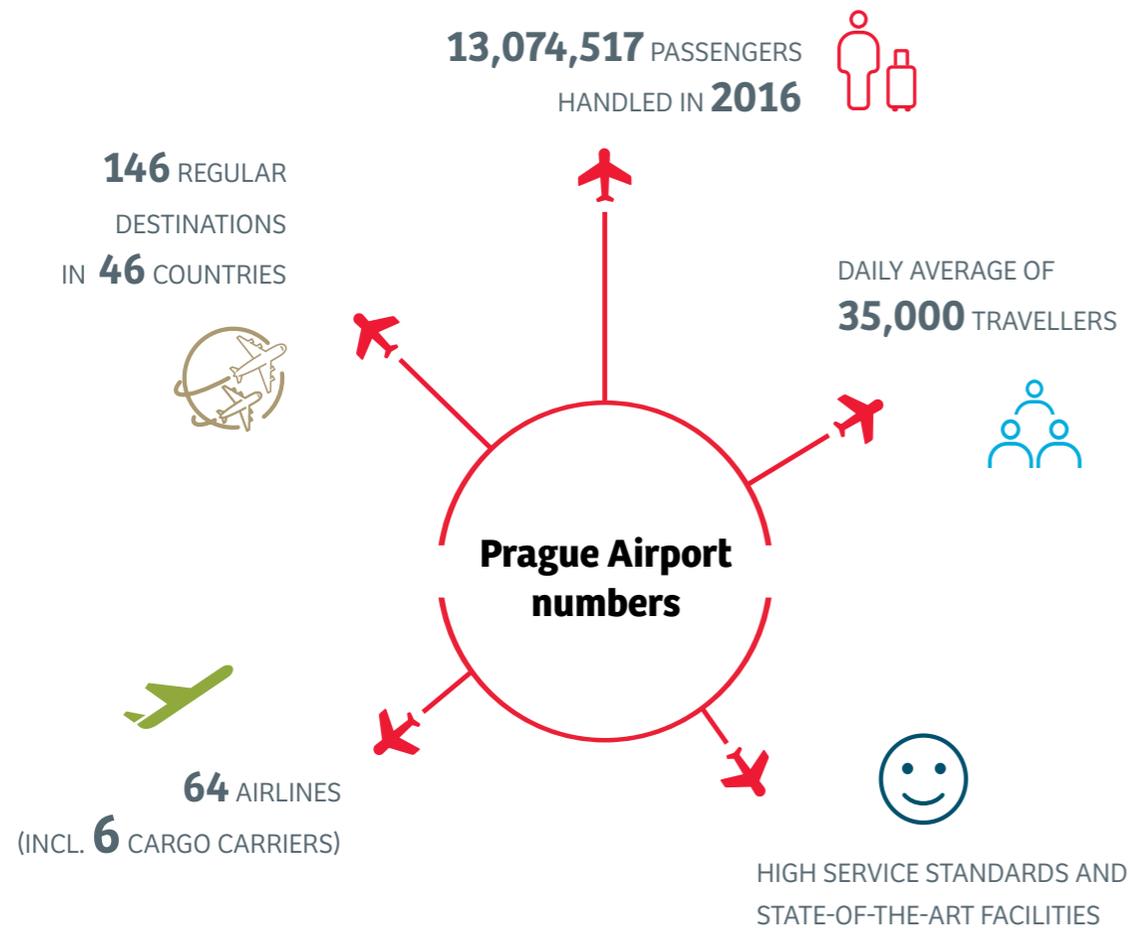


## 4. Our Business

The most important international airport in the Czech Republic is located 17km from the city centre of Prague, the capital of the country. It officially launched its operations in 1937 and its development has reflected overall aviation trends in both the Czech Republic and Europe.

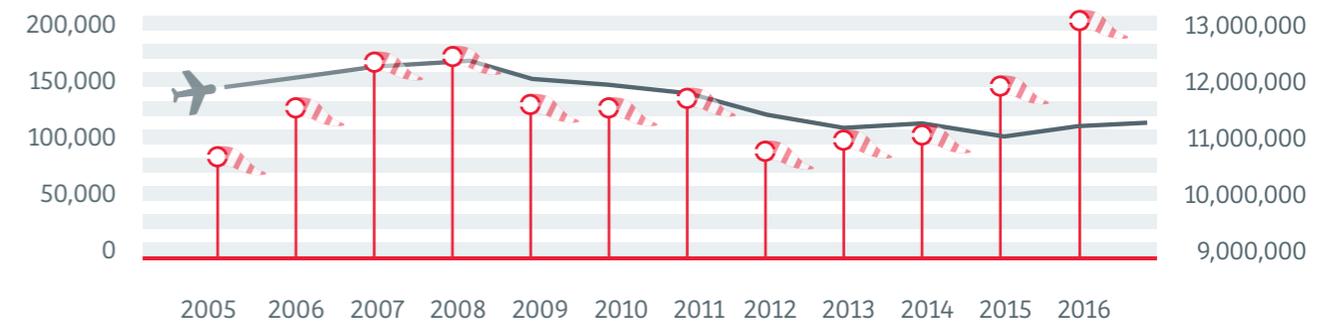
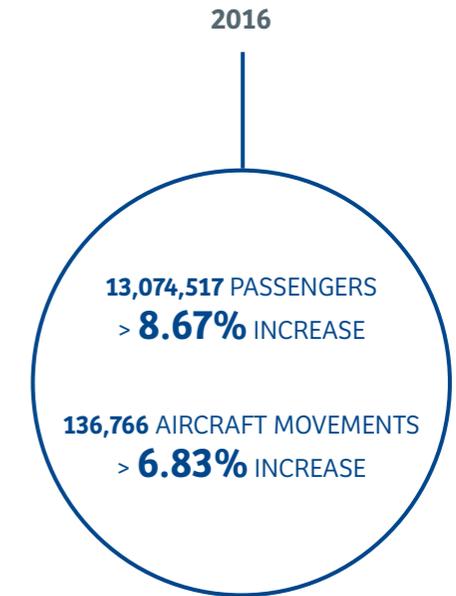
In 2016, for the first time in its history, the airport conquered the 13-million-passenger mark. 64 airlines serviced routes between Prague and 146 destinations

on a regular basis. The majority of flights were headed to/from European destinations, accounting for 90.6% of total airport operations. The second largest share belongs to flights to/from the Near East, with African destinations ranking third. On average, 35 thousand passengers passed through airport gates a day. The recent years' trend of increasing numbers of local travellers, for whom Prague was the destination of origin or the final destination, continued.



## Aviation Business Development

2016 was a successful year with significant increases in passenger numbers. The fact that the record number of handled passengers did not result from a record number of take-offs and landings (far from reaching the record figure of 2008), but rather from better planning of aircraft load factors, is a very positive trend for the surrounding airport areas from an environmental perspective. The trend, in complete sync with the notion of sustainable business operations and welcomed and supported by the airport, was to focus on good economic planning, higher aircraft load factors and the use of larger, modern aircraft.



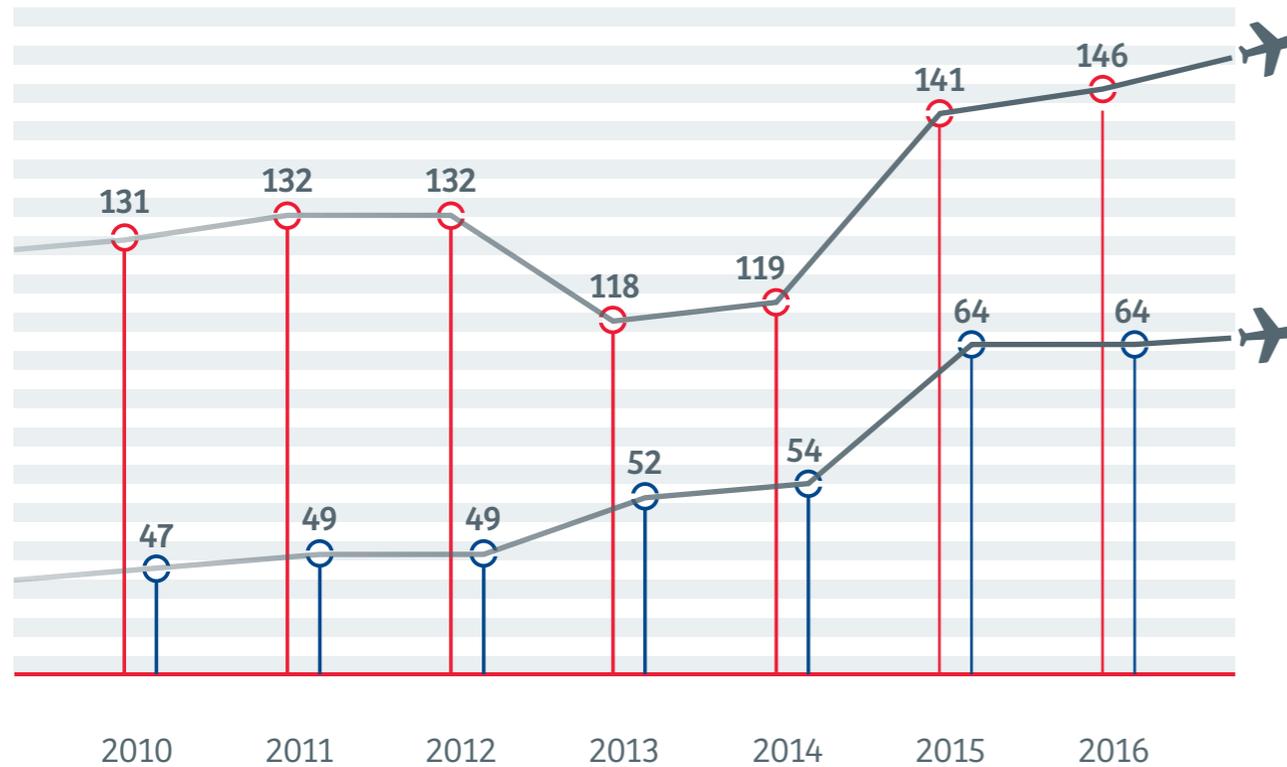
NUMBER OF PASSENGERS  
 AIRCRAFT MOVEMENTS

## We Connect

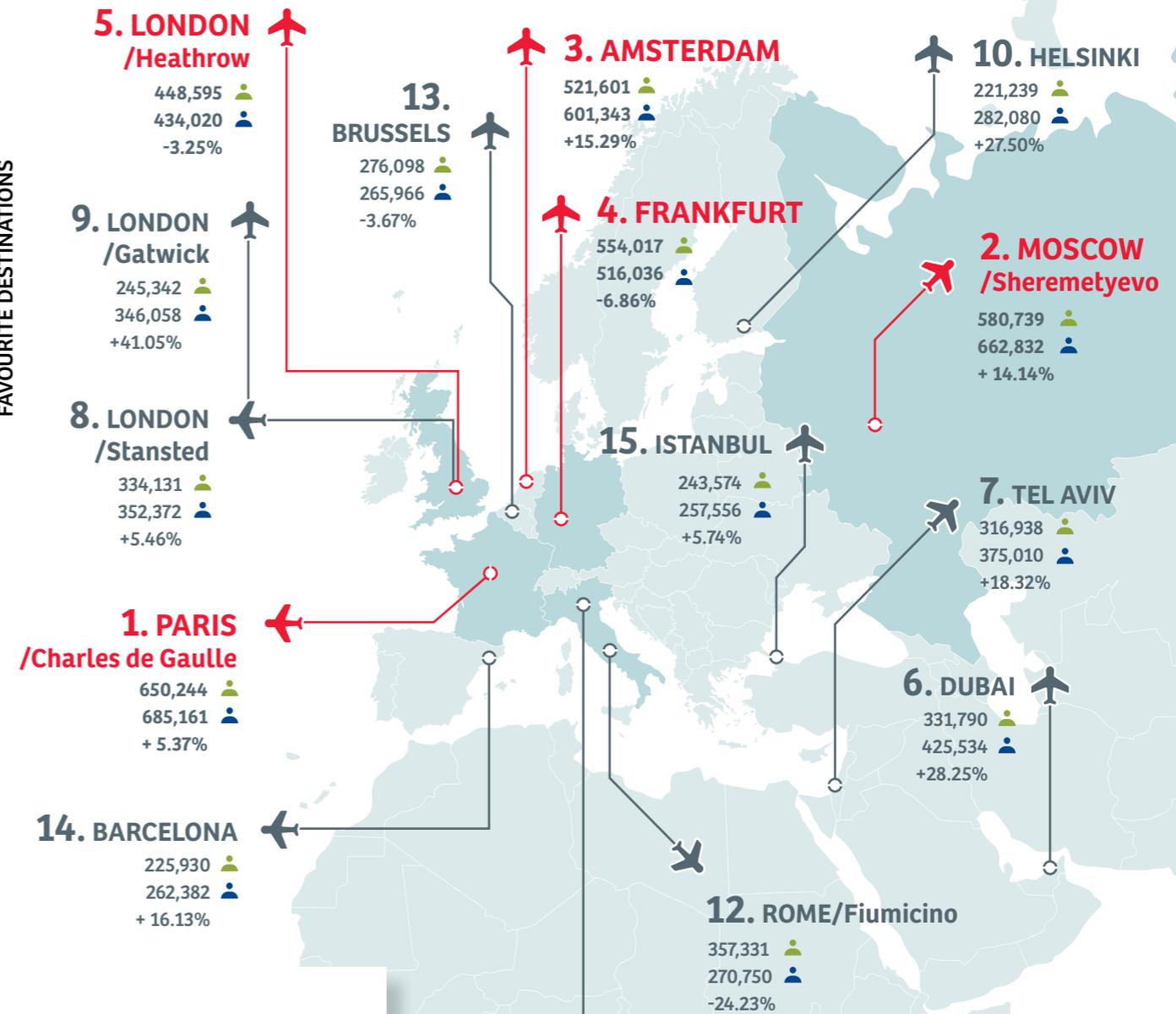
Supporting new destinations and increased operations of existing destinations is the way to airport development. Prague Airport actively pursues negotiations with partner airlines via key account management and at regular meetings during specialised conferences.

Factors playing an important role in our endeavours to convince airlines of the potential of our airport and that of the beautiful city of Prague and the whole of the Czech Republic are a fair approach to airlines, a unified incentive scheme and regular surveys of passenger demand.

- NUMBER OF DESTINATIONS
- NUMBER OF CARRIERS



### FAVOURITE DESTINATIONS



### FAVOURITE COUNTRIES

- 1. GREAT BRITAIN**  
1,710,746 passengers
- 2. GERMANY**  
1,158,984 passengers
- 3. ITALY**  
1,044,801 passengers
- 4. RUSSIA**  
963,198 passengers
- 5. FRANCE**  
958,511 passengers

- PASSENGERS IN 2015
- PASSENGERS IN 2016

## 5. We Are in This Together



WE ARE AWARE THAT ALL OUR DECISIONS INFLUENCE BOTH THE COMPANY FUTURE AND THE FUTURE OF OUR SURROUNDINGS. THEREFORE, WE ENSURE THAT CORRECT RELATIONSHIPS ARE FORMED, PREVENT MALPRACTICE AND CONFLICTS OF INTEREST AND STRIVE FOR SAFETY AND ENVIRONMENTAL PROTECTION. WE REQUIRE EVERY EMPLOYEE AND BUSINESS PARTNER TO ASSUME PERSONAL RESPONSIBILITY IN THIS AREA.

## Our Partners

Equal conditions for all business partners, which are followed unconditionally across the company, are a guarantee of correct relationships. Our company's good name is supported by our openness during negotiations, mutual respect and protection of confidential information with which we are entrusted. It is commonplace that we follow all local and international directives and refuse practices which could compromise fair competition.

” Thank you, thank you,  
THANK YOU  
for the piano which you put to Terminal 2.  
Thaaaaank you for this amazing idea.  
Really.

VERONIKA



## Our Customers

### PLEASANT ENVIRONMENT AND CUSTOMER ORIENTATION

Customer orientation is one of our company values. Our customer satisfaction is the only acceptable measure of our success. We treat every customer on an individual basis with the utmost care as every person is important to us. The quest for increasing the quality of services provided is an ongoing process. We attempt to accommodate all requests received and actively look for options which ensure greater comfort for all airport visitors.

The 'Changing Your Airport Experience' campaign was launched in 2015 with the goal of responding in a helpful way to customer needs and providing them with quality services at reasonable prices. The airport mobile application was also improved as a part of the campaign. Thanks to its new 'Photo Reporter' function, passengers can report problems or defects within the airport premises in an easy way and even add photos to their reports. Received inputs are immediately forwarded to Terminal Technical Operations for rectification. The application, designed for iOS, Android and Windows Phone operational systems, also provides detailed information about flights and services at Václav Havel Airport Prague.

PASSENGER LOUNGES  
AND AREAS TO RELAX

FREE WIFI FOR ALL  
AIRPORT VISITORS

MOBILE APPLICATION  
FOR ONLINE INFORMATION

PUBLIC PIANO

WIDE RANGE OF  
GASTRONOMY  
SERVICES

WE HAVE NOT FORGOTTEN  
THE YOUNGEST OF TRAVELLERS  
– CHILDREN'S CORNERS,  
AIRPORT STROLLERS

“ This is just a quick message to say that your airport is by far the best I've ever seen or visited. It's very clean, very modern, the people are friendly AND professional (which is a rare combination) and the live information about flights and other such things is clear, precise and very accurate. Many people say the Czech Republic can learn a lot from other nations. In this respect, I feel they can learn from you.

Best wishes,  
Casper

“ Dear Sir/Madam!

My name is Helen. We would like to thank you for your warm welcome, excellent facilities and service of your esteemed Václav Havel Airport Prague. My whole family had perfectly fly and had received weight of positive emotions. Our children were very happy and satisfied with your airport. We were impressed by your friendly and helpful staff. We arrived home with beautiful memories, which we shall always cherish, and with deep feelings of gratitude and appreciation for the people we have met.

Helen K.

A PLAY ZONE FOR  
THE YOUNG AND ADULTS

PRAYER ROOMS

THOROUGH ASSISTANCE  
INCL. CHECK-IN

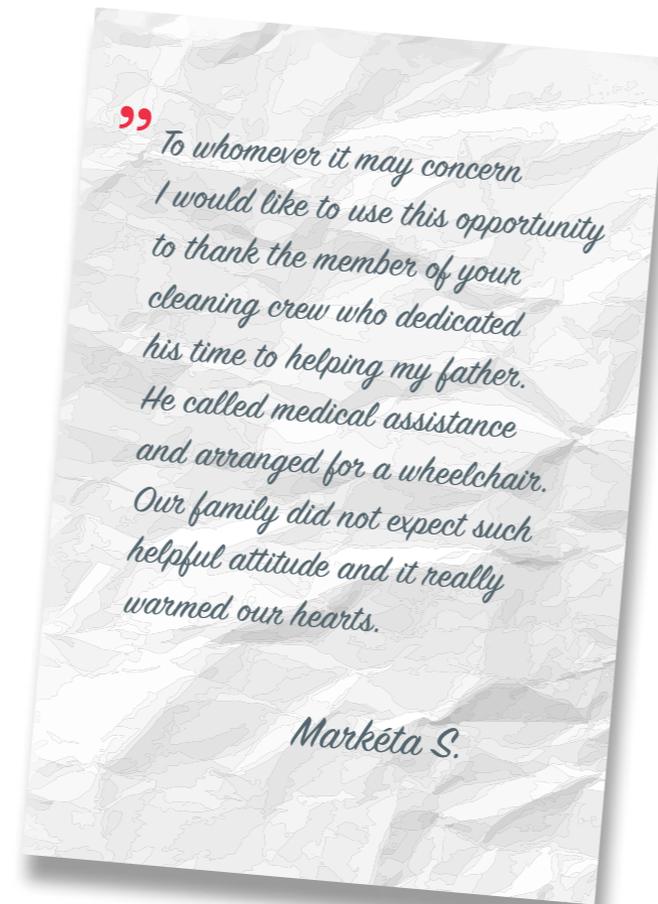
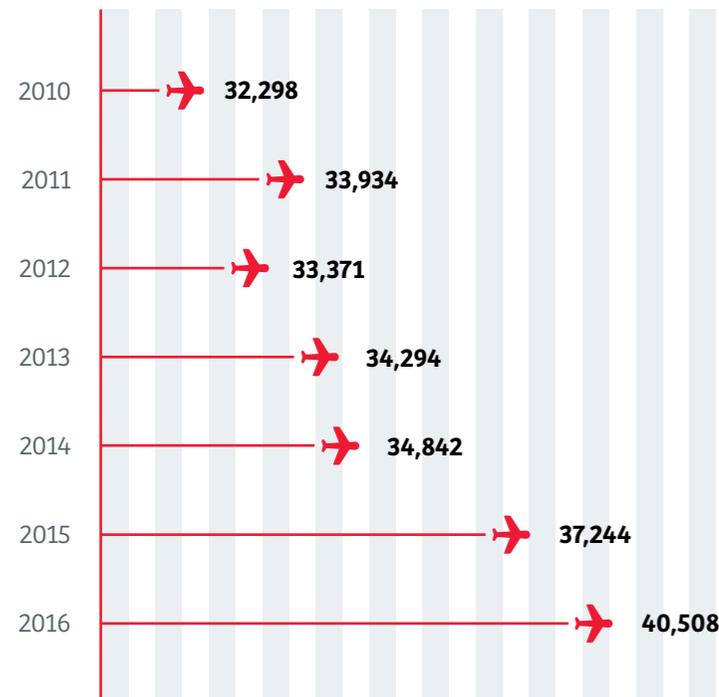
WIDE SELECTION OF PARKING  
OPTIONS DIRECTLY AT THE AIRPORT

## ASSISTANCE TO PASSENGERS WITH DISABILITIES AND TO PERSONS WITH REDUCED MOBILITY AND ORIENTATION

Non-stop unrestricted check-in access for persons with disabilities and reduced mobility and orientation is provided free of charge in the form of assistance supplied upon the person with disability or medical condition's request. ZTP/P card holders are guaranteed free parking at the airport. Based on a request by the Association of Physically Disabled, Prague Airport now allows assistants to passengers with disabilities to be present during the process of loading and offloading special electric wheelchairs to/from aircraft to prevent any damage resulting in serious limitations to the independence of wheelchair owners. The assistant's presence during the loading/offloading process must be requested in advance.

Detailed information is available at [www.prg.aero](http://www.prg.aero).

### NUMBER OF PASSENGERS WITH DISABILITIES



## ✓ Safety

The main prerequisite for safety in the air is safety on the ground. Our mission is to provide an above-standard level of air travel safety and keep improving it at all times. Safety is one of our company values. Airport operations are very complex. Due cooperation of a number of specialists from all aviation operation departments is required in order to comprehend and manage the great number of risk factors involved. We motivate employees to ensure that striving to increase safety is a natural part of every employee's job.

There are two aspects to safe air travel. Operational safety, which is to be understood as a set of measures preventing human errors, predominantly unintentional conduct due to unawareness of or omission of job duties, missing or incorrectly set operational processes, failures of technologies or force majeure, and security, focused on protecting civil aviation from unlawful acts. The latter focuses on tools and measures to prevent unlawful conduct aboard aircraft, in terminal buildings and in the airport's vicinity. Security controls of passengers and baggage are probably the most known security procedures to the general public.



## SAFETY MANAGEMENT SYSTEM (SMS)

The Safety Management System represents an active and systematic approach to operational safety issues at the airport. Its goal is to continue to purposefully and systematically increase safety. Actively searching for potential threats and decreasing already defined risks which could cause injuries to people and/or damage valuable aviation technologies are involved. SMS not only helps prevent serious aviation accidents, but also less serious events, such as clashes with other devices, electricity pylons, birds and animals.

SMS is managed by Prague Airport which closely co-operates with organisations involved in airport operations.

### There are three main safety tasks of SMS:

#### 1) To Supervise Current Airport Operations

The process consists of regular audits and inspections of operations with the goal of repeatedly checking whether the infrastructure remains intact and procedures are properly set and followed, as well as reviewing whether what used to be considered safe remains safe.

#### 2) To Ensure Future Airport Safety

The airport keeps changing and every change may represent a safety threat. All new procedures must be carefully reviewed and evaluated prior to their implementation. Unless evaluated as safe, a change is not implemented.

### 3) To Convey Lessons from the Past

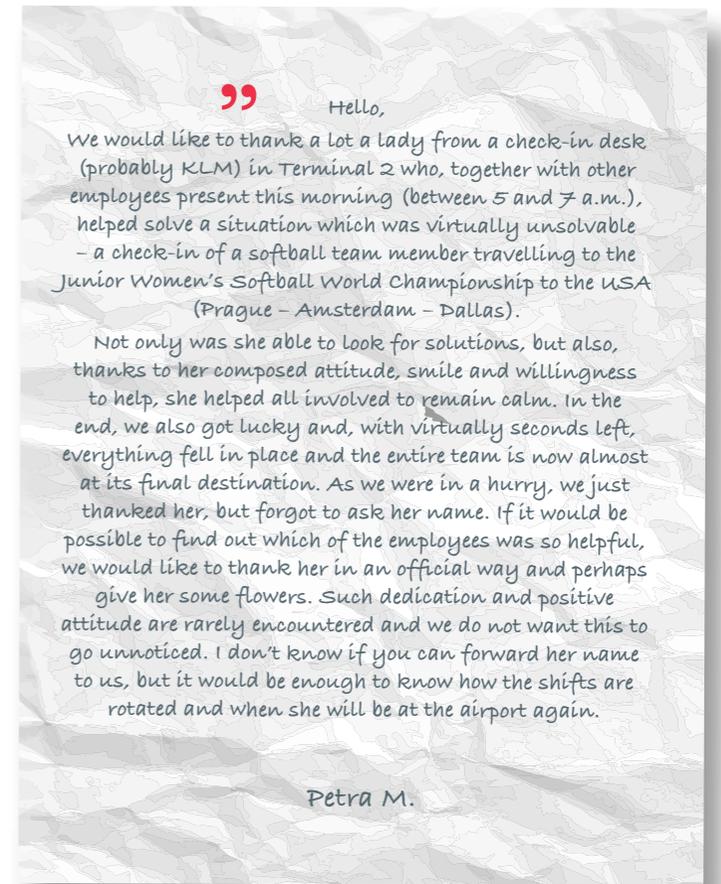
If, despite all efforts, a safety issue occurs, it is necessary to learn from it. All negative events are thoroughly analysed and appropriate solutions to eliminate the cause are proposed consecutively to prevent their potential reoccurrence.

### VOLUNTARY SAFETY REPORTS

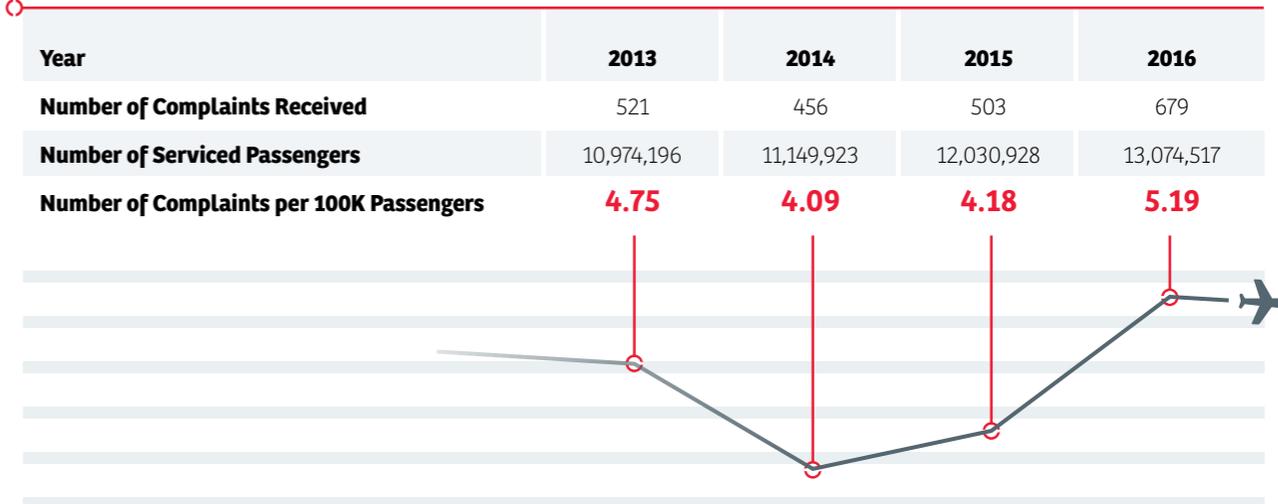
Voluntary safety reports filed by aircraft crew members, handling agents and other ground operation entities are the most important part of the SMS in regards to real operations. The Safety department regularly encourages those involved in the process to report any irregularities and deviations from safety directives, procedures and from the operational safety in general. The main principal of the operational safety policy is that the person reporting an operational safety issue is never to be punished for so doing. The only relevant aspect is to ensure an expert evaluation of the incident and elimination of the threat. It is also possible to report potential danger or misconduct anonymously, using the airport's website. Safety audits and safety inspections are other tools used to detect operational safety threats. All operational processes are repeatedly reviewed from a safety perspective using the tools and safety recommendations are issued based on their conclusions.

## We Value Feedback

We realise that all reactions to our services, even negative ones, represent important feedback which we value greatly. We thoroughly review all received input and consecutively factor the evaluation of the provided services into regular analyses used as the basis for our quest for increased quality. At the same time, it is important to emphasise that it is not always possible to objectively judge the relevance of a received complaint as complaints often stem from the unwillingness of passengers to accept the strict conditions of carriage. There are several communication channels for those willing to share their input with us: e-mail, telephone, personal visit and an online form available on our website. To report suspected malpractice or wrongdoing, an Ethical line (see page 9 above) can also be used.



### NUMBER OF COMPLAINTS RECEIVED – YEAR-ON-YEAR COMPARISON



## COMPLAINTS IN 2016

In 2016, a total of 679 cases were received which, when calculated per every 100 thousand passengers serviced, represented an increase compared to the previous year. The majority of the complaints received concerned the services of external partners (30%) where the airport is but a mediator and the actual solution to the complaint is in the hands of the company responsible. These cases included complaints regarding air carrier services, customs and ways of handling lost and damaged baggage claims.

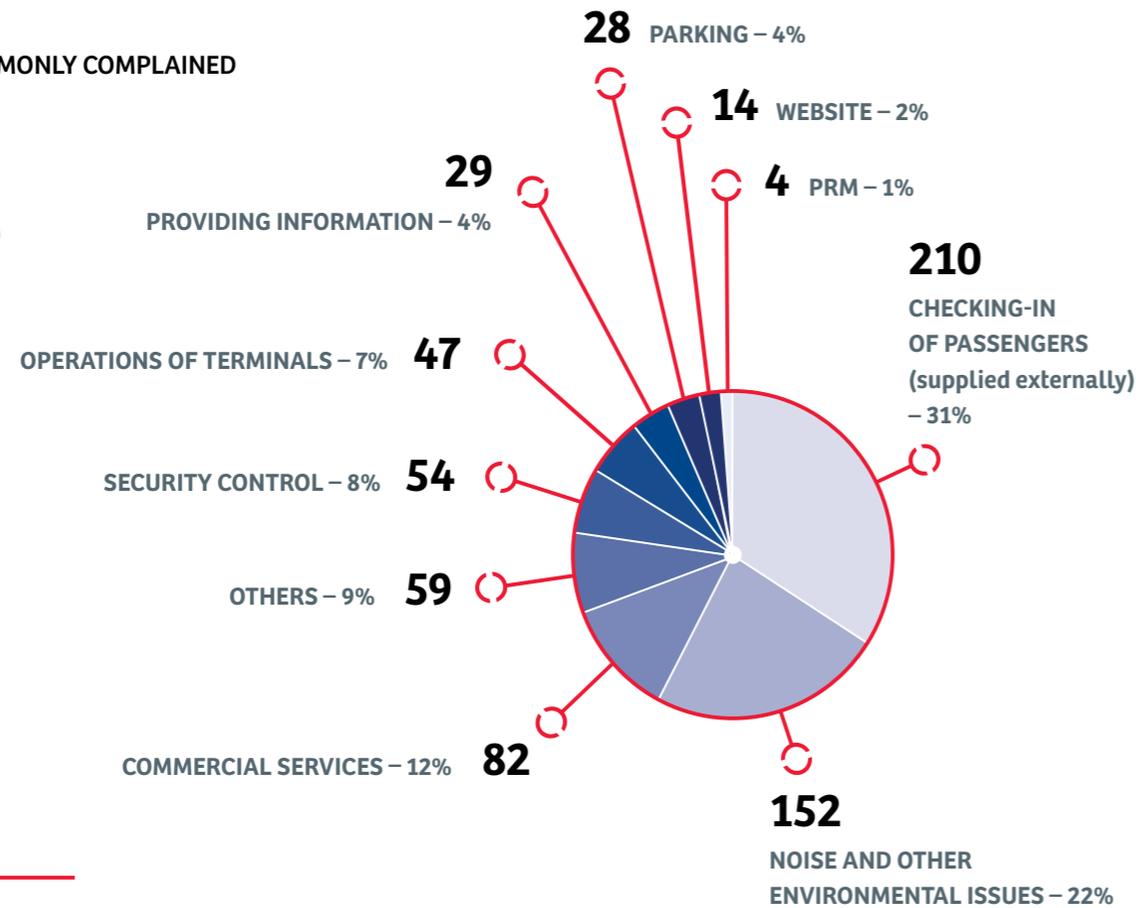
Out of areas directly controlled by the airport, the most frequent topics of complaints related to the environment (22%), primarily the noise from air traffic. Environmental issues are analysed in detail in the Environment chapter

(pages 46 and 47 below), where important information regarding the airport's approach to environmental issues and protection is provided.

Feedback on the commercial services of external partners (representing 12%) included complaints regarding restaurants, duty free shops and the order and supply of vending machines located at the airport. Prague Airport actively solves the cases with its business partners, the service providers. A larger group of complaints were related to security controls (8%), but frequently involved cases where passengers were unwilling to accept the strict conditions of carriage. The 'Others' category includes cases from various areas which only occurred once.

## THE MOST COMMONLY COMPLAINED ISSUES IN 2016

SUM TOTAL **679**

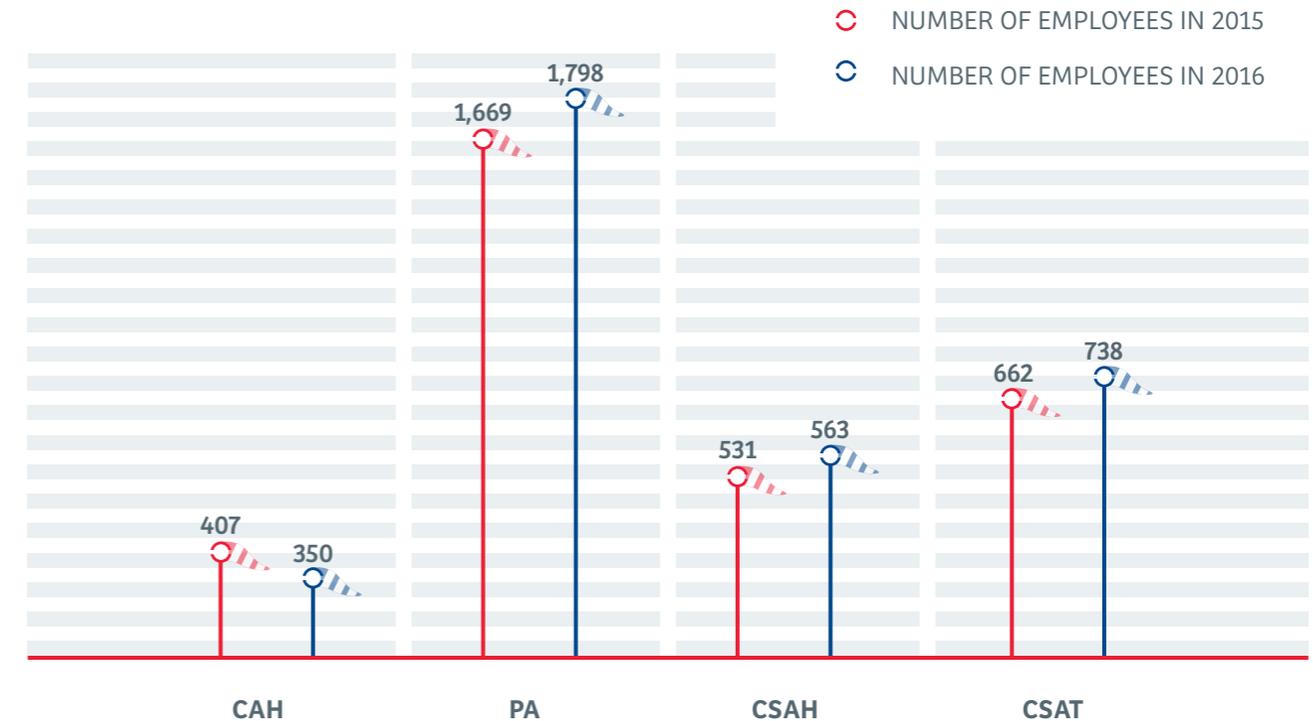


## 6. Employees

Our goal is to promote a work environment in which employees feel good – an environment of trust, mutual respect and effective co-operation. Content employees are an asset to every company and promoters of its good name. The Czech Aeroholding Group puts great emphasis on an inspirational work environment and correct

workplace relations without discrimination. Safety, personal development, open communication and balance between professional and personal lives are the key factors to which we pay continuous and systematic attention in order to ensure both high motivation and contentment of our employees.

### Employee Structure



SUM TOTAL OF EMPLOYEES IN 2015: **3,269**  
 SUM TOTAL OF EMPLOYEES IN 2016: **3,449**  
 YEAR-ON-YEAR DIFFERENCE **+180**

The transfer of some employees to Czech Airlines upon its departure from the Czech Aeroholding Group and continued streamlining and optimization of processes were the reasons behind the drop in employee numbers in 2015.

### NUMBER OF YEARS IN COMPANY

Company	under 3 years		3 - 9 years		10 - 19 years		over 20 years	
	2015	2016	2015	2016	2015	2016	2015	2016
CAH	29%	30%	33%	25%	19%	26%	20%	19%
PA	18%	36%	25%	17%	44%	37%	13%	11%
CSAH	10%	33%	25%	15%	42%	35%	23%	17%
CSAT	21%	41%	12%	6%	41%	33%	26%	21%
<b>Sum</b>	<b>20%</b>	<b>35%</b>	<b>24%</b>	<b>16%</b>	<b>36%</b>	<b>33%</b>	<b>20%</b>	<b>17%</b>

### MALE/FEMALE RATIO

Company	Male		Female		Year-on-Year Change	
	2015	2016	2015	2016	Male	Female
CAH	54%	53%	46%	47%	-1%	1%
PA	72%	69%	28%	31%	-4%	4%
CSAH	51%	48%	49%	52%	-3%	3%
CSAT	89%	89%	11%	11%	0%	0%
<b>Sum</b>	<b>70%</b>	<b>65%</b>	<b>30%</b>	<b>35%</b>	<b>-5%</b>	<b>5%</b>

### AGE STRUCTURE OF EMPLOYEES

Company	under 30		30 - 39		40 - 49		50 - 59		over 60		average age	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
CAH	12%	11%	38%	40%	26%	28%	20%	16%	4%	5%	41.2	41.3
PA	13%	17%	25%	24%	34%	33%	21%	20%	6%	6%	42.4	41.9
CSAH	10%	18%	36%	34%	31%	28%	19%	15%	4%	4%	41.2	40.7
CSAT	16%	21%	29%	29%	23%	20%	24%	22%	8%	9%	42.1	41.1
<b>Sum</b>	<b>13%</b>	<b>17%</b>	<b>32%</b>	<b>32%</b>	<b>28%</b>	<b>27%</b>	<b>21%</b>	<b>18%</b>	<b>5%</b>	<b>6%</b>	<b>42.0</b>	<b>41.5</b>

CAH – Czech Aeroholding  
PA – Prague Airport

CSAH – Czech Airlines Handling  
CSAT – Czech Airlines Technics

### Benefits

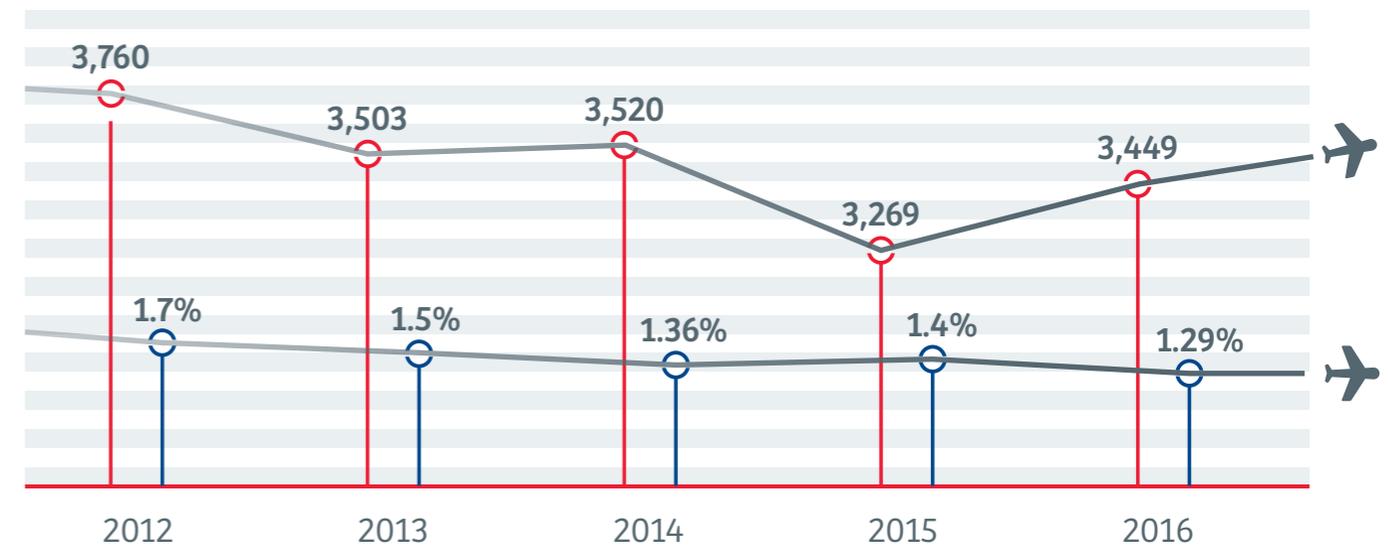
We offer interesting benefits to employees, such as five weeks of paid leave of absence, contributions to their retirement funds and towards insurance against damage caused to the employer, subsidised meals and language courses.

### Employee Safety

With regards to our area of business, our employee health and safety, and thus the safety of the entire airport, are our key priorities. The well designed safety system is also based on the awareness of employees who are trained on a regular basis and encouraged to actively look for potential safety threats.

In 2015, Czech Aeroholding top management declared 'zero tolerance' to workplace injuries. A safety policy was drafted which commits employees, suppliers and other external subjects to continued improvements in the area.

○ NUMBER OF EMPLOYEES  
○ NUMBER OF INJURIES



## Vocational Training

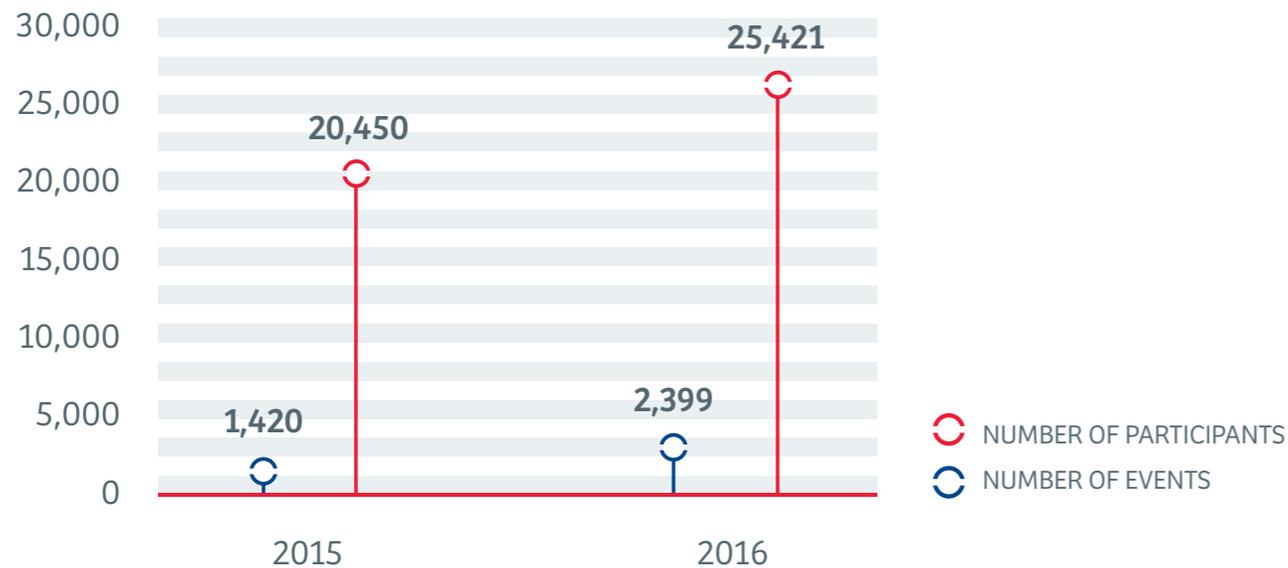
The Czech Aeroholding Group companies devote targeted and systematic attention to vocational training and further growth of their employees' specialty and professional knowledge and skills, offering them a wide spectre of trainings and workshops with the goal of increasing their erudition, professionalism and personal contentment. In 2016, 19.4 million Czech crowns were devoted to further education and development of employees. Language command of employees is supported by the offer of regular language courses directly at the workplace.

Specialised pocket phrase books in English and Russian languages were created for Prague Airport Security Control workers in line with the vocational programme. An online application also supports language training for employees.

In 2016, the 9<sup>th</sup> year of the Talent Management Pool development programme, designed for selected prospective employees with the goal of preparing them for their future management roles, commenced.

The goal of the programme is developing and retaining talented employees and sharing experience both formally and informally. The programme includes trainings in communication and presentation skills, the art of negotiation, management of conflict situations, effective time management, and work-life balance. Participants have the opportunity to take part in individual coaching and a teamwork course. A part of the programme is also the opportunity to present individual proposals for improvements at a final meeting with company management.

### VOCATIONAL TRAINING AND DEVELOPMENT OF CAH EMPLOYEES



## USING THE TALENT MANAGEMENT POOL SPECIALISED PROGRAMME, WE WISH TO ACCELERATE AND SUPPORT THE DEVELOPMENT OF TALLENTED EMPLOYEES

2008 – 2016  
1<sup>st</sup> – 8<sup>th</sup> YEAR  
**129** A TOTAL OF PARTICIPANTS  
30 PEOPLE WERE PROMOTED

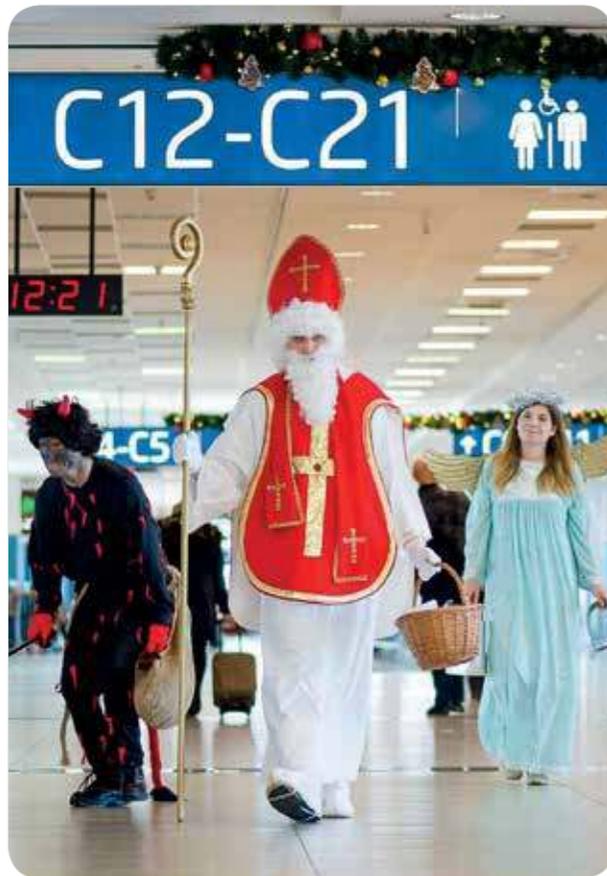
2015  
8<sup>th</sup> YEAR  
**13** A TOTAL OF PARTICIPANTS

2016  
9<sup>th</sup> YEAR  
**20** A TOTAL OF PARTICIPANTS



## ☑ Focused on Children

The company organises two regular events within the attractive premises of an international airport every year for the children and family members of its employees, namely **Children's Day** and **St. Nicholas's Day**. Company employees always prepare an interesting programme featuring a number of entertaining attractions and showcasing airport machinery and the work of specialised airport units. These informal gatherings are very popular and enhance the team spirit. Children from surrounding orphanages are always invited to attend the events.



**Kindergarten** – working with the Kněževs municipality, we negotiated that the nearby kindergarten may also be frequented by the children of our employees.

Their attendance of the Kněževs kindergarten is subsidised by the employer and all children enrolled in the kindergarten are invited for their age-appropriate airport tour once a year.



## ☑ Internal Communication

We pay the utmost attention to effective and regular internal communication. We use various channels for passing on information, such as intranet, printed company magazine, electronic newsletters, noticeboards and regular meetings of employees with company management. At the same time, we encourage employee feedback.



## Teamwork

### HEALTHY LIFESTYLE

Company management also actively supports employee team activities outside of work. In particular, participation in sports competitions such as the 'Biking to Work' project. As part of the Group's partnership with the Prague International Marathon, employees can participate in running competitions.

### EMPLOYEE COLLECTION

It has become a tradition that every employee may donate some of their benefits within the Cafeteria scheme to People in Need, a long-term partner of the company in the philanthropic field. The amount they choose to donate is then matched by the employer.

Thus, in 2015, 102 thousand Czech crowns were donated towards the Czech 'Better Schooling for Everyone' project. The following year, we supported social integration and education programmes across the Czech Republic with 116 thousand Czech crowns. In the case of unexpected events, the Company is ready to organise a collection, under the same conditions as described above. We have collected more than 240 thousand Czech crowns this way to help to victims of the earthquake in Nepal.

### HELPING TOGETHER TO THOSE IN NEED

The Company supports corporate volunteering. Every employee is able to spend one workday helping one of the neighbouring non-profit organisations. Company volunteer days are supported by the Company, both in terms of their organisation and funding, and are spread over several days to enable the involvement of employees working in shifts.

In 2015, the first volunteer day took place, attended by 27 employees. Together, we helped paint a chapel of the Home of the Holy Family, a non-profit organisation, which provides all-year accommodation and professional care to adults with mental and combined disabilities. The second part of the group of volunteers was sent to help with the autumn maintenance of a large garden of the

Saint Charles Borromeo Home, which provides professional care to ill and age-advanced seniors.

In 2016, we were pleased to see a 100% increase in interest in corporate volunteering. On three different days, a total of 57 volunteers painted the fence of the Dědina Residential and Retraining Centre for the Visually Impaired, performed spring maintenance of the children's playground at the Klokánek Hostivice centre and repeatedly helped with the maintenance of a large garden of the Saint Charles Borromeo Home. Based on positive employee feedback and feedback from the organisations involved, it was decided to pursue such activities in the future, too.



## 7. Environment

We are active in the environmental protection field. Our approach is based on the principles of steady investment in measures which ensure the considerate and responsible conduct of us and of our business partners, of preventing pollution and performing regular checks of the environment condition at the airport and in its vicinity. We look for additional opportunities to improve the environment as the basis of sustainable development. Environmental protection within the Group is centralised under the leadership of one entity, Prague Airport, which ensures compliance with all legal obligations in the individual areas for all the holding's companies, manages the protection in accordance with the approved strategy and further develops the environmental protection management systems in place.

For over 10 years, Prague Airport has used a voluntary ISO 14001 environmental management system (EMS). Every year, a number of interesting environmental programmes are realised.

**WE ARE AWARE OF OUR SIGNIFICANT ENVIRONMENT-CONNECTED ROLE**

## Environmental Management System – EMS

The Environmental Management System represents a complex and systematic company approach to environmental protection, incorporating environmental care into all activities and processes pursued at Václav Havel Airport Prague, supporting and facilitating:

**STRATEGIC ENVIRONMENTAL PROTECTION MANAGEMENT FOR CONTINUED IMPROVEMENT, WITH EMPHASIS ON PREVENTING POLLUTION**

**INCREASING EMPLOYEE AWARENESS OF JOINT RESPONSIBILITY FOR ENVIRONMENTAL PROTECTION**

**FACTORING IN THE COMPANY'S ENVIRONMENTAL IMPACT UPON MANAGEMENT DECISIONS REGARDING NEW DEVELOPMENT PLANS**

**INCREASING OWN TRUSTWORTHINESS AND IMPROVING RELATIONS WITH THE GENERAL PUBLIC AND REPRESENTATIVES OF PRAGUE MUNICIPALITIES AND BOROUGHES AFFECTED BY AIR TRANSPORT**

**INFORMATION GATHERING ABOUT THE COMPANY'S ENVIRONMENTAL IMPACT FOR MANAGEMENT DECISIONS REGARDING NEW DEVELOPMENT PLANS**

**THE IDENTIFICATION, PREDICTION AND INTERACTION OPTIONS WITHIN THE ENVIRONMENTAL FIELD**

**ASSURANCE OF LEGAL COMPLIANCE AND COMPLIANCE WITH SET COMPANY PROCEDURES AND STRATEGIES**



## Air Protection

In air protection activities, it is vital to meet statutory requirements including regularly measuring emissions from sources of air pollution, monitoring the technical condition of those sources and reporting operational data to the competent authorities. The air quality of the airport's surrounding areas is regularly monitored by accredited laboratories. Results to date show compliance with air quality limits. We are active in searching additional ways of facilitating an ongoing reduction of air pollutants produced by airport operations, for example via investments in vehicle fleets and refrigeration equipment, replacing old types of coolants with new, ozone layer-friendly agents.

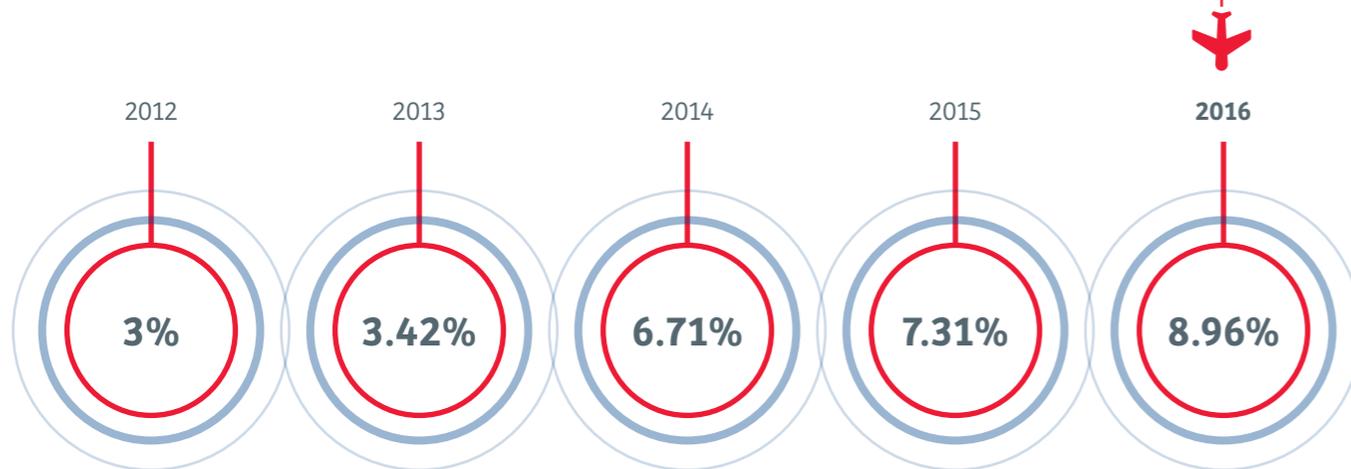
### REDUCING CARBON DIOXIDE EMISSIONS - AIRPORTS COUNCIL INTERNATIONAL PROGRAMME

In 2009, Prague Airport joined the Airport Carbon Accreditation (ACA) international initiative, an initiative supporting airport operators and their partners in their attempts to minimise the production of greenhouse gases from airport activities. In 2016, Prague Airport advanced into the third level of the ACA programme, characterised by the active involvement of airport partners and the inclusion of indirect Carbon Dioxide sources into the airport carbon footprint.



### REDUCING CARBON DIOXIDE EMISSIONS FROM AIRPORT OPERATIONS

#### REDUCED CARBON DIOXIDE EMISSIONS COMPARED TO 2009



SINCE JOINING THE INITIATIVE, PRAGUE AIRPORT HAS IMPLEMENTED MEASURES WHICH HAVE HELPED **REDUCE ITS CARBON FOOTPRINT OF 8.96% COMPARED TO 2009**



#### EXAMPLES OF IMPLEMENTED MEASURES:

- > **INSTALLING GPS SYSTEMS IN VEHICLES**
- > **REPLACING LIGHTING WITH LEDS**
- > **EXCHANGING ABSORPTION COOLING UNITS**
- > **REPLACING BOILERS WITH MORE EFFICIENT MODELS WITH LOWER OUTPUT**
- > **USING WASTE HEAT IN THE WASTEWATER TREATMENT PLANT**

## Monitoring Impact of Operations of the Environment

### FRUIT AND CROP MONITORING

As early as 2005, Prague Airport introduced monitoring aimed at identifying the airport's potential impact on the content of contaminants (heavy metals and organic residues) in crops and grassland around the airport.

Monitoring is arranged by an accredited laboratory of the Department of Food Analysis and Nutrition at the Institute of Chemical Technology, Prague. Results of fruit, grain and grassland testing have shown that the content of heavy metals and organic residues in the samples is comparable with that of the samples collected at other Czech industrial conurbations. It has further suggested that the trends in long-term observations of pollutant content are not unfavourable.



### AIR BIOMONITORING USING BEES

Beekeeping at Václav Havel Airport Prague was launched in November 2011 as one of the ways of air quality monitoring. Currently, there are five bee hives on Václav Havel Airport Prague's premises. The main objective of beekeeping at the airport is to monitor the content of foreign agents in bee products.

In 2016, bees kept at the airport produced approximately 95kg of honey from the first and second decanting. The quality of the honey from Václav Havel Airport Prague is excellent. In 2012, 2013, 2014 and 2015, it was awarded a Czech Honey certificate by the Czech Beekeepers Union. In addition, Prague Airport won a gold medal for compliance with set qualitative criteria, primarily physicochemical properties, impurity content, sensory properties of the honey, the accuracy of the text on the label, originality, etc.



## Noise

### NOISE FROM AIR TRAFFIC – OPERATIONAL MEASURES

Prague Airport has implemented operating procedures and rules for noise reduction as set forth in the Aeronautical Information Publication (AIP), in chapter AD 2.21. Operational measures primarily include a ban on take-offs and landings of aircraft lacking corresponding noise certifications, night time restrictions, preferential

runway use, rules for arrivals and departures, engine testing rules, restrictions on the use of reverse thrust and restrictions on the use of back-up power supplies. These measures continue to develop as air traffic evolves and respect societal demands and legislative requirements.



## DEVELOPMENT OF AIRCRAFT DISTRIBUTION PER NOISE CATEGORIES - MOVEMENTS IN %

Noise Category	1	2	3	4	5
2006	52.85	36.78	9.09	1.14	0.14
2007	54.72	29.35	10.18	3.64	2.11
2008	63.25	24.68	5.09	2.03	4.95
2009	73.03	21.6	3.16	1.28	0.94
2010	73.67	22.05	2.71	0.85	0.71
2011	73.29	23.87	2.58	0.07	0.19
2012	74.33	21.89	3.14	0.35	0.29
2013	75.38	21.51	2.25	0.55	0.31
2014	72.49	24.94	2.17	0.12	0.28
2015	63.95	33.37	2.42	0.08	0.18
2016	67.19	31.12	1.51	0.03	0.14

## NOISE FROM AIR TRAFFIC – ECONOMIC MEASURES

Noise Charge imposition, directly related to aircraft noise and weight, is one of the economic measures applied. This measure highly motivates air carriers to deploy the most advanced, and thus the quietest, aircraft, boosting the natural modernisation of fleets in operation at the airport in Prague.

In recent years, the number of aircraft in the first, and best, noise category has dropped below 70%. With regard to the transfer of aircraft from the first to the second category in 2015 and 2016, analyses are performed to identify changes which will ensure the motivational character of the noise charge be retained, supporting the operation of noise-friendly aircraft.

**AIRCRAFT ARE ASSIGNED TO RESPECTIVE NOISE CATEGORIES BASED ON NOISE CERTIFICATE DATA AND MAXIMUM TAKE-OFF WEIGHT**

Other significant economic noise abatement instruments include special noise charges for disrupting slot coordination and ad-hoc charges for breaching rules on night traffic. The measures taken have improved discipline among air carriers and flight crews. The revenue from noise charges is used to solve noise issues and, in particular, to cover the cost of monitoring air traffic noise. Since 1998, this income has been used to finance noise abatement measures in the noise abatement zone around Prague/Ruzyně airport and to cover all other activities pursued in resolving noise issues.

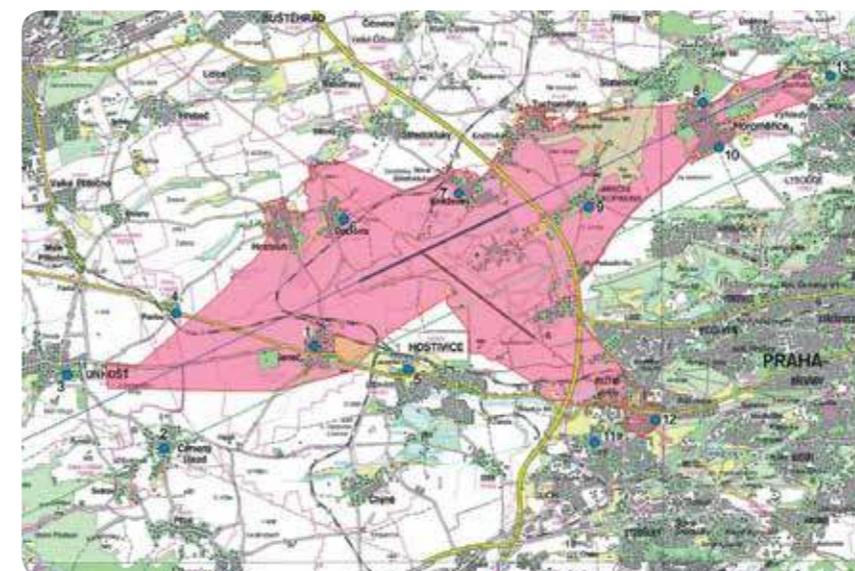
## NOISE FROM AIR TRAFFIC – TECHNICAL MEASURES

The main technical measure has been the noise and track monitoring system, essential in determining the noise climate and checking for compliance with air traffic noise health limits.

With track monitoring, defined noise abatement procedures can be continuously checked and documentation for responding to complaints can be secured. Monitoring outputs are regularly published on Prague Airport's website.

The airport performs a wide range of noise abatement measures within the Noise Protection Zone (NPZ). Since 1998, there has been a complete replacement of windows and balcony doors with noise-resistant models with prescribed sound insulation. The focus is on labelled protected areas encompassing apartments and family houses, schools and preschools, structures which serve healthcare and social purposes and functionally similar buildings in municipalities and boroughs within the Noise Protection Zone around Prague/Ruzyně airport. The set daytime (LAeqD = 60 dB) and night-time (LAeqN = 50 dB) air traffic noise limits must not be exceeded outside of the NPZ.

## DECLARED NOISE PROTECTION ZONE AND LOCATION OF STATIONARY MONITORING STATIONS



1. JENEČ
2. ČERVENÝ ÚJEZD
3. UNHOŠŤ
4. PAVLOV
5. HOSTIVICE
6. DOBROVÍZ
7. KNĚŽEVES
8. HOROMĚŘICE – VILLAGE CENTRE
9. PŘEDNÍ KOPANINA
10. HOROMĚŘICE – SE EDGE
11. ŘEPY
12. BÍLÁ HORA
13. SUCHDOL

## MONITORING JET AIRCRAFT DEPARTURE MANOEUVRES FROM RWY 06/24



### NOISE MONITORING USING OWN RESOURCES

Since 2014, Prague Airport has performed air traffic noise monitoring of inner spaces of protected buildings within the Noise Protection Zone. The measuring and processing of the data collected is performed pursuant to methodology developed for our airport in close co-operation with the National Reference Laboratory for Communal Noise at the Health Institute in Ostrava. Monitoring is performed using a two-channel analyser facilitating the parallel measuring of both the inside and outside of objects.

Compared to previously applied normative and methodological requirements, the new methodology significantly decreases monitoring time without compromising the accuracy of the results. In 2016, Prague Airport performed air traffic noise monitoring using its own resources at five outdoor locations.

### ADVANTAGES OF NOISE MONITORING USING OWN RESOURCES:

- > **Monitoring the daytime and night-time noise trends at places other than equipped with permanent monitors**
- > **Outdoor monitoring within the NPZ at places other than equipped with permanent monitors, predominantly at times when traffic is redirected to the side 12/30 RWY**
- > **Option of performing measuring in a reaction to a complaint**
- > **Ability to react quickly to operational changes upon significantly lower costs of measuring**

**AIR TRAFFIC NOISE HEALTH LIMITS HAVE NOT BEEN EXCEEDED AT ANY MONITORED LOCATION**

## Water Protection

### SURFACE WATER PROTECTION

The key to protecting the quality of surface water are functional wastewater treatment plants in adequate capacity. Prague Airport operates two wastewater treatment plants - a contaminated rainwater treatment plant (CRTP) and a sewage water treatment plant (SWTP), one for the NORTH area and one for the SOUTH. During winter operations, contaminated water is rainwater containing chemical agents used to treat movement surfaces and aircraft de-icing agents which must be retained in retention tanks and biologically cleansed of contaminants prior to draining into the recipient surface water body and streams.

**Prague Airport pays uninterrupted attention to the quality and amount of water drained from the airport premises.**

**PRAGUE AIRPORT HAS LONG SOUGHT TO LIMIT THE NEGATIVE IMPACT OF ITS OPERATIONS ON SURFACE WATER AND GROUNDWATER. CLOSE ATTENTION IS PAID TO PRE-TREATMENT AND WASTEWATER TREATMENT SYSTEMS, CHEMICAL SUBSTANCE AND AVIATION FUEL STORAGE FACILITIES, THE HANDLING OF HARMFUL SUBSTANCES AND THE PROTECTION OF STREAMS DURING TORRENTIAL RAINS.**

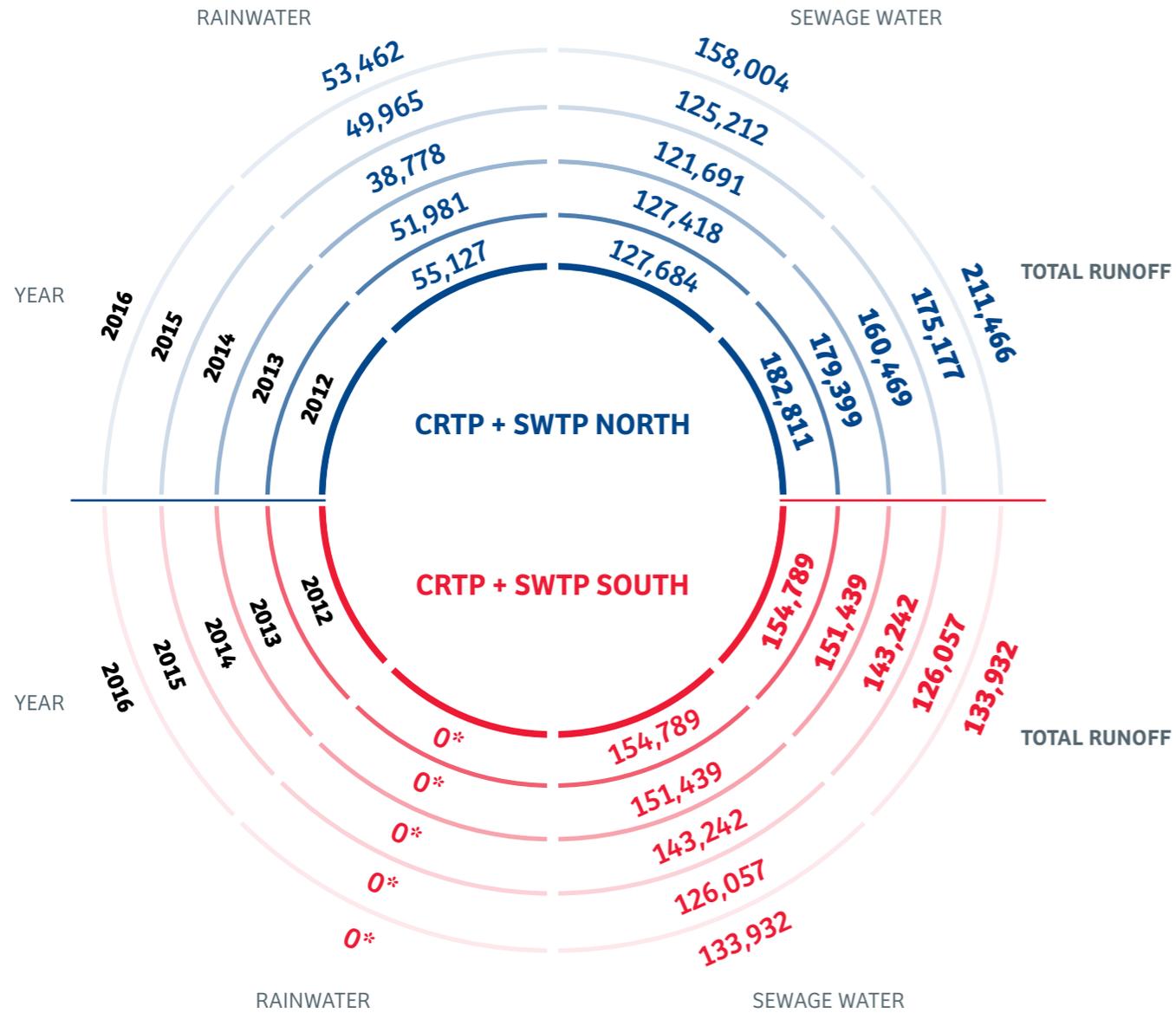
### GROUNDWATER PROTECTION

Regular groundwater quality monitoring was initiated at the airport and in surrounding areas in 1995. It draws on a network of approximately 50 hydrogeological boreholes, where primarily oil content and groundwater levels are monitored. At selected boreholes, chlorinated hydrocarbon content is also checked.

Treatment plants are continuously upgraded and expanded to ensure the required capacity and compliance with limits governing the discharge of waste water into surface water. In 2014, a new retention tank construction and the construction of contaminated rainwater biological purification lines at both CRTP and SWTP SOUTH commenced.

Airport development and the ongoing expansion of its infrastructure require repeated checks of the water drainage situation and ways of influencing the Únětický stream by operations of the airport's NORTH area and the Kopaninský stream by operations of the airport's SOUTH area.

AMOUNT OF WATER PURIFIED FROM 2012 TO 2016 (IN M<sup>3</sup>)



CRTP – CONTAMINATED RAINWATER TREATMENT PLANT

SWTP – SEWAGE WATER TREATMENT PLANT

\* Not biologically cleansed due to the minimal content of contaminants.



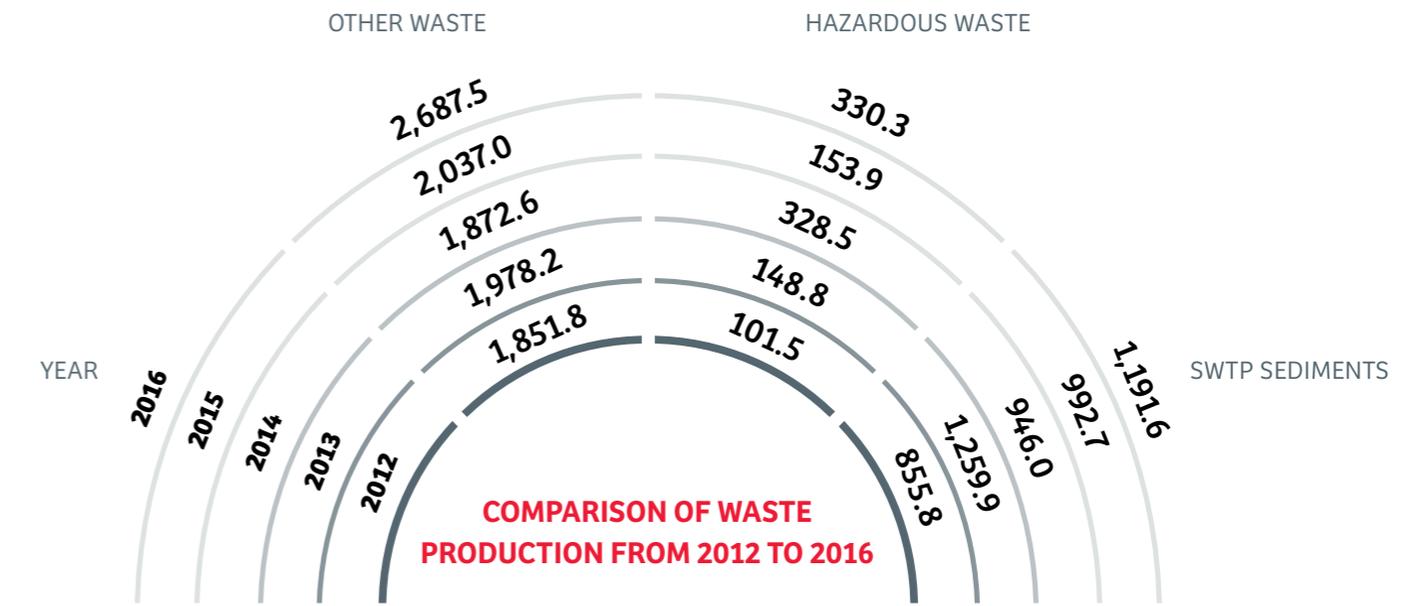
Waste Management

Long-term, we focus on waste management and strive to observe the proper waste management hierarchy with the emphasis on waste prevention. Attention is paid to sorting waste at source. Collecting different types of recyclable waste (i.e. iron, paper, plastic, glass, drink cartons and aluminium cans) separately, we attempt to maximise the material recovery of secondary raw materials. Biodegradable waste from gardening is composted, catering waste from restaurants is reused in a biogas

plant. Joining a collective take-back system for used products makes it possible to recycle non-ferrous metals, iron and plastic from broken electrical appliances, and recycling refrigeration equipment can help to protect the Earth's ozone layer.

Prague Airport provides waste management services to all holding companies and to other subjects active at the airport.

SHARES OF INDIVIDUAL TYPES OF WASTE GENERATED IN 2012 TO 2016 PER T/YEAR



Working with the Ecobat company, we managed to increase the efficiency of used battery takeback by increasing the number of collecting points at Václav Havel Airport Prague. ECOCHEESE containers and Maxitube cylinders are now available at the airport.

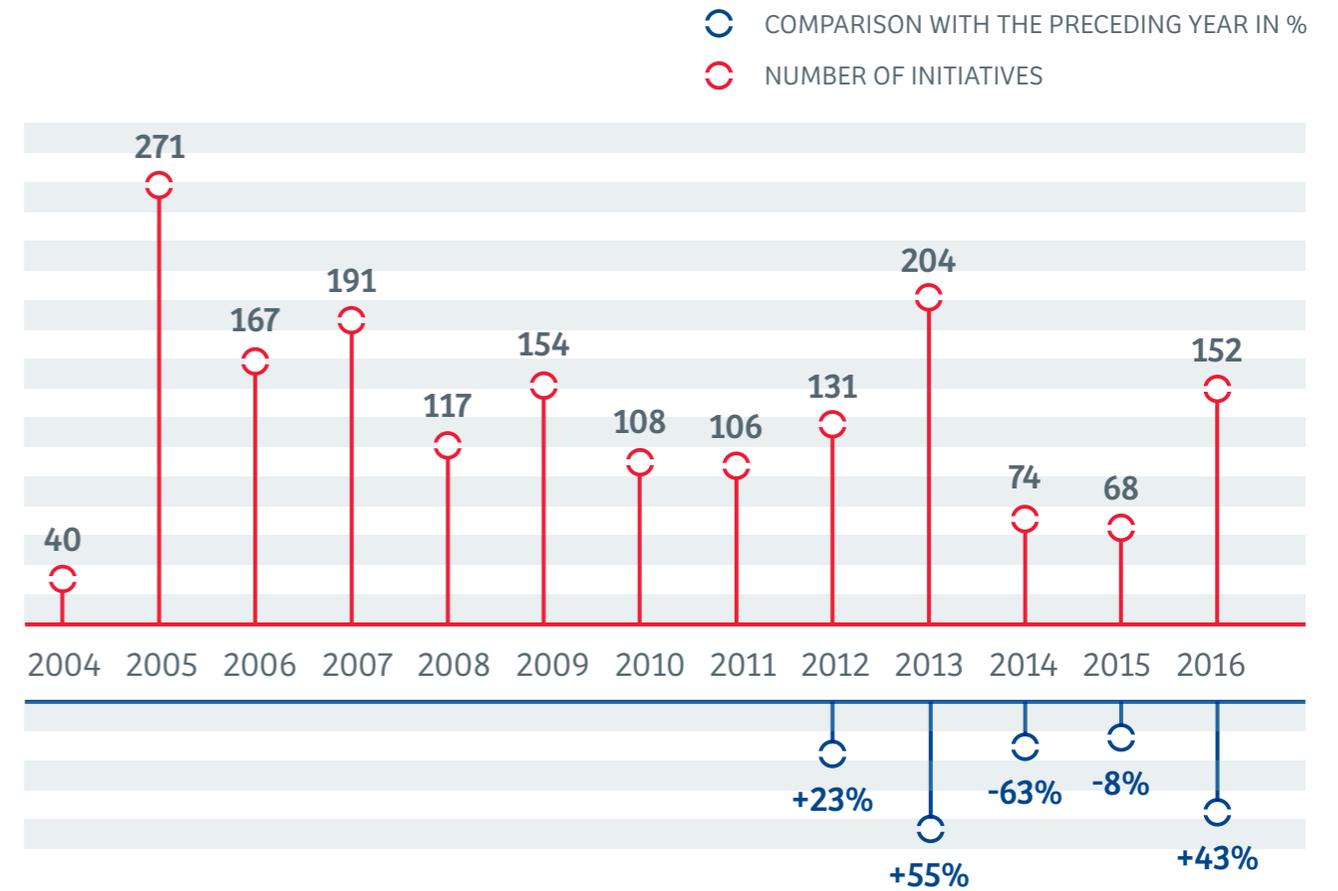


## Handling Environmental Initiatives

All environmental management suggestions delivered to the company electronically, by mail or by telephone, are recorded upon receipt, placed in a group of initiatives based on their content and processed consecutively by a specialist from the Environmental Department.

In 2016, 152 environmental initiatives were received. The authors were mostly interested in air traffic noise, the parallel runway construction and noise abatement measures. A significant increase in initiatives was recorded during the repair of a taxiway which resulted in the partial transfer of air traffic to the runway besides the taxiway. Organisational air traffic shifts are almost always connected with increases in enquiries and complaints regarding the noise situation, despite all timely external communication of the planned exception. In our attempts to provide interested parties with easy access to information, we publish the use of individual runways online, on the airport's website.

NUMBER OF EI PER YEAR FROM 2004 TO 2016



2012 – 2016 EI DEVELOPMENT

Period/Complaints	Noise	RWY enquiries	Questions	Pursuant to section 106	Out of sum total referencing GR/maintenance
<b>2012</b>	99	12	14	6	<b>56</b>
<b>2013</b>	179	5	13	7	<b>143</b>
<b>2014</b>	65	2	4	3	<b>0</b>
<b>2015</b>	50	5	10	3	<b>2</b>
<b>2016</b>	129	8	7	8	<b>77</b>

EI – REFERENCING GR/MAINTENANCE

RWY – RUNWAY

GO – RWY GENERAL REPAIR

## 8. Assistance and Support of Local Communities

To safeguard the airport's sustainable development, it is important to behave in a way that promotes quality neighbourly coexistence. Prague Airport engages in ongoing dialogue with its neighbours, in particular the representatives of municipalities and Prague boroughs affected by air traffic. It also draws on other forms of communication that bring it into direct contact with the public. The existing, well-working co-operation is underpinned by several pillars, the most important undoubtedly being financial assistance, while other forms of help also contribute significantly to the fostering of good relations with local communities. It is our goal to keep the status of "good neighbour".

### THREE PILLARS UNDERPINNING OUR CO-OPERATION WITH LOCAL COMMUNITIES:

- > **REGULAR GRANT PROGRAMMES**  
providing financial assistance to municipalities and Prague boroughs affected by air traffic and non-profit and public benefit organisations active therein
- > **OPEN COMMUNICATION AND ONGOING DIALOGUE**  
with our neighbours with the goal of providing them with regular updates regarding important issues and thus fostering mutual trust
- > **ACTIVE SEARCH FOR OPPORTUNITIES OF WORKING TOGETHER** and providing support to local communities

**FOSTERING GOOD RELATIONS WITH LOCAL COMMUNITIES IS IMPORTANT TO US**

### EMPLOYING PEOPLE FROM AIRPORT-SURROUNDING AREAS

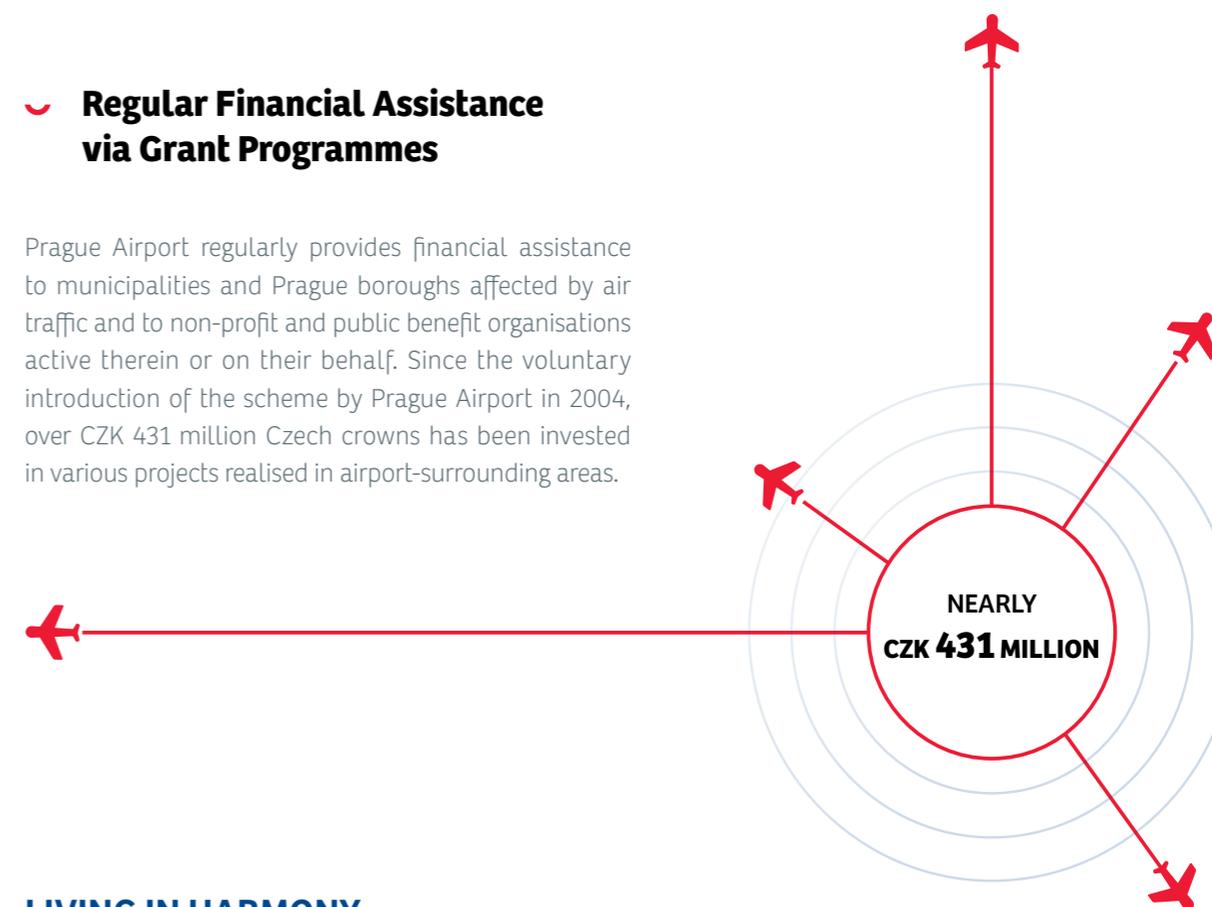
Company	Prague 5	Prague 6	Prague - West	Kladno municipality	Residing in airport's vicinity	Overall number of employees
ČAH	9%	8%	13%	24%	55%	353
LP	5%	8%	6%	45%	64%	1,866
CSAH	9%	9%	7%	33%	57%	597
CSAT	5%	11%	11%	28%	55%	765
<b>Celkem</b>	6%	9%	8%	37%	60%	3,581

ČAH – Czech Aeroholding  
PA – Prague Airport

CSAH – Czech Airlines Handling  
CSAT – Czech Airlines Technics

## Regular Financial Assistance via Grant Programmes

Prague Airport regularly provides financial assistance to municipalities and Prague boroughs affected by air traffic and to non-profit and public benefit organisations active therein or on their behalf. Since the voluntary introduction of the scheme by Prague Airport in 2004, over CZK 431 million Czech crowns has been invested in various projects realised in airport-surrounding areas.



## LIVING IN HARMONY GRANT PROGRAMME

The Living in Harmony grant programme focused on the support of environmental activities and improvements to the environment has been organised every year since its launch in 2004. Funds for projects focused on one of the pre-defined environmental areas (air and water protection, greenery care, waste management and noise protection) may only be applied for by the respective municipal or local councils, members of the Association of Legal Persons Affected by Air Transport.

In 2016, funding totalling CZK 24,032,095 was distributed under the programme. The allocated funds were invested in regular maintenance and reconstruction of public areas and green spaces, construction of water and sewage systems, reconstruction of a waste water treatment plant, removal of illegal landfills and large waste, construction of bicycle paths and more.

**PRAGUE AIRPORT HAS ALREADY INVESTED OVER 287 MILLION CZECH CROWNS IN ENVIRONMENTAL PROJECTS IN ITS IMMEDIATE VICINITY**



Reconstruction of the Panský Pond, Including Bank Reinforcement, in the Jeneč Municipality



Cultivation of Public Space in Řepy, Prague



OVER 370 PROJECTS WORTH **84 MILLION CZECH CROWNS** WERE FUNDED IN THE NINE YEARS OF THE PROGRAMME EXISTENCE

## GOOD NEIGHBOUR GRANT PROGRAMME

This grant programme has been established to assist other aspects of the everyday lives of local communities, projects in the arts, sport, education, healthcare and social work. Funds under this programme can be drawn by both

municipalities and boroughs, as well as civic associations and other organisations active in the airport's immediate vicinity. In 2016, Prague Airport distributed CZK 9 million under the programme across the age and interest spectre.



Children in Tuchoměřice enjoy a new playground



The Saint Charles Borromeo Home also received funds for their care provided to ill seniors



The Rosénka Folk Ensemble funded a new cimbalom, thanks to Prague Airport's support



Prague Airport financially aid Biological Olympiad organised by the Czech University of Life Sciences Prague



## Other Forms of Aid and Co-operation

### ENVIRONMENTAL EDUCATION FOR CHILDREN

Since 2012, Prague Airport has organised environmental classes with Mr Bee for pupils attending Primary Schools in airport-surrounding areas. A series of themed lectures in a fun and informative manner for fourth and fifth graders is incorporated in the curriculum. The goal of the programme is to enhance environmental awareness and provide information about ways of handling environmental issues at Václav Havel Airport Prague and other places. There are four lectures, connected with airport operations and the environment of the airport-surrounding areas, namely noise, emissions, water cleansing and protection, waste and recycling.

### WE LOOK FOR FURTHER OPORTUNITIES FOR CO-OPERATION AND SUPPORT OF SURROUNDING COMMUNITIES USING OUR RESOURCES

### ACTING NEIGHBOURLY

Prague Airport strives to be a good neighbour to its immediate vicinity and not only through financial aid via its grant programmes, but also by providing occasional support in the form of consultations by airport experts and the provision of state-of-the-air airport equipment. This often represents great help and solves problems without the need of contacting specialised companies. Such neighbourly aid includes pruning large trees, arranging transport for seniors and children from orphanages, the option of using airport medical emergency services and fire-fighting units, partnership on various events organised by local communities and more.

### THE OPTION OF TOURING AIRPORT FACILITIES WORKING WITH MUNICIPAL AND LOCAL COUNCILS, AIRPORT TOURS ARE OFFERED TO VARIOUS GROUPS OF RESIDENTS FROM AIRPORT-SURROUNDING AREAS.

### THE QUIETEST AIRLINE CONTEST

'The Quietest Airline Contest' is organised every year to motivate airlines to pursue a constructive approach to environmental protection and a considerate approach to municipalities and boroughs in the airport vicinity.

Noise levels, adherence to flight routes and aircraft load factors per individual airlines are evaluated during the summer season when operations at Václav Havel Airport Prague are the most intense.



In 2016, KLM Royal Dutch Airlines won the title of the Quietest Carrier servicing Václav Havel Airport Prague



Over 1,600 Primary School pupils from airport-surrounding areas attended environmental classes in 2016



## PERMANENT MEDICAL SERVICES FOR THE GENERAL PUBLIC

A contractual partner, First Aid workers of the Association of the Samaritans of the Czech Republic (ASCR), provides permanent medical services at Václav Havel Airport Prague. Prague Airport, as part of its good relations with the neighbouring areas, offers residents of surrounding areas the option of using the modern facilities and equipment of its medical unit in cases of medical emergencies, treating both children and adult patients.



## 9. Support of the Non-Profit Sector

Our corporate philanthropy policy primarily focuses on the airport's immediate surroundings and local communities. However, we also wish to use our resources in support of projects outside the area. In the non-profit sector, we see our contribution in partnerships rather than passive subventions. We place great emphasis on the active involvement of our employees in the decision-making process, thus showing them our appreciation of their contribution to successful operations of the company, the vital condition for all Corporate Social Responsibility (CSR) activities.

### ✓ We are a Partner of the People in Need Organisation

People in Need, helping those in need both locally and internationally, has been our long-term partner in our support of the non-profit sector for their guarantees of well-invested aid and transparency. There are several aspects to our continued partnership. Every year, a collection is held among employees, with the employer matching the amount of each individual employee contribution, and directed towards one of the organisation's development projects. We also provide airport space for promotional activities of the organisation, for example by hosting exhibitions mapping their activities or placement of promotional banners. We also contribute funds towards selected one-off projects.

**WE FEEL OBLIGED TO HELP  
THOSE LESS PRIVILEGED**



## WINGS OF HELP Grant Programme

Alongside regular financial aid to areas directly neighbouring the airport, the Czech Aeroholding Group supports various charity events. A financial assistance programme, 'Wings of Help', to support selected humanitarian, social and medical projects, is run every year.

Many relevant requests are received. Therefore, in 2016, the privilege to select which projects are to receive financial aid was delegated to Group employees. Five projects were selected based on the results of a vote.

**Airport employees made it possible for Hyneček, five years of age, to undergo special rehabilitation worth 100 thousand Czech crowns, which he needed in order to return to a regular lifestyle after a serious swimming pool injury. Jedlička's Institute Foundation** received financial aid for barrier-free transport of Jedlička's Institute and Jedlička's school clients, while **IMPULS Endowment** received funds for the rehabilitation of patients with multiple sclerosis. **EDA CZ** also received funding for the rehabilitation of visually-impaired children, children with combined disabilities and their families. Last, but not least, **Smíšek civic association**, which helps children from a socially-challenged environment, was able to send their small clients to a kindergarten in the countryside for the first time, thanks to Prague Airport's support.

## Employee Volunteering

CSR is not only about money. Often, a price tag cannot be put on time. Our employees may dedicate the equivalent of a day's work to a non-profit organisation.



## Public Collections

Airport premises are an attractive location for holding public collections. Thus, we support selected non-profit organisations in this way. The proceeds from four collection boxes are divided among 8 organisations carefully selected to represent a wide range of worthy causes.

Traditionally, at the beginning of the year, we join the largest public collection in the Czech Republic, the Three Kings Collection. Proceeds from the event organised by the Czech Catholic Charity are used for help to the ill, handicapped, seniors, mothers with children in need and other socially-challenged groups.

- > ČESKÁ SPOLEČNOST AIDS POMOC, O.S.
- > CENTRUM PARAPLE, O.P.S.
- > NADACE NAŠE DÍTĚ
- > DĚTSKÝ DOMOV Kladno
- > KLUB PŘÁTEL DĚTÍ DĚTSKÝCH DOMOVŮ, O.S.
- > FOD – KLOKÁNEK V HOSTIVICI
- > ČLOVĚK V TÍSNI, O.P.S.
- > NADACE TAŤÁNY KUCHAROVÉ  
– KRÁSA POMOCI

