

COMPANY POLICY STATEMENT

Fraport Twin Star Airport Management AD (hereinafter referred to as **Fraport TSAM AD**) is a part of the Fraport Group, a world-renowned provider of high-quality airport services and operator of 29 airports all around the world, having their headquarters in Germany, at Frankfurt airport.

In 2006 **Fraport TSAM AD** entered into **35-year** Concession Agreement with the Bulgarian government for the modernization and development of the international airports Burgas and Varna. Throughout the concession period the company will invest **EUR 403 mil.** in both airports.

The company employs more than **600 permanent employees** and **more than 1200 temporary employees** in the high summer season. We serve more than **4,6 mil. passengers** from/to **174 destinations** in Europe, Asia and Africa and more than **95 airlines**. The number of the employed staff increases every year with the traffic growth.

Providing world-class high-quality services, safe, efficient and commercially profitable management of the airports in Varna and Burgas is a priority for **Fraport TSAM AD**.

The goal of **Fraport TSAM AD**, which we want to achieve as a company is expressed with our **VISION**:



We achieve it through our **MISSION** by defining *what, why* and *how* we do it?

-  **We provide you with the opportunity to travel across the world.**
-  **We contribute to the sustainable growth of the Black Sea region.**
-  **Our high-performing team understands your needs and cares for you.**
-  **We put our hearts and minds to contribute to your pleasant journey.**

We are convinced that **sustainable business** is a key prerequisite for the ability of our company to meet future challenges and it provides a stable foundation for our leadership position in the aviation industry.

Our approach is aimed at achieving a balance between the expectations and the objectives of all involved stakeholders through acting responsibly towards each of them:

For our Customers: Providing safe and reliable air travel is our daily priority. It is of highest importance to us the satisfaction of our customers, which we have also announced in our **Safety Policy, Compliance Policy and Code of Conduct**.

For our Employees: To ensure safe and healthy working conditions, providing training and career development, fair and competitive salaries in accordance with the personal performance, observing human rights and labour standards, which we have announced in our **Compliance Policy and Code of Conduct for Employees**.

This Company Policy Statement has been approved by the Management Board on 28.11.2017.

For the Environment: We protect the environment by using responsibly the natural resources and we aim at conserving them, which we have announced in our **Compliance Policy and Code of Conduct**.

For the Region: We encourage culture, education and sport, support people with health problems or disadvantaged groups; we provide optimal business conditions for lessees and concessionaires at our airports; we observe the principles of the United Nations Global Compact on Corruption Prevention and support the fair competition, which we have announced in our **Social Policy and Supplier Code of Conduct**.

For our Shareholders: We strive for business success in the long run. We achieve this success with honest and consistent corporate governance, which we have announced in our **Compliance Policy and Code of Conduct**.

For the State: We commit to observing the laws and maintaining the internationally approved standards, guidelines and principles, which we have announced in our **Compliance Policy and Code of Conduct**.

Our primary corporate OBJECTIVES are as follows:

-  **Customer:** We focus on the customer with excellence and care.
-  **Culture:** We inspire personal development through training, motivation and recognition. We are great place to work.
-  **Challenge:** We attract more traffic all year round.
-  **Capacity:** We maintain and develop world-class infrastructure in line with traffic growth.
-  **Community:** We reach new heights of corporate social responsibility.
-  **Champion:** We do business successfully.

All our daily activities are based on our core **VALUES**:

-  **Excellence:** We set high targets and always seek to reach new heights. We focus on success and perfection.
-  **Integrity:** We are consistently open, ethical and genuine.
-  **Reliability:** We are reliable and accountable for our actions and results. We always keep our word.
-  **Commitment:** We put our hearts and minds into our work to reach the best results.
-  **Respect:** We appreciate others and recognize their abilities and dignity.
-  **Teamwork:** Each of us possesses unique culture and talent. We believe that together we perform better.
-  **Trust:** We believe in integrity, professionalism and the positive attitude of others.

Fraport TSAM AD ensures that this Company Policy Statement is:

- announced, made available to all employees of the company, understood and applied at all levels of the organization
- made accessible to all our shareholders and respectively stakeholders and to the public
- continuously updated and improved, as well as the integrated management systems.



Ulrich Hepp
Chief Executive Officer



Rossen Philipov
Chief Financial Officer



Nikolay Sekalov
Chief Coordinating Officer