

**COMPANY POLICY STATEMENT**

**Fraport Twin Star Airport Management** (hereinafter referred to as **Fraport TSAM**) 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** entered into **35-year, prolonged in 2022 for another 5-year until November 2046** Concession Agreement with the Bulgarian government for the modernization and development of the international airports Burgas and Varna. Throughout the whole concession period the company will invest overall **EUR 413 million** in both airports.

The company employs more than **830 full time employees**. Before the Covid-19 pandemic, in 2019 **Fraport TSAM** served more than 4.9 million passengers from 230 destinations in Europe, Asia and Africa and more than 105 airlines. After the start of the pandemic, traffic is gradually recovering, and in 2022 more than 2.9 million passengers are expected to be served from 155 destinations from Europe, Africa and Asia and more than 77 airlines.

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**.

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



**Our airports are a role model & a strong partner for the sustainable development of the Bulgarian Black Sea Coast.**

**Fraport TSAM** achieve it through our **MISSION**:



**With our strong team spirit, innovative technology & unique style, we inspire the communities of the Black Sea Coast to create a sustainable future & a pleasant journey for everyone.**

**Fraport TSAM** 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, **Fraport TSAM** are committed to the main goal of the global airport industry against climate change through achieving sustainable management and efficient use of natural resource incl. full decarbonization until 2050 (Toulouse Declaration). Both **Fraport TSAM** airports achieved Level 2 "REDUCTION" by Airport Carbon Accreditation (ACA). As a part of Fraport Group, **Fraport TSAM** declare our commitment to achieve Net Zero carbon dioxide (CO<sub>2</sub>) emissions by 2045 at the latest.

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 and stakeholders, which we evaluate with the provided feedback and the survey of satisfaction, thereby identifying their needs. **Fraport TSAM** apply a systematic approach to quality management and continuous improvement by maintaining a certified system conforming to the international standard ISO 9001:2015.

**This Company Policy Statement has been approved by the Management Board on 1.11.2022**

**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 preventive measures before the occurrence of work accidents and professional diseases, developing programs, processes and methods for identifying risks and taking adequate measures to protect against them, building a culture of safety through the commitment of employees at all levels, which we have announced in **Code of Conduct for Employees**.

**For the Environment:** Development of all activities and processes in **Fraport TSAM** in a way that considers the context, risks and environmental aspects, subject to the following guiding principles:

- *Environment protection by reducing the impact of the aviation noise, the purity of atmospheric air, water and improving waste management;*
- *Monitoring and measurement, where applicable, of key characteristics of processes and activities having a significant impact on the environment;*
- *Compliance with the normative and voluntarily accepted requirements for environmental protection, related to the activities of Fraport TSEM.*

**For the Region:** **Fraport TSAM** 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:** **Fraport TSAM** 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 Management System and Code of Conduct**.

**For the State:** **Fraport TSAM** 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**.

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



**RESPECT  
RELIABILITY  
COMMITMENT**

**Fraport TSAM 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.



**Dr. Frank Quante**  
Chief Executive Officer  
Chief Business  
Development Officer



**Rossen Philipov**  
Chief Financial Officer



**Nikolay Sekalov**  
Chief Coordination Officer