

SUSTAINABILITY REPORT
2022





Movement is what we're all about.
From check-in to boarding.
From boarding to new discoveries.
Everything happens between arrivals and departures.

We are the origin and the destination. Welcome and bon voyage.
We're in the first café and the last call.

We move people and companies. Commitments and promises.
Nostalgia and emotions.

We are a connection point. Pause. Book. Meal.
The route of each piece of luggage, each metre of runway,
taking off and landing.

We are a world preceding another that's waiting for us.
And we do everything we can to make it better and better.
Greener. Fewer emissions and less waste.

We move the communities and regions where we operate.
We lift up the entire country.
We take care of our staff and we try to help them go further.

We're one, united by this goal:
Moving a more sustainable world and taking everybody
with us on this journey.

Together for positive mobility.

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Air transport allows people to travel long distances quickly and safely, freeing them from the constraints of the ground. Airports are the points of departure and arrival in these ordinary acts of magic that are so extraordinary that they allow people to go from one part of the planet to another in just a few hours.

This magic of travel, this affordable adventure, invariably starts in an airport when we read the names of all these destinations on the information screens, where they never seemed so close.

The opening up to the world provided by the different actors in air transport goes much further than the emotional component. Air connectivity allows millions of people to work, meet up with their family and friends and to visit new places. These journeys, which make authentic and irreplaceable human contact possible, also stimulate the economy and create jobs and value for all.

For this mobility to be sustainable, which is essential for positive external factors, its impacts must be reduced and compensated, particularly environmental impacts.

ANA Aeroportos de Portugal decided to publish an in-depth study carried out in 2022 in this first ESG report, with the aim of defining its role as an actor in the city and in the environmental, social and governance components.

This role is in line with the commitments of the VINCI Group and VINCI Airports and incorporates the observations made by the stakeholders, who I would like to thank for their valuable contribution. It comes in the form of clear, quantifiable and measurable goals that are aimed at going beyond the guidelines established in international agreements (the Paris Agreement) and the GRI measuring criteria.

This document is therefore the collective roadmap that all of us working at ANA have undertaken to adopt and implement in our activities so that we can reaffirm our contribution and the positioning of ANA and VINCI as a private public utility partner.

Thierry Ligonnière, Chair of the Executive Committee



1. ABOUT US

Movement is what we're all about.

From check-in to boarding.

From boarding to new discoveries.

Everything happens between arrivals and departures.

We are the origin and the destination. Welcome and bon voyage.





ANA AT A GLANCE

ANA Aeroportos de Portugal, S.A. (“ANA” or the “Company”) operates the public airport support service for civil aviation in Portugal under a concession agreement. It is 100% held by VINCI Airports and has a 100% holding in Portway, S.A., its handling subsidiary. It also has a holding of around 30% in Cabo Verde Airports, S.A., 51% in PTDF - Portugal Duty Free, Lda. through a joint venture with AER Rianta International and 3.89% in Futuro - Sociedade Gestora de Fundos de Pensões, S.A.

The **mission** of ANA is to efficiently manage the airport infrastructure in its care, connecting Portugal to the world, and to contribute to the economic, social and cultural development of the regions where it operates. Its mission also involves offering its customers a high quality service, creating value for the shareholder, managing its environmental impacts and assuring high levels of professional training and motivation in its staff.

Values

Customer focus

All of the Company’s activities are oriented towards the purpose of serving customers and dealing with their needs and concerns.

Responsibility

Thoroughness, professionalism and integrity in its relations with its customers, national and local communities, shareholders and internal and external partners.

Innovative and competitive spirit

Continuous improvement efforts based on open-mindedness and creativity in management practices.

Team spirit

Communicating, sharing, informing, making partnerships, understanding individual work as part of the whole.

Staff development

Commitment to professional and personal growth in themselves and others.

Results-oriented

Commitment to and diligent in achieving ambitious goals.

ABOUT VINCI AIRPORTS

VINCI Airports operates 65 airports in 12 countries in Europe, Asia and the Americas. The company employees over 12,000 people worldwide and its airports are used by over 250 million passengers per year.

CONNECTING PORTUGAL TO THE WORLD SINCE 1998

The history of ANA - Aeroportos de Portugal, S.A. was given a new boost in 1998 as a result of the splitting up of Empresa Pública de Aeroportos e Navegação Aérea into two different companies. The Company retained its corporate goal of providing a public airport support service for civil aviation, with the responsibility for the public airport support service for civil air navigation being transferred to Navegação Aérea de Portugal. Privatised in 2013, its operation was transferred to VINCI Airports under a concession agreement for a period of 50 years.

ANA’s corporate governance consists of the General Meeting, the Board of Directors, the Supervisory Board and the Executive Committee. The Executive Committee is responsible for the day-to-day running of the Company and the effective implementation of the strategies and policies approved by the Board of Directors. It is made up of the Chairman and CEO of the company and other executives nominated by the Board of Directors, who are responsible for specific areas such as operations, finance, marketing and human resources. Learn more about the **structure** and **composition** of the governing bodies on the website.



General indicators for 2022



EUR 903.2 million
Turnover



72,4%
Aviation turnover



27,6%
Turnover
Extra aviation



4.547
Service providers
that used ANA facilities



10
Airports



1.136
Staff



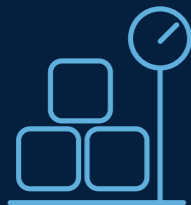
40.031
Training hours



55.7 million
Passengers carried



407.528
Commercial aircraft
movements



210.408
Tonnes of cargo
processed



475.344 GJ
Energy consumed



655.369 m³
Water consumed



7.547
Tonnes of waste
produced



10 REALITIES, ONE MISSION

ANA is currently responsible for managing 10 airports:

On **mainland Portugal** Lisbon – Humberto Delgado Airport (LIS), Porto – Francisco Sá Carneiro Airport (OPO), Faro – Gago Coutinho Airport (FAO) and Beja – Beja Civilian Terminal (BYJ).

In the **Autonomous Region of the Azores** Ponta Delgada – João Paulo II Airport (PDL), Horta – Horta Airport (HOR), Santa Maria – Santa Maria Airport (SMA) and Flores – Flores Airport (FLW).

And in the **Autonomous Region of Madeira**, Madeira Airport (FNC) and Porto Santo Airport (PXO).

This network has a **wide diversity** of local contexts and realities, from regional airports to European tourist airports, but they are all guided by the same **mission**. The daily challenge includes fulfilling its responsibilities by following the highest standards of quality, efficiency and respect for the community, the environment and the stakeholders, adjusting the activity to the different local realities. From these many dimensions comes an enormous wealth of learning and experiences.

IN THE FIRST PERSON



“There are 10 airports with 10 different realities and it is in this diversity that our greatest strength lies, in the certainty that they all contributed with the best of what they have. In early 2022, faced with an economic framework that still reflected the impacts of a global pandemic, ANA outlined an ambitious operating strategy aimed at improving efficiency and creating value, based on the experience, quality and capacity for mobilisation of its employees, in a sustained offer of services, rational and planned business management and the active search for partnerships with its stakeholders and its communities. It is therefore through this integrated approach to the reality, using economic, social and environmental pillars, that achieving the priority of implementing excellent management aimed at sustainable development comes to life, where the different reality at each one of our airports contributes actively to this common journey. We work to make ANA an increasingly sound and profitable Company, but also one that is socially and environmentally just in each one of the regions, integrating the difference in the local realities into an identity matrix for the Company.”

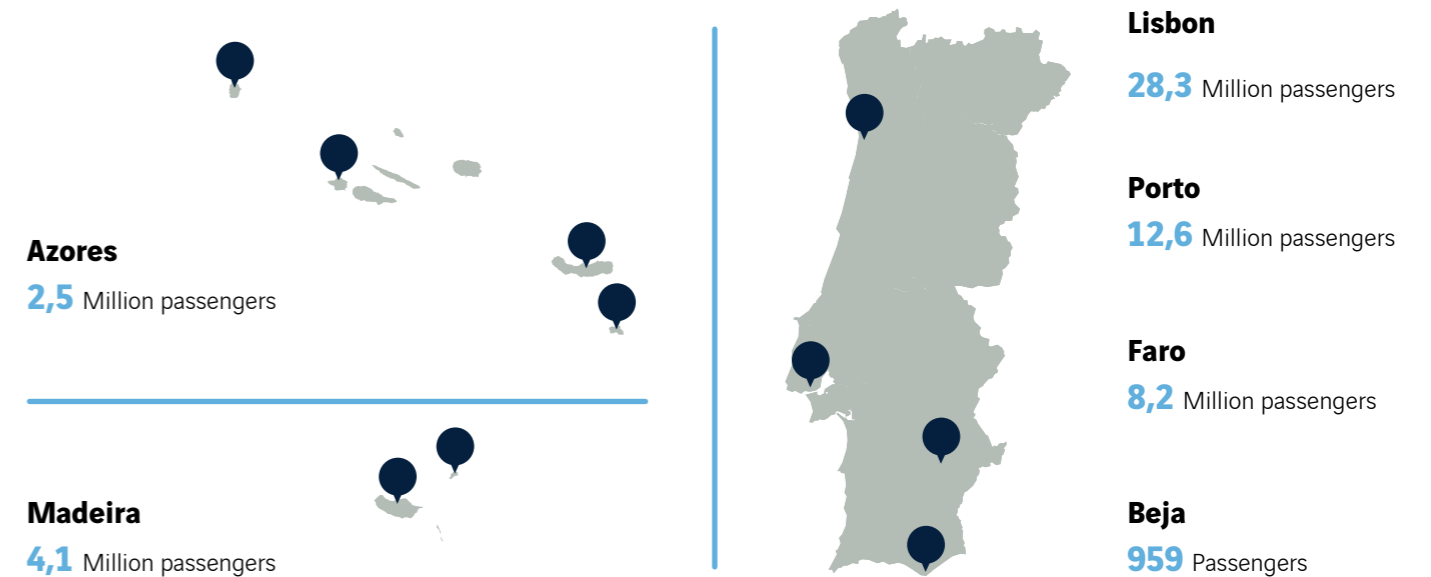
Chloé Lapeyre, Chief Operational Officer

Specific indicators by region

55,7 Million passengers

+ 123,8% Change 2022/2021

-5,8% Change 2022/2019



The next page gives a more detailed look at each region. [→](#)



Specific indicators by region (contd)

Lisbon

- 261 staff
- 28,3 million passengers
- 196.016 aircraft movements
- 155.818 tonnes of cargo
- 4,72 km²
- 47 regular airlines
- 155 extra aviation customers

Porto

- 126 staff
- 12,6 million passengers
- 88.689 aircraft movements
- 43.208 tonnes of cargo
- 3,35 km²
- 26 regular airlines
- 89 extra aviation customers

ACI **“Best Airport 2022”** award in the 10-25 million passengers category. Learn more [here](#).

Faro

- 130 staff
- 8,2 million passengers
- 51.810 aircraft movements
- 7 tonnes of cargo
- 2,35 km²
- 28 regular airlines
- 58 extra aviation customers

Beja

- 6 staff
- 959 passengers
- 6 aircraft movements
- 0 tonnes of cargo
- 1,10 km²
- No regular airlines
- 10 extra aviation customers

Azores

- 97 staff
- 2,5 million passengers
- 31.170 aircraft movements
- 7.405 tonnes of cargo
- 1,44 km² Ponta Delgada
- 3,07 km² Santa Maria
- 0,55 km² Horta
- 0,27 km² Flores
- 14 regular airlines
- 51 extra aviation customers

Madeira

- 177 staff
- 4,1 million passengers
- 30.518 aircraft movements
- 3.970 tonnes of cargo
- 1,03 km² Madeira
- 1,36 km² Porto Santo
- 27 regular airlines
- 60 extra aviation customers



A HIGH-IMPACT ACTIVITY

Positioning itself as an airport manager of recognised competence, assuring performance based on the trust of its partners and customers and aimed at profitability and sustainability – **this is the ANA vision.**

The day-to-day running of the airport involves orchestrating a very large number of businesses and partners, whose cooperation should result in the best experiences for the passenger and for other stakeholders.

Business

ANA's operations include all of the aviation and extra aviation business areas, as well as the services provided by Airport Security and Assistance for Passengers with Reduced Mobility.

Learn more about our performance in the business area in the [2022 Annual Report](#).

56%

The **Aviation** business includes infrastructure management for passenger and cargo air traffic, as well as the provision of airport, passenger, baggage, cargo and mail support services (handling) on the ground.

31%

The **Extra Aviation** business includes the operation of commercial and advertising spaces in the airports, as well as real estate (buildings connected to airport operations, commercial buildings for use as offices, warehouses and hotels), service stations, car parks and rent-a-car services.

13%

The components of **Airport Security** and **Assistance for Passengers with Reduced Mobility** are subject to autonomous regulation. The fees are used to fund services that protect people and goods against unlawful acts and assistance for people with reduced mobility who are travelling by air.

Strategic guidelines

In the next five years, ANA's strategy will be focused on sustained and sustainable development of air traffic and extra activities as a fundamental support for developing the company's activities in every way, including plans of an operational, environmental and social nature.

The strategy outlined and contained in the 2023-2027 Strategic Plan focuses on goals related not only to increasing traffic and extra aviation activities, but also on the provision of safe, quality airport services, improving the passenger experience, optimising airport capacity, operational efficiency, environmental sustainability and building closer relationships with our stakeholders.

Therefore, seven strategic guidelines have been defined for the coming years and these will guide the company's decisions and actions. For each one of the strategic guidelines, actions to be implemented – priorities – are identified, both centrally, working closely with VINCI Airports and benefiting from its experience and expertise as a benchmark airport manager, and at each airport in the network, at a more local level, in accordance with the different realities.

STRATEGIC GUIDELINES 2023-2027

- Development of the aviation business and increasing air traffic
- Development of the extra aviation business
- Optimisation of airport capacity
- Continuous improvement of operational efficiency and service quality
- Sustainable development of the airport business
- Building closer relationships with stakeholders
- Security, safety and regulation



IN THE FIRST PERSON



"2022 was a year of significant growth for ANA and the majority of other companies operating in our airports. Even so, our labour and financial commitments to sustainability are stronger than ever, with the goal of achieving the demanding goals set for 2030 in good time. We are moving forward firmly with the decarbonisation of our sector and the well-being of our employees, devoting the necessary resources and being aware that our long-term growth capacity now depends on our capacity to eliminate the negative impacts of our airports in local communities and in the environment. This commitment to sustainability is a clear sign of our intention to "protect" the mobility that aviation brings for people and goods. I am proud of what we have already done and I have great hopes for what we are going to do. I unreservedly thank our shareholder for its support, which is vital for the success of a policy that will undoubtedly signify an important economic effort. For us at ANA, this decade will be the decade of the green transition - Force for Good"

Raphael Pourny, Chief Financial Officer

THE NEW LISBON AIRPORT

The concession agreement establishes traffic levels for Humberto Delgado Airport which make it necessary to identify and implement a capacity expansion solution.

As manager of this fundamental infrastructure for the economy of the country, ANA notified the Portuguese state of the scope of the levels defined, setting the expansion process in motion. During the development of this process, the Portuguese government decided, through Council of Ministers Resolution No. 89/2022, of 14 October, to promote a Strategic Environmental Assessment (SEA) aimed at providing the concession holder with the elements required for the final choice of the expansion solution.

This SEA is currently underway and ANA has provided it with all its knowledge and experience of airport management, the air transport economy and the associated sustainability issues.





Passion for airport management

Any airport, whatever the size, operates as a complex and delicate ecosystem with a wide range of interdependent elements and stakeholders. From aircraft to ground transport for passengers, each component of an airport represents an essential part so that the entire system can work quickly and efficiently, without compromising the safety of passengers and at the same time guaranteeing the best possible environmental performance.

ANA is responsible for the management and coordination of 10 airport ecosystems in Portugal, each one of them divided into Airside and Landside and whose main elements are shown below:

Runways and taxiways

Places where aircraft circulate, main structure of the airport.

Firefighters

Responsible for firefighting and preventing emergency situations and equipment maintenance, guaranteeing a response time of less than three minutes to the furthest point in the airport, 24 hours a day.

Noise monitoring stations

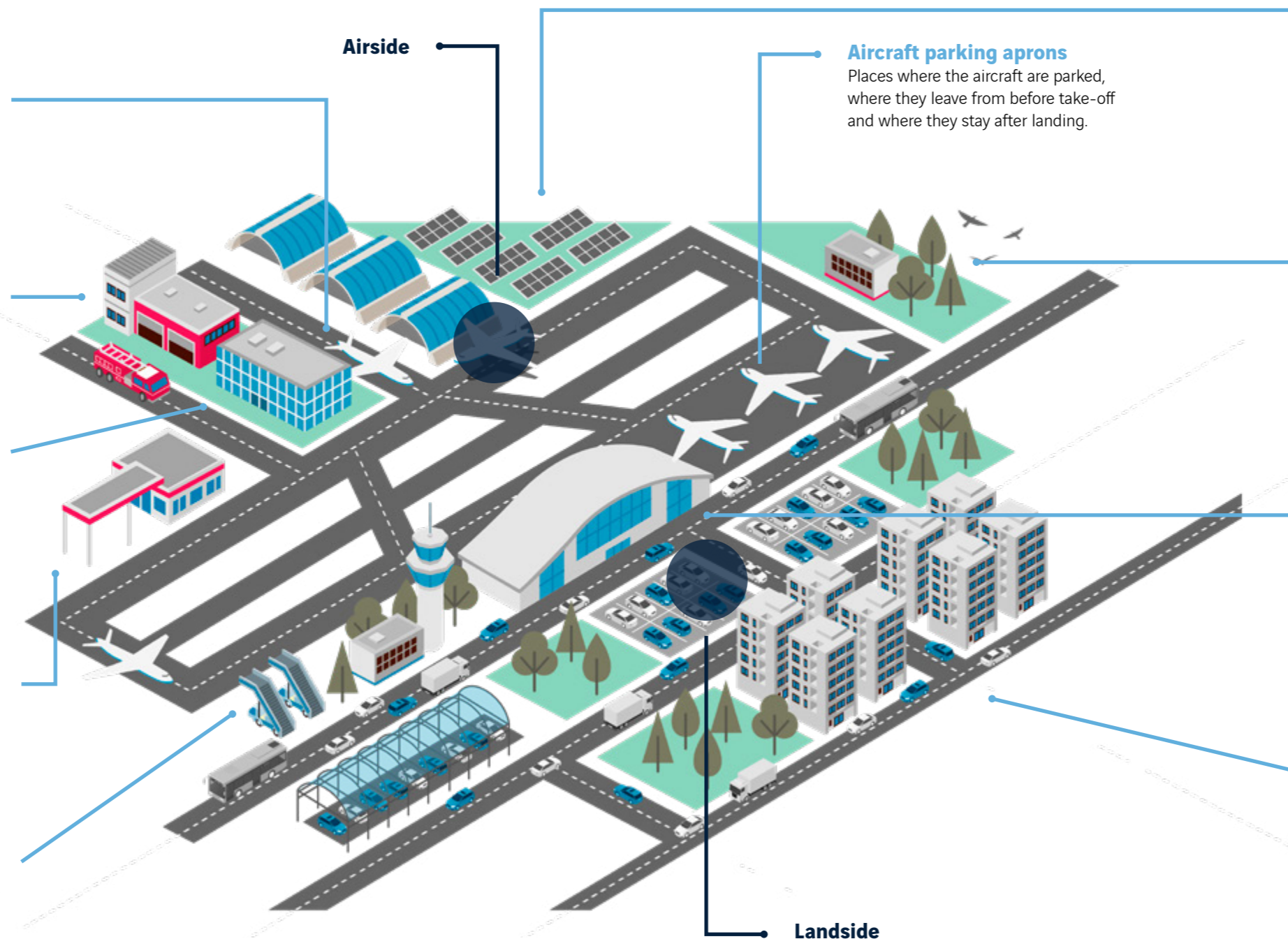
Devices positioned at strategic points for monitoring noise levels and reporting these to the competent body – the Portuguese Civil Aviation Authority (ANAC). Learn more about our [noise management initiatives](#).

Refuelling

Refuelling points designed to meet the needs of each airport and the type of aircraft circulating there.

Handling

This involves a series of services that are managed by independent companies that organise and coordinate passenger boarding and disembarking, as well as cargo management for non-commercial flights and catering services for commercial flights.



IN THE FIRST PERSON



“Managing an airport is like managing a small city. It never stops. It always has to keep operating, irrespective of speed and traffic. It is a highly regulated, complex activity, where we must try daily to instil a culture of constant adaptation given the needs of each airport.”

João Nuno Fernandes, Head of Maintenance Services, Faro Airport

Power stations

Stations that receive and transform electricity, centres for supplying electricity to the runways and self-production of renewable energy, using solar panels can be found in the airports. Learn more about our initiatives in relation to [energy, greenhouse gas emissions and air quality](#).

Falconry

Housing for different types of birds trained to drive away other species and consequently reduce the risk of collision with aircraft, assuring the safety of operations and reducing the impact on fauna. Learn more about our [biodiversity preservation initiatives](#).

Terminal

Connection point between the airside and the landside; this is marked by the constant presence of passengers and aviation and extra aviation customers. ANA Aeroportos coordinates terminal operations and is responsible for monitoring customer satisfaction in extra aviation and among passengers, as well as implementing initiatives aimed at improving the quality of the services provided.

Local community

The local community is an extremely important stakeholder for the airport ecosystem; ANA keeps in close contact with this community and works to mitigate any negative impacts and to optimise positive impacts. Learn more about our [good neighbour initiatives](#).



In the first person | Some airport activities



“The terminal management team coordinates all the activities between passenger boarding and disembarkation. It is a constant challenge, filled with emotion, with days marked by unforeseen circumstances such as flight cancellations, delays and security issues, when it is necessary to act quickly and efficiently, guaranteeing the satisfaction of passengers and compliance with airport regulations. We work hard to ensure that each passenger feels special and that they have a unique experience.”

Nuno Silva, Terminal Operations Manager - OPO



“Being part of airport operations is not a profession, it’s a mission. We work to reach the perfect balance between safety, efficiency and the perception of service quality of the whole operation. It is to this end that we assure aircraft parking, we check and maintain increasingly higher safety standards and we plan and manage the entire infrastructure. Characterised by the high degree of responsibility and a keen sense of teamwork, we work for the sustainability of the whole operation in every sense.”

Maria Alexandre Nogueira Pinto, Airport Operations Manager - LIS



“As airfield firefighters, we are dedicated professionals specialising in safety and firefighting in airports and facilities related to aviation, playing a crucial role in prevention and emergency responses, guaranteeing the safety of the passengers, crew and airport facilities. We have specific skills and techniques for controlling and putting out fires; we are responsible for search and rescue operations, making regular safety inspections in critical areas of the airport and we make contingency plans for dealing with emergencies.”

Ricardo Espírito Santo, Head of Search and Rescue and Firefighting - FNC and PXO



“The technical teams at the airports are responsible for ensuring the correct operation of all the equipment and systems in their care so that operations run smoothly and efficiently. For this to happen, we assure the necessary assistance for our equipment, we monitor ongoing work and we work to develop and implement new solutions, side by side with our partners, adopting a proactive attitude and embracing the technological challenges in a world where the only constant is change.”

Duarte Correia, Specialist in Mechanical Engineering - Maintenance Area - FAO



“The extra aviation business is one of the main focuses of ANA and represents a significant amount of the Company’s turnover. This is a dynamic area, concerned with generating revenue but, above all, with the satisfaction of our customers. This is why we continue to invest in and focus on offering more and better products and services in the retail, rent-a-car, parking, advertising and real estate areas. ANA believes that only the involvement of all the stakeholders will make it possible to travel towards sustainability. It is essential to listen to those who are or could be affected by our Company’s activities in order to provide a transparent response to their expectations. We work in close, constant cooperation with them. This is the focus of our department!”

Nuno Moreira, Director of the Commercial Extra Aviation Department





In the centre of an ecosystem

As it is the preferred means of connecting with the rest of the world and connecting different regions in the country, ANA is very decisive for the success of Portuguese economic agents and it has a high direct and indirect impact on the Portuguese economy.

With regard to direct impacts, of note is its role in the local communities where it operates, its quality as an employer, the environmental impact of the infrastructure, the management of proximity activities and the relevance of procurement and contracting suppliers. In the case of indirect impacts, of note is the dependence of many companies and public and private entities on the airports; their performance is influenced by the activities of the airport manager.

In sector terms, the subject of accelerating the transition in the aviation industry undoubtedly carries the most structuring effects and this will be referred to in the “Transition in the aviation industry” chapter of this report.

In the operational area, of note are the limitations to airport capacity, the pressure for efficiency and cost rationalisation and the addition of new risks in the company assessment matrix, where social, environmental and governance aspects gain relevance.





AN INTEGRATED SYSTEM

ANA has had Quality, Environmental and Occupational Health and Safety certification since 2008. In early 2009, it was decided that the Research, Development and Innovation Management System (SGIDI) should also be certified and it then became an integral part of the Integrated Management System. This certification covers all its airports and airport activities in the aviation and extra aviation business. The Integrated Management System ensures that the entire organisation looks on meeting the needs of its stakeholders as a priority and includes several efficiency, continuous improvement and development initiatives in this area.

<p>Environment (ISO 14001) Through its Environment Policy (the first version dates from 1998), ANA undertakes the implementation and maintenance of an Environmental Management System that is appropriate and effective and that contributes to sustainable development.</p>	<p>Quality (ISO 9001) The Quality Policy in force guarantees a high standard of internal quality, which reinforces ANA's commitment to customer service.</p>	<p>Research, Development and Innovation (NP 4457) The current Research, Development and Innovation Policy (the first version dates from 2008) includes innovative methods and services in the area of airport management, as well as the commitment to promote and develop innovation.</p>
<p>Occupational Health and Safety (ISO 45001) The Occupational Health and Safety policy reflects the risk management for occupational health and safety and the improved performance in this area.</p>	<p>Safety and Security The Operational Safety Management Systems and the Management and Security against Unlawful Acts are internal instruments implemented with a view to guaranteeing operational safety and security.</p>	

Learn more about our policies [here](#).

RISK MANAGEMENT

Risk management at ANA is an integral part of the organisation's processes and is based on the principle that the different risk categories are monitored by different areas and supervised by senior management.

Risk categories

Strategic

These can affect strategy, performance and medium and long-term operations.

Operational

Arising from the development of business activities and internal processes.

Financial

Associated with financial performance.

Compliance

Associated with compliance with legislation and regulations.

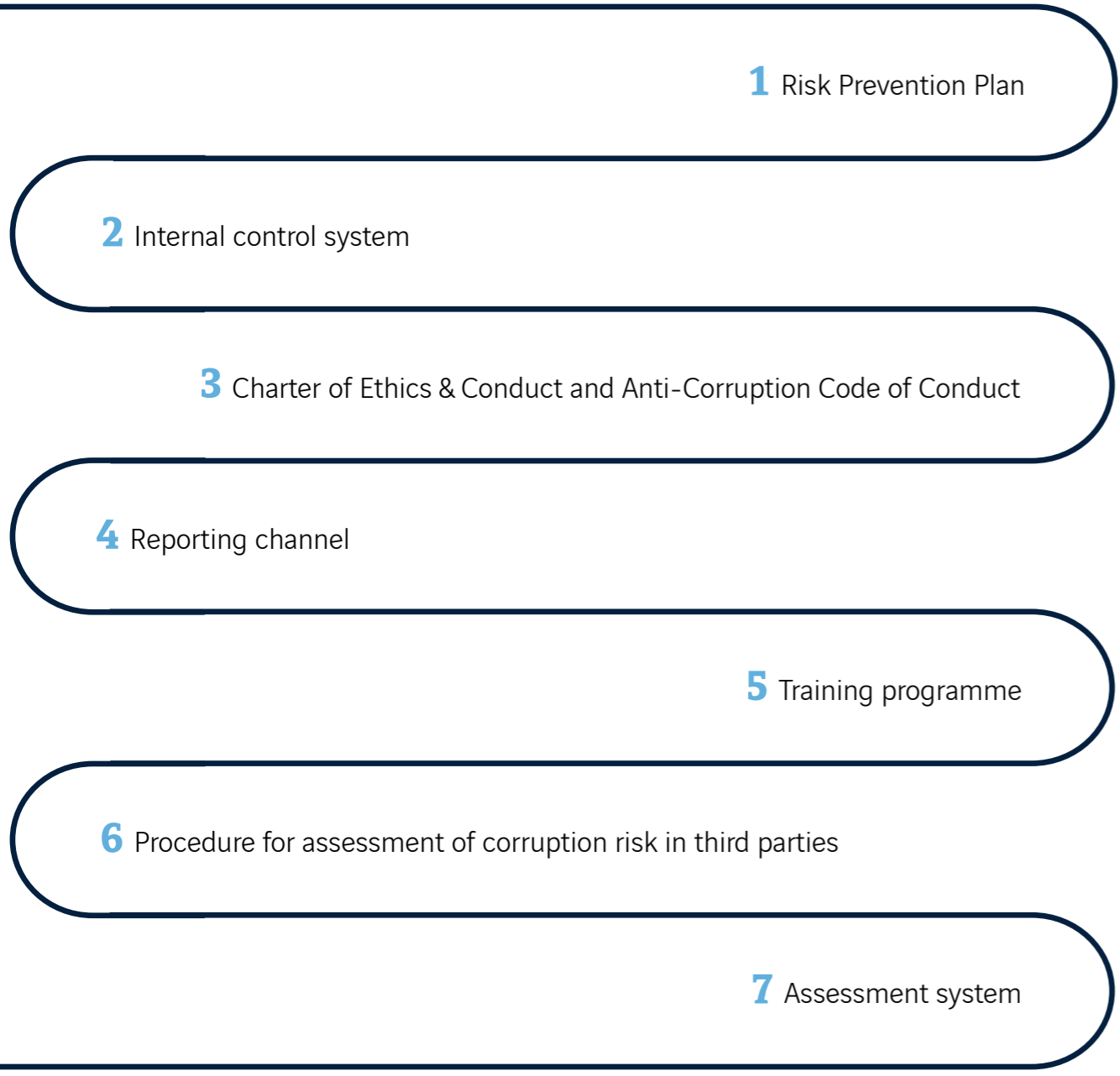
Fraud

Associated with intentional misconduct, internal or external.



Corruption Risk Management

In 2022, maintaining alignment in the management of risks of corruption and influence trafficking identified in the VINCI Group, the **Programme for Integrity, Transparency and Compliance with the General Framework for the Prevention of Corruption¹** was implemented. This programme includes internal control mechanisms and corruption prevention measures that assure transparent effectiveness and efficiency in processes and operations. The programme includes **seven mechanisms**:



1 Plan for the Prevention of Corruption Risks and Related Offences

In 2021, the project for mapping corruption risks was developed in order to adapt the mapping of corruption risks and influence trafficking (including the risk of fraud) carried out by VINCI for airport activities to the context of ANA. The risk matrix and basic methodology developed there were subsequently integrated into the Plan for the Prevention of Corruption and Related Offences, which, despite not identifying any high or maximum risk situations, also includes action plans that reinforce some of the preventive and corrective measures implemented.

2 Internal control system

This includes the policies procedures and controls that support the organisation in the achievement of its goals.

3 Charter of Ethics & Conduct and Anti-Corruption Code of Conduct

VINCI Charter and Code and a specific annex to the Charter or Ethics to bring it into line with Portuguese law.

4 Reporting Channel

ANA's own channel for reporting any situations that break the rules the Business Ethics principles are based on, by people inside and outside of the organisation. It assures processing and guarantees the confidentiality of the situations reported. At the same time, there is also the VINCI Alert system (a unique system in the Group that allows all complaints related to the activities of the Group and its subcontractors in terms of the Charter of Ethics and Conduct to be collated and processed).

5 Training Programme

An e-learning course that is mandatory for all employees and management bodies, complemented by clarification sessions and specific courses for management and people in some relevant areas.

6 Procedure for Assessment of Corruption Risk in Third Parties

Procedure for assessing the risk of corruption in customers and suppliers / external service providers and for adopting specific control measures when necessary, in force since 2021.

7 Assessment System

Annual internal audits to assess the controls included in the Prevention Plan and compliance with the programme implemented, as well as external audits every three years.

A manager was also appointed to ensure compliance with the plan, whose duties are carried out independently and permanently, with decision-making autonomy.

PROJECT FOR MAPPING CORRUPTION RISKS

This project involved elements of senior management in the key areas for corruption risk and influence trafficking, as well as other departments (15 interviews and questionnaires). The different risks identified were prioritised based on how they were assessed in terms of probability and impact and preventive and corrective measures were identified, thus providing a residual risk assessment.

¹The Programme for Integrity, Transparency and Compliance with the General Framework for the Prevention of Corruption also ensures compliance with Decree-Law No. 109-E/2021, of 9 December.



Ethics and Surveillance

With the aim of assuring the implementation, monitoring and continuous improvement of the Programme for Integrity, Transparency and Compliance with the General Framework for the Prevention of Corruption, an Ethics and Vigilance Committee was set up, with a three-year mandate. Any communications addressed to this committee for information about this programme should be e-mailed to etica.vigilancia@ana.pt. Any communications addressed to this committee to report possible violations of the rules on which the principles of ANA's Business Ethics are based, namely respect for the law, respect for people and the fight against corruption, can only be made via the company's reporting channel.

The values reflected in the above programme are defined in different commitments² undertaken and connected to corruption prevention, privacy, ethical conduct, human rights, occupational health and safety and environmental protection, thus also reflecting the commitments in the VINCI Manifesto.

VINCI Manifesto

1. Together! Design and build!
2. Together! Respect ethical principles!
3. Together! Accelerate the environmental transition!
4. Together! Engage in civic projects!
5. Together! Strive for zero accidents!
6. Together! Foster equality and diversity!
7. Together! Promote sustainable careers!
8. Together! Share the benefits of our performance!

ANA adopted a Code of Ethics, which was in force until 2013, when it became part of the VINCI Group. From then on, it adopted the principles established for the entire group as an extension of its own internal policies.

²Available in [Ethics and Conduct | Institutional \(ana.pt\)](#)



2. BRINGING LIFE TO OUR AIRPORTS

We move people and companies. Commitments and promises. Nostalgia and emotions. We are a connection point.





BRINGING LIFE TO OUR AIRPORTS

Airports are cities on a small scale, part of a unique atmosphere. More than points of arrival and departure, they are places of meeting, of emotions and of discovery, and cosmopolitan spaces that are a crossroads for people and cultures. Upstream from the experiences they offer is an extensive chain of participants.

As it is responsible for airport management, ANA has to coordinate this entire ecosystem, which involves passengers, suppliers, partners, aviation customers and extra aviation customers. They are all stakeholders in the airport community and contribute to land development in conjunction with local entities, partners, non-governmental associations (NGOs) and, naturally, our neighbours.

CUSTOMERS IN THE CENTRE OF THE OPERATION

Continuous improvement in the quality of the service provided has always been a goal of ANA's airport management. To this end, it has worked over the years towards adapting processes and modernising monitoring and information gathering systems.

The **Airline customer** satisfaction assessment processes is based on the analysis and organisation of information from listening to the customers, which is done continuously using a variety of mechanisms: consultation process for the Airport Service Quality Scheme, meetings on the regulated fee consultation processes, meetings for monitoring the performance of the operations and development of routes, etc. The aim is to gauge their needs and concerns, which results in the definition and implementation of corrective action, reported to the Executive Committee and airport departments twice a year. In addition, during the first quarter of 2023, an online airline customer satisfaction questionnaire was launched for 2022.

Aviation customers

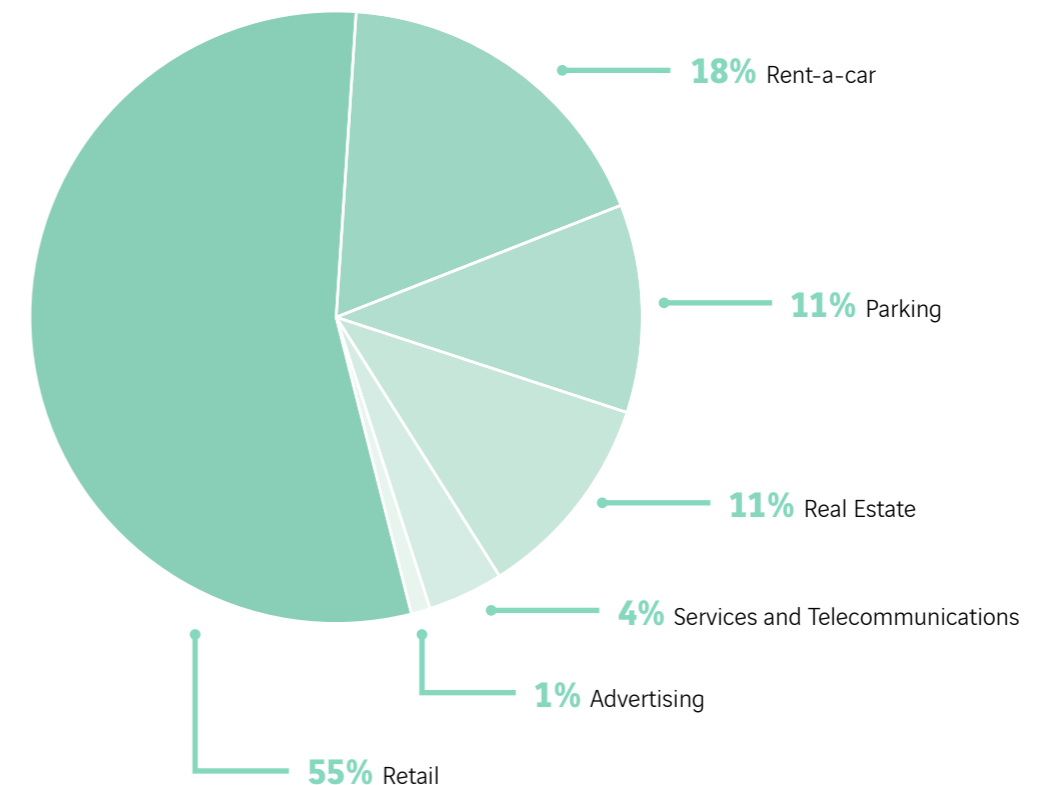
Top 5 Airlines

- TAP Air Portugal
- Ryanair
- Easyjet
- Transavia
- Azores Airlines

Top 5 Markets

- Portugal
- United Kingdom
- France
- Spain
- Germany

Extra aviation customers Distribution of turnover in 2022





Customer satisfaction in **extra aviation** is gauged mainly through periodic performance monitoring meetings and sharing of positive and negative experiences in the daily life of the airports, held at corporate and local level. ANA has developed a new communications portal with its partners - Digital Hub - which is intended to be a preferred channel for communications and sharing everyday events. There is currently an application where all the incidents that occur in operational monitoring of local commercial activities are recorded. It is for internal use at ANA only (Commercial Teams). From the second half of 2023, this will also serve as a means of communication and of defining joint actions with extra aviation customers.

The assessment of **passenger** satisfaction at the airports has been done through the Airports Council International (ACI) programme - Airport Service Quality - since 2006. This is the benchmark programme for the assessment of passenger satisfaction and is used by almost 300 airports worldwide. The survey is carried out through questionnaires at the boarding gates in Lisbon, Porto, Faro, Madeira and Ponta Delgada and quarterly gauging of the satisfaction level for a number of performance indicators.

In 2022, ANA recorded positive service quality levels in the majority of the indicators referring to the availability of services and the passenger satisfaction level, with the exception of occurrences related to the “baggage delivery” indicator, where there were situations of non-compliance with minimum service levels. With the resumption of traffic, there were increased difficulties in the handling agents’ teams, which in 2022 were undersized given the demand. Service levels were complied with in the passenger satisfaction indicators in the Airport Service Quality System, which generally had classifications of over 4.00 points (on a scale of 1.00 to 5.00) at the Porto, Faro, Madeira and Ponta Delgada airports³.

IN THE FIRST PERSON



“At the Madeira airports in recent years, performance was reinforced and geared towards service quality, preparation of skills management and fostering strategy definition to increase efficiency during the post-pandemic resumption. Naturally, it was also the time for us to implement the measures necessary for the additions to the policy and the environmental and sustainability goals of VINCI. The team worked constantly towards responding to needs, always determined to plan a response for the future. The team was very committed and we were able to bring forward environmental goals after the pandemic and present ourselves as a sustainability and culture engine in the autonomous region we are located in and that we are proud to serve.”

Roberto Santa Clara, Director of the Madeira Airports

Important initiatives for the improvement of service quality



Passenger satisfaction questionnaires on arrival

The Airport Service Quality (ASQ) programme was also implemented for arrivals, thus covering the different parameters from disembarkation to leaving the airport. This information is complemented with information from departures, thus providing a global vision of the passenger experience.



Satisfaction questionnaires for passengers with reduced mobility

In the first half of 2022, passenger satisfaction assessments for passengers with reduced mobility were reintroduced at Lisbon, Porto, Faro, Madeira and Ponta Delgada airports. Beginning in 2017, this is considered to be a good practice in specific forums for this area and by several international bodies, bringing benefits to the operational teams in the airports and improvements to the service provided to these passengers.



Security control

An automatic system for monitoring waiting times was acquired for the five main network airports; this system is present in around 78 airports worldwide. The implementation process, including calibrating it to the conditions on the ground and validation, are being carried out in stages. It has been in operation since the second quarter of 2022 in Porto and Faro airports and will begin operating in Madeira and Ponta Delgada in the first quarter of 2023. The new system will replace the current process for measuring waiting times, which is based on reading boarding cards at points of entrance to and exit from the passenger waiting area in these airports. Removing the need to make a second reading of the boarding card improves the efficiency of the management process for the security operation and the passenger experience. The same system will be implemented in the Foreigners and Borders Services areas at the airports in mainland Portugal in 2023.

³ More information on Service Levels is available in the 2022 Annual Report.



It happened in the airports

Improvement in service quality

In Lisbon

Initiatives were launched to improve the passenger experience, particularly an increase in floor space in the waiting areas at the boarding gates, the availability of new family spaces, an increase in the number of check-in counters, improvements to the pedestrian access routes to the terminal, improvements to sanitary facilities (facilities and signposting), etc. In addition, pilot programmes have been introduced to test new concepts. An example of this is the Seamless project in Terminal 2, which uses biometric data recognition in the boarding process. We will look at this programme again in the chapter on **Innovation at the Service of Experience** in this document.

In Porto

Completion of the work being done in the security control area (increased processing and waiting capacity) and the commercial areas (increase in commercial floor space by around 1,500 m²), providing a greater variety of products and more comfortable conditions for passengers. Access to the airport and road sign gantries were also improved. And the pedestrian access routes to the terminal were repaired.

In Faro

We concluded some investments, for example: new sanitary facilities and creating the conditions for bringing the border control e-gates into operation. The remodelling work in the basement of the terminal and other investment projects continued.

In Madeira

Several operational improvements were implemented in the boarding and disembarkation areas and the taxiway in the aircraft parking aprons, ensuring smoother operations. Of note in the terminal are the opening of a new family space, improvements in signposting, the availability of mobile check-in counters and the reinforcement of passenger support in queue management processes.

In Ponta Delgada

Improvements were made on the landside, particularly the reformulation of parking spaces and road access routes. In addition, the passenger boarding area was increased and the airport now has two more boarding gates. This new area made it possible to increase the area available for the comfort of the passenger by 394 m². On the airside, a new channel was established for domestic arrivals (Schengen), with the possibility of a passenger transfer circuit.



INNOVATION AT THE SERVICE OF EXPERIENCE

In the search for innovative solutions that add value to its products and services, ANA wants to provide a response to the increasingly demanding expectations of customers. To this end, it has an ambitious innovation agenda for the entire organisation, which is focused on the implementation of new solutions and capacities in the area of automation, optimisation of the passenger process, the energy transition and smart facilities. The main goal is to promote innovation among employees and establish partnerships with other organisations, reinforcing participation in national and European projects.

This will create a multiplying effect in the identification of opportunities and the generation of ideas, harnessing development and the implementation of innovative solutions aimed at making ANA a benchmark airport. In recent years, of note is the focus on projects for digitalising the passenger experience and projects that support the achievement of its ambitious environmental decarbonisation goals.

IN THE FIRST PERSON



“An airport’s market is made up of business customers and individuals, forming an “ecosystem” of interactions and business to business (B2B) and business to consumer (B2C) relationships. The airport service is the result of the integration of multiple agents that can at the same time be customers, suppliers and partners, in a complex chain that the global nature of the service provided by an airport depends on. Customer satisfaction therefore has multiple dimensions, with the satisfaction of business customers also determining the satisfaction of the final customers. Passenger satisfaction is only one part of the challenge. In this context, only the systematic adoption of innovative practices and technologies will make it possible to respond to the constant challenges set by the market in terms of customer satisfaction. This is why here at ANA, we look at innovation as an essential tool for responding to the expectations, which are constantly and rapidly changing, of our different types of customers, while also responding to our environmental and social commitments. An innovation strategy duly in line with our commercial and environmental goals has allowed ANA to create and develop products and services that respond to our customers’ expectations, presenting solutions that promote operational efficiency and environmental responsibility in our business partners, thus contributing to the satisfaction of our passengers.”

Francisco Pita, Chief Commercial Officer

Pioneering projects in the digitalisation of the passenger experience

Biometric experience pilot project – Seamless

The Seamless equipment makes it possible to read biometric data once passengers have registered. Then, at the boarding gate, they just have to use facial recognition, without the need to present their boarding card again. This equipment was tested with TAP in Terminal 1 in the third quarter of 2021 and then transferred to Terminal 2 in the first quarter of 2022. The configuration and the technical tests for this new phase of the pilot project are underway with Ryanair and it is expected to come into operation in the very near future.

GoClean

In this initial phase, aimed at sanitary facilities, GoClean makes it possible to monitor the cleaning and maintenance of these spaces using a quick and easy system of collecting user assessments. It also allows for recording cleaning in real time (beginning and end), as well as the issue of incident reports (cleaning and maintenance). This system makes it possible to obtain information about the usage rate of the sanitary facilities (with sensors). It is associated with the Service Quality Levels established for the cleaning service provider and is integrated into the maintenance system (IBM/ Maximo). This system has been regularly improved since it was first implemented in 2019.

Humanoid robot in the baggage claim hall

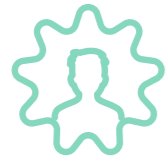
Lisbon Airport is continuing to run pilot tests on a humanoid robot in the baggage claim hall. This robot, in human-like form, is able to recognise the voice of a passenger in any language and reply to them accordingly. It also has a sense of orientation and is programmed to move around in any space and avoid all kinds of obstacles. This new technology is focused on providing information to passengers, sending them to the correct baggage carousel after identifying their flight, etc. The aim is to extend the testing phase to other parts of the airport in order to ensure robust proof of concept.

In 2023, a Centre of Excellence will be set up to provide an environment that will inspire ideas and make it possible to show ANA’s constant focus on innovation to employees, the community and passengers. In the coming years, the aim is to continue to flexibly monitor the appearance of new technologies, ideas and solutions that could contribute to the goals of the company in all its operations, with a positive impact on the satisfaction of stakeholders. At ANA, we work with our partners and we make our contribution to the development of new technological solutions that facilitate operations throughout the airport, as was the case with the partnership with the Foreigners and Borders Service (SEF) in the RAPID4ALL project.



IT HAPPENED IN 2022

Definition of ANA's Sustainability Strategy and the 2025 Sustainability Plan



BENCHMARK EMPLOYER

- New **performance assessment model**.
- New **online tool** for identifying the **training needs** of our employees.
- **Standardisation, centralisation and digitalisation of the method used** for collecting information about **accidents at work**.
- **Risk assessment** related to the new electrical **substation** at Lisbon Airport.



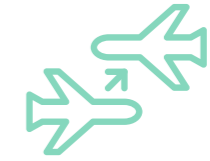
EXCELLENT ENVIRONMENTAL PERFORMANCE

- **9 ANA airports** classified as **Level 4 in ACI Airport Carbon Accreditation**.
- Development of a **plan of action for increasing energy efficiency and reducing carbon emissions** for all the airports.
- Inauguration of the **solar plant in Faro**, which provides around 30% of airport consumption.
- Implementation of the **Leakage Control Project** in the Lisbon Airport network.



LAND DEVELOPMENT

- **Development of an assessment matrix for projects by suppliers** according to **sustainability criteria**.
- Fourth **VINCI Programme for Citizenship**, which received over 80 project applications and allocated over €260,000 to 13 associations.
- **Visits by different groups of stakeholders to its airports**, particularly young people, spotters and the families of employees.



TRANSITION IN THE AVIATION INDUSTRY

- Conclusion of the Business Mobility Study for the Lisbon Airport Perimeter – **Mobility for You**.
- **Pilot biometrics project** at ANA airports.
- Beginning of the **prefeasibility study for the supply of green hydrogen and the replacement of the buses and cars operating with combustion engines** in Lisbon Airport in conjunction with Galp, CaetanoBus and Mitsui.
- Launch of the **study for the supply of electricity and air conditioning to aircraft** when parked.

3. COMMITTED TO POSITIVE MOBILITY

**We are a world preceding another that's waiting for us.
And we do everything we can to make it better and better.**



2N2Z Aeroporto Francisco Sá Carneiro



REFLECTING ON EXPECTATIONS

The basis for the definition of its strategy was inevitably linked to a systematic process of reflection on the role of ANA in contributing to Sustainable Development and Positive Mobility.

Apart from a portrayal of its starting point, taking the different areas and dimensions of sustainability into account, the aim was to look outside and more clearly understand the challenges for the sector and the way the airport industry moves its actions forward. The identification of environmental, societal and governance topics at sector level helped to guide the first phase of the work and there is a clear distinction between aspects where airport managers have total control as opposed to the aspects whose framework is related to the ecosystem.

Strategy-based stakeholder consultation

More than 60 people involved internally

- Executive Committee
- All airports
- 10 central areas
- 43 employees with heterogeneous profiles, through focus groups
- 35% of employees took part in a survey

50 stakeholders involved externally, through an interview and a survey, from the following segments:

- Aviation and extra aviation customers
- Suppliers and partners
- Public and institutional entities
- Municipalities and local entities
- Local community
- Environmental non-governmental organisations
- Social economy
- Experts

Continuing with the reflection, a broad internal and external stakeholder consultation went ahead, starting by identifying a set of segment mapping criteria up to the definition of a consultation strategy appropriate to the context of ANA and the new cycle that is to be designed.

Criteria linked to the company's activities were defined: influence and dependence, as well as criteria linked to the context: risks and opportunities, tensions and topics and the corresponding

segments. Considering the scope of the segments identified and the relevance of getting their perspective on the scale of the impact that should be at the base of the new strategic cycle, it was decided that this consultation would have the following assumptions:

- Corporate and local scope (considering the impact of each airport);
- Internal and external ecosystem;
- The approach is aimed at sector challenges and not just at ANA's airport management.

This process, which complements the usual tools for stakeholder consultation and aimed at the areas of priority impact, constituted important learning and reflection.

The 10 most transversal key ideas regarding ANA's sustainability context, performance and ambition are highlighted:

- 1 Complex context associated with the most relevant topics and exposure, such as the energy transition, noise management and local impact.
- 2 Need to clarify the airport ecosystem and the role of ANA with regard to its responsibility and influence.
- 3 Change in direction towards more openness and sharing through communication of company practices.
- 4 Company with high national and local impact in the scope of a global structure – VINCI Airports.
- 5 Company with 10 airports and therefore with 10 different realities.
- 6 Company with a strong presence in Portugal and one that is decisive for local communities. In many cases, it is the only gateway and has complex, multistakeholder operations whose impact is pivotal for a large number of stakeholders, particularly within its ecosystem.
- 7 In terms of maturity, important steps were taken in the recent past in relation to the integration of ANA's sustainability by its stakeholders, underlining the importance of continuing this journey and clarifying its ambition and future commitments.
- 8 Prominence is given to topics of direct responsibility as opposed to influence and indirect impact topics.
- 9 With regard to the stakeholders in the ANA ecosystem, prominence was given to the expectations for more streamlining and coordination in order to bring more synergies and better collective results on the road to Sustainable Development.
- 10 With regard to the stakeholders outside the ANA ecosystem, aspects related to reflecting on the future of the sector and the role of the company in the promotion of sustainability topics were highlighted.

⁴Criteria used for mapping stakeholders: Influence – groups with a strategic and/or operational impact on the company's performance; Dependence – groups directly or indirectly dependent on the company's performance; Risks and opportunities – groups with particular relevance in the context of the current Group strategy; Tensions – groups in a position of some tension in their relationship with the company; Topics – entities/individuals with specialist perspectives on sector topics, beyond the ANA ecosystem.



IN THE FIRST PERSON



“Identifying who they are and how far our stakeholders can impact or influence our decisions is a fundamental task for defining our Company’s sustainability strategy. We realise that our success also depends on how we interact with the communities and regions we operate in. This new framework transformed the network of relationships into a decisive variable for creating corporate value, creating a business model where ANA’s relationship with its stakeholders takes on strategic value. It’s true that each stakeholder in our airport ecosystem has a different degree of influence on ANA. This is why, apart from knowing who they are, there is a need to listen to those who have something to share with us, align expectations and, above all, to build the road to the sustainability of this sector and Positive Mobility together.”

Andreia Ramos, Director of Sustainability and the Environment

Governance for sustainability

Once the consultation had been completed and before going on to reflecting on the materiality, it was assumed that the definition of the governance model for the next cycle and its implementation should already have an impact on strategic reflection in order to make the most of team participation and legitimacy. To this end, a model was designed with the following composition:

Executive Committee

Directly involved in approving the strategy, the risk analysis on the material topics and the construction of priority action plans and associating responsibilities with the lines of action.

Environment and Sustainability Office

Responsible for coordinating the definition of the sustainability strategy, plan and management, reporting directly to the Executive Committee.

Sustainability Committee

Made up of the company directors and their teams. It is responsible for defining the strategy and reflecting on the challenges facing ANA.

Local teams

Responsible for local implementation of the strategy and the action plans.

Teams by mission

According to the topics and needs, these are set up by missions. For example: teams for building thematic action plans, teams for developing structuring projects and teams for developing the sustainability report.



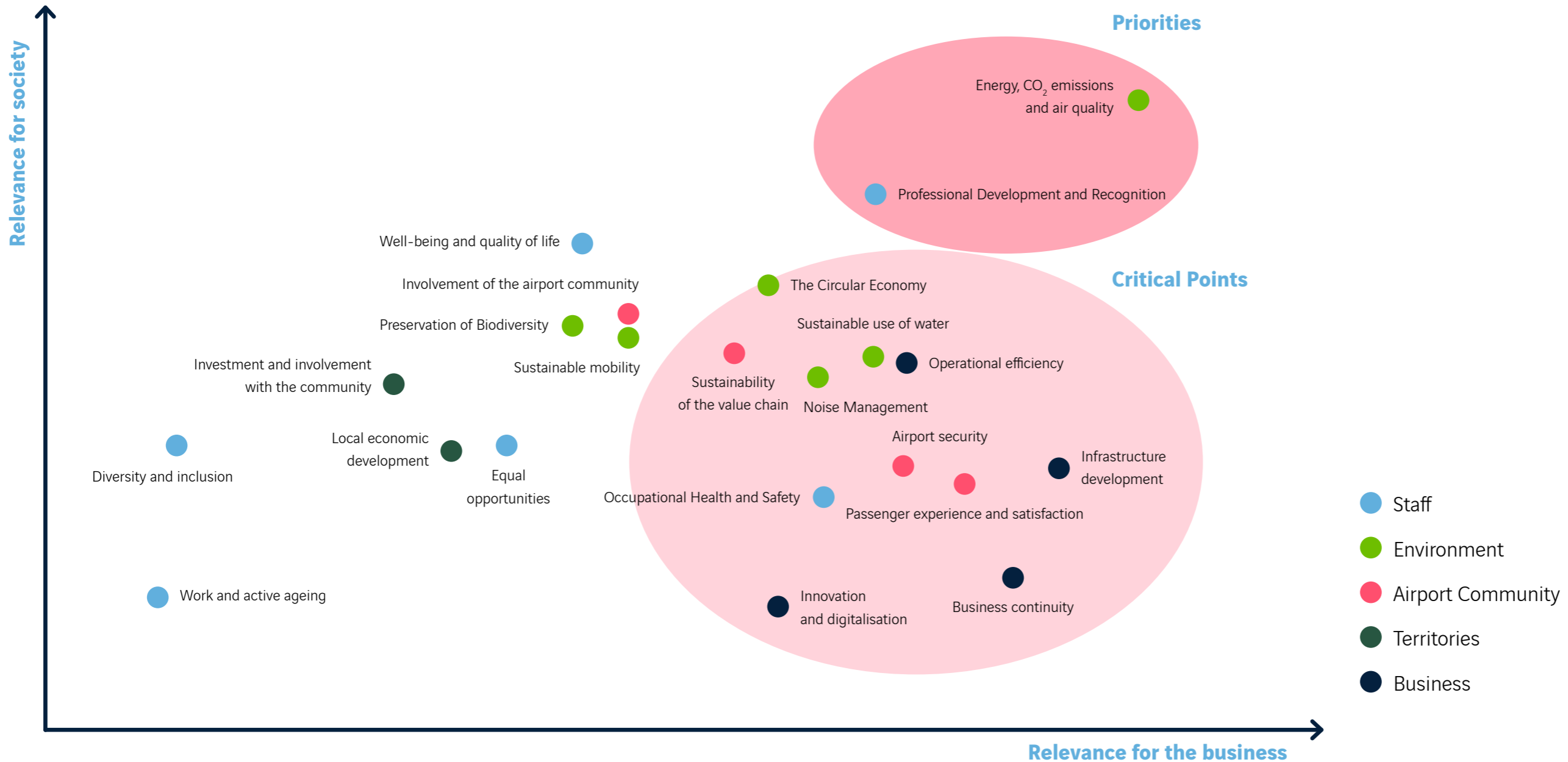


Once the governance had been defined for this sustainability cycle up to 2025, work was done on ANA's material topics for the next strategic cycle and the materiality exercise was continued . The material topics were grouped into five areas: Employees, the Environment, the Airport Community, Territories and Business.

A reading of the matrix clearly shows that the subject of the Energy Transition – Energy, CO₂ emissions and Air Quality – and the subject of Development and Recognition of the Team have maximum priority, both from the point of view of society and its relevance for the business. A set of other critical topics should also be underlined, those that fall into the different dimensions.

The materiality matrix was a turning point for the design of ANA's strategy and for defining its positioning.

Materiality Matrix



⁵On the materiality exercise: when this exercise was done, the recommendations for double materiality were still not available. This will be used in the next strategic cycle.



DEFINING AMBITIONS

ANA believes that the Company's approach to Sustainable Development only makes sense in the framework of its business mission and strategy. This is also VINCI's vision: a resilient business model that drives responsible and sustainable growth.

The vision for 2030 considers the corporate and local dimensions and will be monitored in three-year cycles, allowing for an appropriate adjustment to the reality. **Based on a vision of the airport sector in Portugal: connecting and positioning Portugal as a quality destination for tourism and business, promoting sustainable national and local development, within the leadership role of VINCI Airports in the world.**

As a facilitator, ANA works to coordinate the efforts of the airport community towards better collective performance: going beyond the direct impacts of the activities and being part of collective action for Sustainable Development.

TOGETHER FOR POSITIVE MOBILITY

IN THE FIRST PERSON



"Aviation, mobility, business activities, employment and the development of airport infrastructure bring major benefits to the country and to the local communities. Airports also involve impacts on the environment. Not only in terms of carbon emissions, resource consumption, waste generation, noise and biodiversity, but also in terms of occupational health and safety and the well-being of neighbouring communities. ANA is attentive and active - in a positive way - to its presence and impact and has clearly and objectively undertaken a set of specific challenges and commitments. To this end, a specific approach was developed for Sustainability with a view to improving the issue of resource consumption and waste generation, leading to a reduction in the associated costs and impacts, increasing the level of Environmental, Social and Economic responsibility and establishing more advantageous partnerships at local and national level and optimising the existing ones. This is also how we keep the presence of Sustainability effective in ANA's DNA."

Miguel Mateus, Chief Technical Officer

VINCI Manifesto for Sustainable Development

A global player in concessions and construction, VINCI projects, funds, builds and operates infrastructure and equipment that contribute to improving people's daily lives and individual mobility.

See the [VINCI Manifesto](#).





TOGETHER FOR POSITIVE MOBILITY | 4 AMBITIONS FOR 2030

Delivering our mission

Efficiently managing airport infrastructure, connecting Portugal to the world and contributing to the economic, social and cultural development of the regions where it operates; offering customers a high quality service, creating value for the shareholder and stakeholders and assuring high levels of professional qualifications and motivation among its employees.

Foundations | Airport safety | Quality and service levels | Business Ethics

For a positive mobility

1 Assuring excellent environmental performance
 Reducing direct and indirect GHG emissions, promoting the circular economy, the sustainable use of water and sustainable mobility, monitoring and minimising the noise inherent to the operation and preserving biodiversity.

2 Being a benchmark employer
 Attracting, retaining and promoting development and training of employees, generating opportunities for all, stimulating intergenerationality and the sharing of knowledge and assuring the best conditions of health, safety and well-being.

3 Playing a central role in the success of the territories
 Contributing to the prosperity of the country, the regions and the communities where we operate through robust financial performance and encouraging resilient value chains.

4 Together
Accelerating the transition in the aviation industry
 Promoting cooperation in the aviation sector and the airport community aimed at economic recovery and the green transition.

Direct Responsibility



Influence and Cooperation





New Strategic Cycle

For each one of the four ambition in its vision for 2030, ANA has worked to build **Action Plans for 2023-2025**⁶. Multidisciplinary teams and senior management were involved in this challenge, ensuring that all the activities are suited to the maturity of the topics and that the goals to be achieved and the leaders are associated with them. It will only be possible to achieve this plan with the involvement of all the stakeholders. With them, the aim is to accelerate the sustainability journey at ANA airports, go further and create more positive impacts.

For each one of the material topics identified, a set of actions were defined for development, with a view to achieving the goals proposed; monitoring of this programme is essential to its success.

In each chapter on its ambitions, ANA presents a set of **Goals, KPIs and Targets** to be achieved during this new sustainability cycle.

⁶ This Action Plan is a simplified version. The plan will be monitored annually, during the sustainability reporting. Given that some of these goals are dependent on the definition of programmes, this development will be carried out during the next reporting periods.



4. BENCHMARK EMPLOYER

We take care of our staff
and we try to help them go further.





BENCHMARK EMPLOYER

ANA stands out in Portugal as a benchmark employer, with an average length of service of over 22 years and a low employee turnover rate, proof of stability and concern for the well-being of its employees.

The focus on the development, recognition and training of its employees, increasingly oriented towards skills that are crucial for the development of its business, is a priority for the company. It continuously promotes health and safety, which is an extremely important area that it is dedicated to handling preventively. It invests in the well-being and quality of life of the team, providing them with conditions that will allow them to feel better and do better. It seeks to respect the individuality of its people and bring their differences together into a harmonious whole. The importance of these issues for ANA and for its stakeholders is mirrored in the materiality matrix, where they take on particular relevance.

The Company values and fosters resilience, respect for others and its teams' enormous capacity for problem-solving; they are capable of going outside their comfort zones and dealing with challenges as something very positive.

In order to monitor the introduction of the new technologies that ANA has been implementing in all areas, Human Resources has been seeking to automate processes, providing the area with more digitalisation in the areas of training, occupational health, performance assessment and payroll processing.

In order to promote its appeal, ANA has reinforced its young talent policies through participation in job fairs and partnerships with universities and technical and vocational institutes and schools.

IN THE FIRST PERSON



"Working at ANA means respecting the individuality of each one of our employees and bringing their differences together into a functioning whole. Improving communication and being able to adjust to each one, being resilient, respecting others, being able to make decisions and excellent problem-solving skills. Being able to leave their comfort zones and face this challenge as something very positive. At ANA, we encourage and prepare our employees to go further."

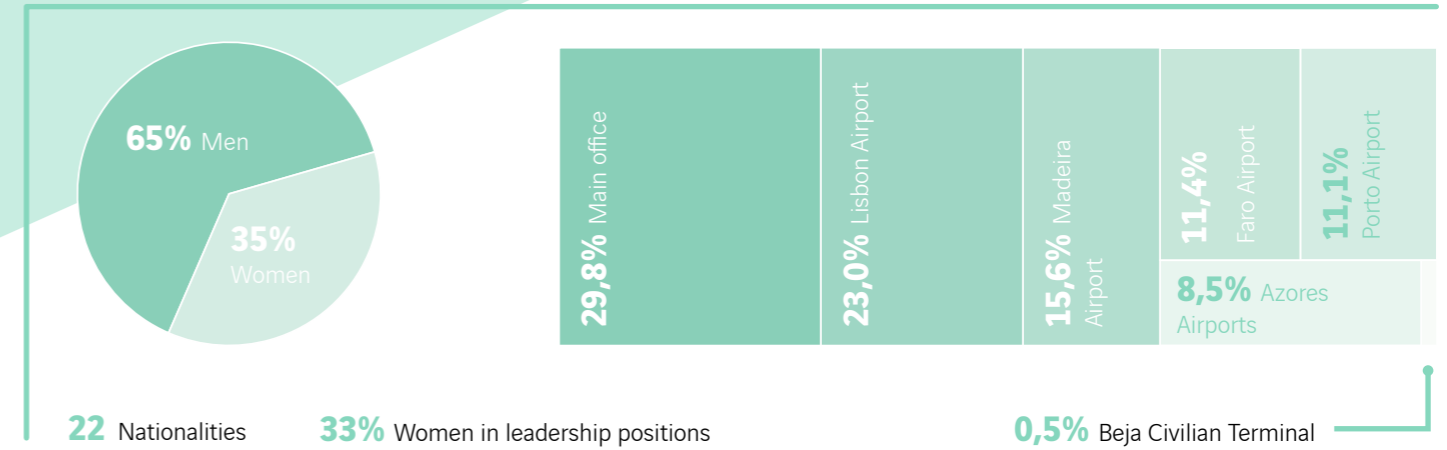
Isabel Heitor, Human Resources Director

⁷ No. of accidents at work in the workplace with sick leave*1,000,000/total number of hours actually worked.

⁸ No. of days lost in accidents at work in the workplace*1,000/total number of hours actually worked.

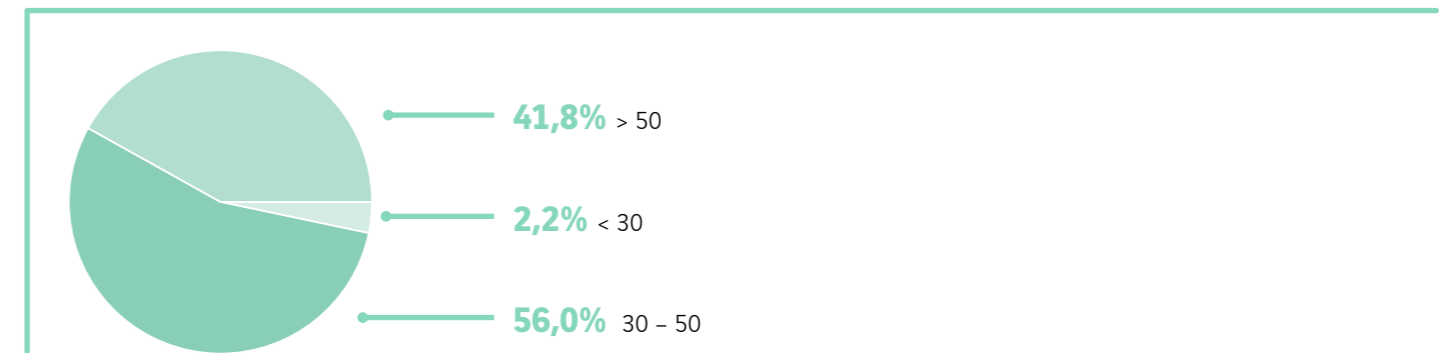
The team

1.136 Staff



48,7 Average age

22 Years average length of service



14.360 Trainees

96% Of staff involved in training courses

Average of 35 hours training per employee (+13% than in 2021)

40.031 Staff training hours (+10% than in 2021)

11 Total number of accidents at work in the workplace (35% less than in 2019)

3,17 Lost Time Incident Rate (LTIR)⁷ vs 8.10 in 2019, corresponding to 10 fewer accidents at work

0,45 Severity Rate (SR)⁸ vs 0.37 in 2019, increase in the number of days of sick leave recorded



BOOSTING DEVELOPMENT AND RECOGNITION

In a sector as dynamic and complex as the airport sector, it is essential to invest in professional growth and in the recognition of employees, who are essential for ensuring that the Company is prepared to deal with the constant changes in regulations, the energy transition and the demands of passengers, and for continuing to grow sustainably.

ANA provides development opportunities such as continuous training and education programmes. It works for the appropriate recognition of the extraordinary performance and dedication of its employees and to promote a positive and productive working environment, where they feel committed to their duties and are encouraged to constantly strive for excellence in their activities.

Performance assessment

With regard to the performance assessment, ANA has implemented the model for all its employees and has maintained the People Review methodology (the VINCI instrument for identifying and managing potential) applicable to all members of management, particularly with the aim of drawing up individual plans for future development.

MOBILITY BEYOND BORDERS

For those looking for an international challenge, the VINCI Group's **Talent Energiser** mobility programme was launched with the aim of developing skills and know-how and encouraging the sharing of best practices and expertise. ANA was the pilot company and welcomed an employee from Cambodia in 2022; there is now a possibility of an ANA employee taking part in this international experience.

Training

In 2022, ANA continued to promote, value and develop the skills of its employees, providing training in the behavioural, educational, technical, business, operational and leadership areas, in different formats (e-learning, in-person and hybrid). Bearing in mind the diversity of its workforce, which makes it possible to respond to the demands of the airport sector, it also focused on several specific skills development programmes with different target audiences inside the organisation.

PERFORMANCE ASSESSMENT MODEL

The performance assessment model seeks to highlight the added value of each employee for the company in two areas:

- 1. Skills:** Progress in the acquisition of new skills or critical skills with a direct result through higher added value performance.
- 2. Responsibilities and Activities:** Performance of the tasks or the results obtained, bringing added value to the company.

With regard to the process, the model has four main stages and it should also give rise to an individual development plan. These plans are produced through joint reflection by the employee and the manager and aid in the professional development of each employee in the short, medium and long term.

1. Self-assessment

This is highly recommended and serves for reflection on the skills acquired or developed, as well as tasks and results that added value. Self-assessments should be prepared by the employees before the feedback meeting with the manager.

2. Assessment

This should involve sustained reflection on the acquisition or development of skills by the employee, as well as their responsibilities and tasks that brought added value to the Company.

3. Feedback meeting

The manager and the employee meet to analyse the performance, define a development plan and suggest guidelines for the next cycle. The resulting assessment is then validated by the Head of the Department / Office.

4. Official Results

The employee is formally apprised of the result of the assessment.



Key indicators

An average of **4.9** points (from 1 to 6 points) on the assessment of satisfaction with the training courses.

An **80%** average improvement in performance perceived by the trainees after the training courses.

Up to 2022:

59% of employees received training in Diversity, Equity and Inclusion.

77% of employees received training in Human Rights.

90% of employees received training in Ethics and Anti-Corruption.

60% of employees received training in Cybersecurity.

Aware of the importance of developing new skills and focusing on upskilling and reskilling, the Company organised new training initiatives, including the Business Game (see information on the right), a programme created by the VINCI Group and tailored to the company.

A Leadership Programme was also designed to train employees with potential and this includes individual development plans for the consolidation of skills in this area. There was a pilot programme in 2022 and the aim is to continue to develop it during 2023.

In 2020, a leadership training programme, Covey, began. It was made up of four modules and was taken up by 95% of ANA leaders, in a total of 4921 hours. The last module of Multipliers (see table on the next page) began in 2022, concluding the programme.

NEW ONLINE TOOL FOR IDENTIFYING TRAINING NEEDS

Since 2022, ANA has had an online tool for its employees to identify their needs and expectations in terms of training. These are later validated and added to the training plan. This plan is reviewed in the light of needs arising from the conclusion of the performance assessment cycle and **People Review**. This process encourages the involvement of staff in relation to their professional development, as well as that of managers and directors.

IN THE FIRST PERSON



“For us, valuing and developing talent is a major investment focus. Our training policy seeks to promote not only continuous training of employees for their current positions, but also the promotion of upskilling and reskilling them. In fact, it is also through training that we seek to promote building on people’s skills for compliance with one of our main strategic pillars, which is in the area of sustainability (e.g. awareness-raising campaigns with employees; training in the ESG area aimed at a specific target audience); “0” accident; human rights, ethics and anti-corruption and cybersecurity.”

Madalena de Botelho Miranda, Human Resources Development Manager

Of the initiatives developed in the training area, the following are of note:

Business

The **Business Game** is a training programme based on an airport management simulator, where the participants are given an initial budget in order to manage their airports. It has several decision-making rounds on issues related to the areas of human resources, operations, commercial, maintenance, etc. The participant earn points and are classified according to these in the end. There were three of these initiatives in 2022, with the participation of employees in leadership positions and other employees, whose duties involved tasks in the area of management or financial controls.

72 trainees | 3 courses | 556 hours

The **Airport Management Professional Accreditation Programme** is an international advanced airport management programme. The aim is for the participants to consolidate skills that will allow them to increase performance and specialisation to the highest international standards. The next one is being prepared and will be held in Portugal.

More than 35 of our employees have taken part in this programme since 2009.

R-challenge was a training initiative that began in 2022 and ended in early 2023, aimed at retaining talent at ANA. It was held outside ANA facilities in order to take the participants outside their comfort zones and to foster a more wide-reaching business spirit through the use of a circular business simulator. The goal was to develop skills in management, the circular economy and sustainability in order to increase the trainees’ expertise in these areas and emphasise the subject of sustainability in the Company.



33 trainees



1 course



297 hours (2022)



Leadership

The **Leader of the Future** is an international programme by CEGOC (a certified training body), providing intensive leadership training and lasting for 40 hours. The aim was to provide the participants with a more all-encompassing, flexible and cooperative mind-set.



Multipliers took place in 2022 and was the final module in the COVEY Leadership Training Programme, which began in 2020. This module helped the participants to understand their impact as leaders on team management, more precisely their role in amplifying or reducing the potential of their team. This programme is for all management levels, including ANA's Executive Committee.



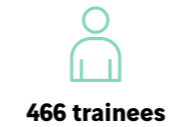
The **Promova** programme is an initiative of the Confederation of Portuguese Industry (CIP) and aims to promote gender equality in Portuguese companies through awareness-raising, training, diagnostics, support for the implementation of equality policies and sharing best practices. The goal is to contribute to a more inclusive and equitable working environment, promoting gender diversity and equal opportunities. ANA had one trainee who was mentored by a member of senior management.



Thematic sessions on sustainability

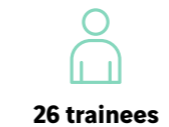
Diversity, equity and inclusion

In light of the most recent legislation on this matter and due to its enormous importance and impact on the day-to-day running of the Company, several training courses have been organised on topics related to human rights, diversity, equity and inclusion.



Climate action

Motivated towards more informed decision-making, ANA decided to make a more in-depth study of Climate Change. In this context, it hosted the O Mural do Clima Portugal workshop, which raises awareness of the causes, consequences and collateral effects of climate change, supported by the work of the United Nations Intergovernmental Panel on Climate Change.



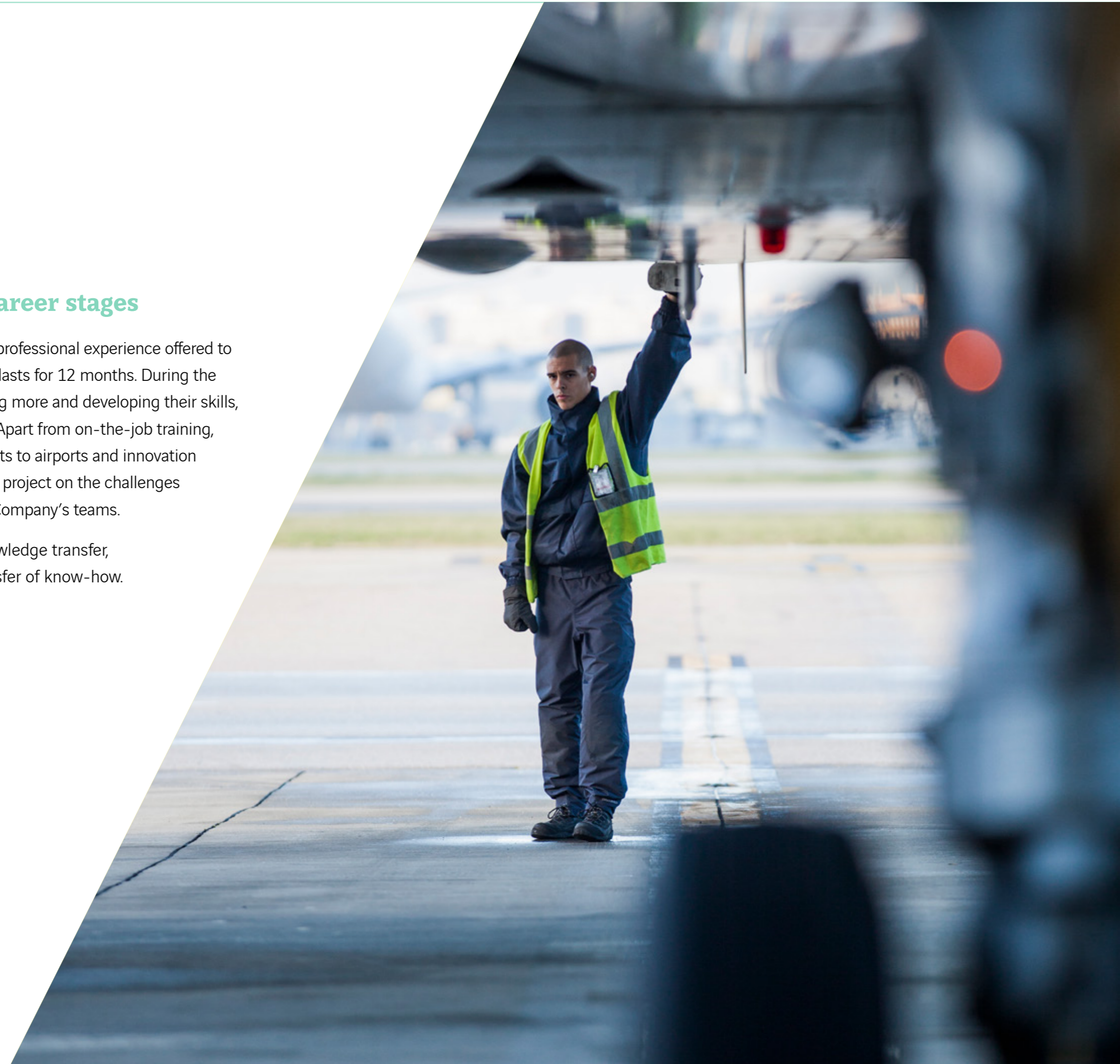
Also of note is the Ellevate programme, create by VINCI in the area of equity and inclusion policies. This programme, which is aimed at women, has a broad scope within the Group and ANA has a group of mentors and mentees taking part. The Meet the CEO programme, held in 2022 and which it is intended to continue, is aimed at giving employees a voice and putting them in touch with senior management. The goal of this programme is to reach all ANA departments, focusing on sharing between staff with longer service in the Company and more experience and expertise and sharing with new interns, for example.



Programmes tailored to different career stages

ANA will be launching the VIP programme, which is a first professional experience offered to participants. It is aimed at recent university graduates and lasts for 12 months. During the internships, the trainees will work in different areas, learning more and developing their skills, with the programme acting as a development accelerator. Apart from on-the-job training, the programme also includes several activities, such as visits to airports and innovation laboratories, monitoring by a mentor and handing in a final project on the challenges set. This programme also contributed to rejuvenating the Company's teams.

ANA continues to be committed to the promotion of knowledge transfer, implementing measures related to safeguarding the transfer of know-how.





ASSURING HEALTH AND SAFETY

Our commitment to occupational health and safety is in line with the strategy of the VINCI Group, whose goal is “Zero Accidents at Work”. This goal is reflected in ANA’s occupational health and safety policy and the certified management system and is a fundamental reference for defining professional risk prevention and staff health protection programmes.

Activities in this area are strictly governed by legal requirements. However, the way we approach regulation is characterised by an interactive, prevention posture, which makes it possible to provide a robust and sustained response. This attitude is applied not only to ANA’s employees, but also to all service providers and is transversal to the entire operation, with constant communication that makes it possible to transfer best practices from one airport to another.

Considering the significant recovery in air traffic operations in 2022, the results obtained show an improvement in the organisation’s safety culture. This was achieved by reinforcing the involvement of the teams and raising awareness of occupational health and safety.

Resilience in times of crisis

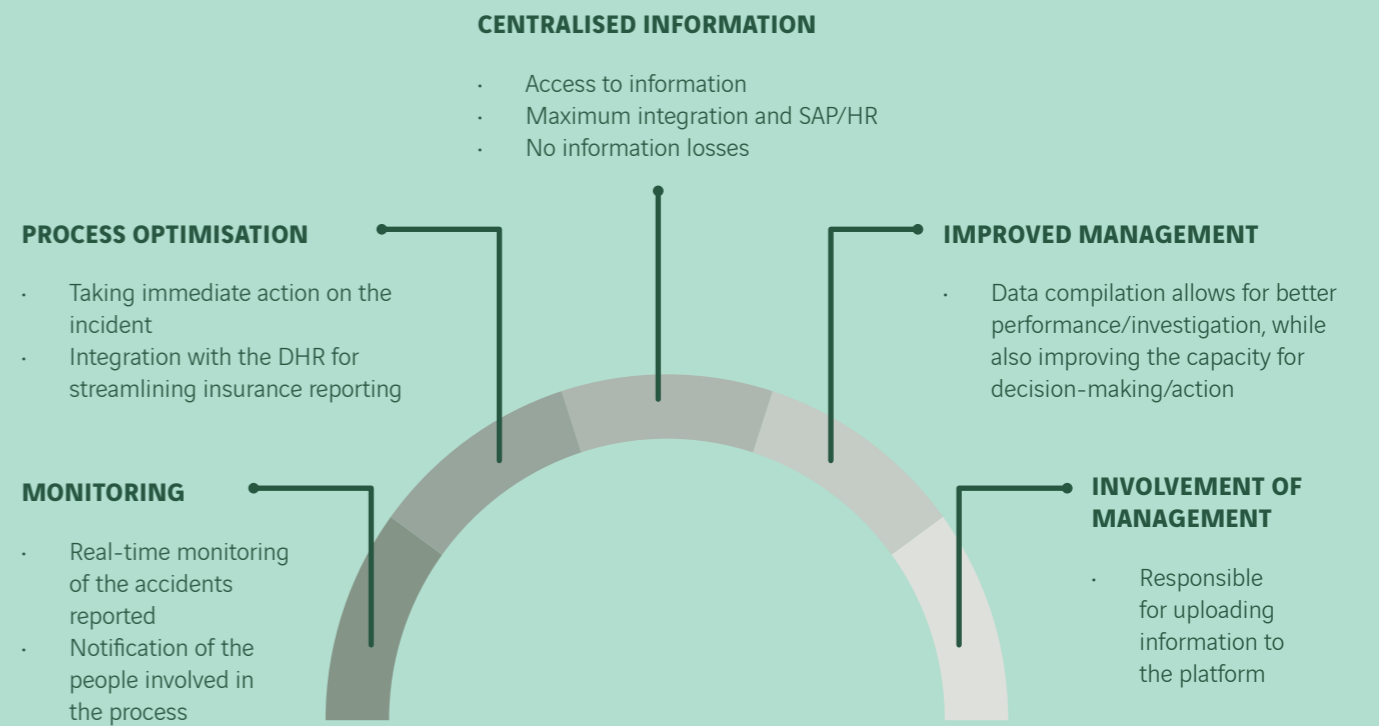
2022 was characterised by the return to in-person working. In November of that year, the Internal Contingency Plan was revoked as a result of the state of alert decreed by the Portuguese government given the positive developments in the epidemiological situation in the country.

The Internal Contingency Plan, first disclosed in March 2020, established the procedures for prevention, control and monitoring for protecting the health and safety of the staff at ANA Aeroportos, service providers and visitors against infection by SARS-CoV-2. It contributed effectively to limiting the negative impact of the disease in the company and, from a macro perspective, in the national and world economy and society. The plan was kept constantly up to date, with 11 versions in all, as well as the different plans per airport to deal with specific needs and contexts.

STANDARDISATION AND DIGITALISATION WORKING FOR SAFETY

In 2020, ANA Aeroportos proceeded with the implementation of a platform that made it possible to standardise the way information was collected about accidents at work and to centralise the entire process. In 2022, from the point of view of prevention through the identification of risks, the platform was upgraded to allow for reporting of near-accidents. Five near-accidents were reported that year.

Some of the benefits of the development and implementation of this platform include:



A pioneer in the VINCI Group in the implementation of an IT platform for reporting incidents, ANA Aeroportos has already been contacted by other companies in the Group to present this new solution, which may be replicated in other airports. In the case of external service providers, due to the low response rates recorded in recent years, a new method of recording and reporting accidents was introduced through a digital platform in SharePoint, which provides for more speed and efficiency in the identification and implementation of corrective measures in the field. Despite its recent implementation, the new reporting system has already proven its worth, as can be seen in the significant increase in the entities regularly making monthly reports (from 7 to 60).



PUBLIC HEALTH PROTECTION

For over a decade, ANA Aeroportos has been doing microbiological monitoring on the water supplies to buildings (present in the plumbing, parts and equipment in buildings) for the prevention of exposure to the Legionella bacteria. Starting with spot checks and in anticipation of the legislation, a prevention and control plan was defined in 2015. Over the years, while maintaining a close relationship with the Directorate-General of Health and the benchmark national laboratory, INSA, its approach was perfected.

During the pandemic, ANA once again demonstrated its key role in the service of Portuguese national territory, guaranteeing emergency evacuation and transport of essential personal protective equipment and health equipment. The response of its employees and business partners was notable; their resilience was crucial for maintaining and continuing airport activities.

In hindsight, the COVID-19 pandemic was an opportunity that brought the Company the possibility of adapting and reacting that allowed it to grow as an organisation and better serve its stakeholders.

IN THE FIRST PERSON



“During the first lockdown, all the alarm bells were raised and it was as if the rug had been pulled out from under us. Under the scope of Terminal Management, it was up to us to stay calm and implement an action plan that would make it possible to minimise the risk of infection, bringing greater safety to the airport community and to passengers. The first major concern was to ensure the safety of the teams and the continuation of the service by reducing the risk of infection. This was followed by the challenge to adopt the airport to the new health requirements and the installation of an innovative solution for gathering feedback on the measures implemented. One of the main challenges was undoubtedly the engagement of the entire community in the adaptation of the infrastructure and airport traffic to the health screening and document control measures that were introduced, always very urgently, which made it possible to better welcome our passengers, accelerate the recovery of traffic and bring back the days of hustle and bustle at the airport, which intensified the sense of “family” at Lisbon Airport.”

Isabel Queirós, Head of Terminal Management, Lisbon Airport

In the area of occupational health and safety, several campaigns were organised for employees, aimed at adapting them to the new reality. This was the case in the adaptation of workspaces and workplaces, sharing resources and materials related to mental health, teleworking, sleep, the prevention of musculoskeletal disorders and workplace exercise. Teleworking, support with health insurance for mental health issues and preventive measures for musculoskeletal disorders (work is being done on an app for a specific programme called ErgoAge) are still available.





Some of the resources and support material shared during the pandemic can still be consulted on the ANA [website](#).

With a view to continuous improvement, ANA has been introducing procedures to prevent accidents and increase operational efficiency. Of note among these in 2022 were:

- **Maintaining framework agreements for working at height and in confined spaces and the use of personal protective equipment:** bearing in mind the specific nature of the type of work in question, ANA believed it would be beneficial to sign a framework agreement with an entity specialising in the area in order to ensure the provision of multiple services related to working at height and in confined spaces. An agreement was also put in place for personal protective equipment in order to standardise the allocation of this equipment, bearing in mind the needs of the activities undertaken and governing the contractual relations inherent to the supply and delivery of equipment at national airports.
- **Development of internal procedures for safety monitoring for small projects:** the requirements for projects like this are not provided for in specific legislation in force, but they are often responsible for serious accidents.
- **Creation of an evaluation and inspection process for lighting towers:** following the occurrence of a number of incidents related to crowns falling off lighting towers, ANA organised an event for reflecting on and discussing this subject, with the participation of all the airports, during Safety Week 2021. In this area, a working group was set up to analyse the maintenance and safety issue with the lighting towers and to define action strategies aimed at:
 - Establishing and implementing procedures for the operation, maintenance and inspection of the lighting towers;
 - Continuing to share information within the Group to assist in the activities inherent to the project areas, maintenance/operation and occupational health and safety in this area;
 - Subsequently, a process was put in place for contracting inspection services from a specialised entity. Market research has been done on this subject in order to find safe inspection solutions for the structures and the manoeuvring equipment. Meetings have also been held with specialists in inspection, installation and implementation of minor corrective actions for this type of equipment.

SAFETY HAND IN HAND WITH THE ENERGY TRANSITION

ANA airports are responsible for a number of low and medium voltage electrical installations and the mitigation of electrical risks is a constant concern.

With the aim of reinforcing energy capacity, the need arose to set up an electrical substation at Lisbon Airport, which makes it possible to transform high voltage into medium voltage, thus guaranteeing electricity distribution.

Despite the environmental and economic benefits, this infrastructure has introduced a number of activities, hazards and risks which were not present in the organisation before. This is due to the inherent danger of high voltage electricity, involving activities that are considered to be high risk.

In this context, the need for a more in-depth risk assessment was identified; this was carried out by a specialist, who established preventive and corrective measures for live working.

AUTOMATION WORKING FOR SAFETY

Arising from the risk control process, activities that could cause accidents at work were identified. These are related to situations of unintentional discharging of energy and/or equipment or machinery starting or being moved.

ANA is developing a pilot project at Lisbon Airport in order to provide it with a Lock Out, Tag Out programme, which will render the equipment inoperative, cutting off the energy while work is being done and preventing residual energy discharge.



Together for safety

Every year, ANA celebrates the World Day for Safety and Health at Work on 28 April, as well as Safety Week, promoted by the VINCI Group. On these occasions, initiatives are organised for all employees working at the Company to promote occupational health and safety, with the aim of getting them involved and raising awareness of the prevention of professional risks and the consolidation of a safety culture.

PREVENTION FIRST, ALWAYS

In 2022, Nation Prevention and Safety at Work Day was celebrated with:

- A webinar entitled “Safe Teams, Confident People” to reflect on the importance of preventive measures for assuring safe, healthy working conditions and the contribution of the proactive attitudes of everybody in the care to be taken for collective safety;
- The publication of a newsletter with the following contents: a leaflet on the prevention of falls, accident results for 2021, the result of the employee consultation under the scope of checking work equipment, the goals proposed by ANA Aeroportos and the message on the importance of reporting near-accidents was reinforced.

The slogan of Safety Week 2022 was “Risk being Safe” and included several events for promoting occupational health and safety and incident prevention, of note being:

- Safety walks / on-the-job posture training included visits to workplaces and sessions exemplifying the main risks of developing musculoskeletal disorders;
- The “Risk being Safe” webinar, to bring employees together and create a common, shared vision of safety in the company through safe behaviour;
- Meeting between the Occupational Health and Safety area and their counterparts at third parties. The subject covered was “Safe behaviour” and there was a discussion on how to encourage the active involvement of all employees, service providers and partners and how to foster joint change that is positive and innovative in the occupational health and safety area.





PROMOTING WELL-BEING AND QUALITY OF LIFE

Due to its importance to employee satisfaction, caring for people’s well-being and quality of life is an essential investment for the success and sustainability of the Company in terms of attracting and retaining talent.

ANA seeks to provide a healthy, balanced working environment that promotes the physical, mental and emotional values of its employees, contributes to job satisfaction, prevents stress and increases motivation. It has long been implementing a set of measures that clearly show its concern with the well-being of its employees and their families, including:

IN THE FIRST PERSON



“It is extremely important for the DHR to highlight the relevance of reconciling professional and personal life, as well as the well-being of our employees. We realise that it is crucial to ensure that there is a healthy balance between personal and professional life. ANA is committed to promoting policies and projects so that all employees can take care of their personal needs while at the same time being productive in their work. In the future, several projects that we have been working on will be implemented, particularly with regard to the mental and financial health areas. These focuses will certainly have a big impact on the lives and well-being of our employees, which is one of our priorities.”

Martim Dotti, Human Resources Specialist

WHEEL OF KNOWLEDGE

With the goal of supporting and rewarding the children of its employees throughout their school and academic careers, the Wheel of Knowledge consists of five parts:

- **Baby on Board:** a financial benefit on the occasion of a birth or adoption, to help alleviate the expenses incurred by employees when their family increases;
- **Pint-sized ANA:** a monthly benefit for children going to crèches or preschool or a supplement to children’s allowance;
- **ANA Growing with You:** co-payment of school supplies up to the Bologna second cycle;
- **Roll of Honour:** a school incentive award for primary and secondary school pupils and for students in the first and second Bologna cycle;
- **ANA Doctors:** allocation of scholarships to the children of employees enrolled in doctoral programmes;
- **Holiday Camps:** co-payment for children aged between six and 14.

The regulations of the Wheel of Knowledge are currently being reviewed.

CASTOR PROGRAMME

Every year, employees are given the opportunity to acquire shares in the Group through a fund. Shares held by employees only become available three years after subscription. The rules are as follows:

- Right to two free shares for each share subscribed for the first 10 shares acquired (maximum of 20 free shares);
- Right to one free share for each share subscribed, from 11 to 40 shares (maximum of 50 free shares);
- Right to one free share for every two shares subscribed, from 41 to 100 shares held (maximum of 80 free shares).

MEASURES FOR PROMOTING HEALTHCARE AND THE BALANCE BETWEEN PERSONAL AND PROFESSIONAL LIFE

- 24 to 37 days holidays, time off work up to a limit of 18 hours per year (without loss of salary, seniority, holidays or any other rights), and festive occasions such as Christmas Eve;
- Flexible work policy, through which employees may enter into remote working agreements alternately;
- Health insurance, free for employees and with special prices for spouses and children;
- Free medical check-ups and treatment;
- Free medical care at home outside working hours and at weekends for employees and their immediate families;
- Annual flu vaccination campaigns, allowing all employees to be vaccinated free of charge.

In the search for more reconciliation of professional and personal life, ANA also allows its employees to work flexible hours and to do hybrid working. In 2022, around 70% of the people working in the main office were working remotely.



Looking to the future

Diversity, equity, inclusion and equal opportunities are fundamental pillars insofar as they foster a positive organisational culture and a healthy, innovative and competitive working environment.

ANA believes that the existence of teams with different characteristics and experiences in terms of gender, age, sexual orientation, nationality, skills and personal contexts brings a number of benefits to the organisation, particularly different perspective and ideas. It therefore wants to ensure that all its employees are treated fairly and that they have equal access to opportunities for growth and professional development, irrespective of their characteristics or identities.

Issues like equal pay and equal opportunities for women in leadership roles, the promotion of inclusion in the Company, through the integration of people with disabilities beyond the legal requirements and the creation of the conditions necessary for them to prosper are strategic goals that reflect the principles defined in the Diversity, Equity and Inclusion Policy (which is being developed).

The subject of active involvement and final career management for employees will also be highlighted in the action plan for this strategic cycle.

In line with the material topics earmarked for priority action in the materiality analysis – **Development and Recognition of Occupational Health and Safety**, goals and targets have been set for each one of them. Apart from these material topics, the goals for **Diversity, Inclusion and Equal Opportunities** were also considered.

Material Topic	Goals	KPIs	Current Value (2022)	Targets		
				2023	2024	2025
Development and recognition - Training	To reinforce employee training	Average no. of training hours per person	35	36	37	38
		Employees with a minimum of 25 hours/year or one course (%)	63%	65%	67%	70%
Development and recognition - Appeal	To strengthen the appeal of the company	No. attending trade fairs	5	Minimum of five, where two are vocational schools	Minimum of five, where two are vocational schools	Minimum of five, where two are vocational schools
		No. of ANA Open Days for students	No information available	One pilot programme in Lisbon	One in Lisbon + two in airports	One in each area
Development and recognition - Awareness-raising and training on the subject of sustainability	To promote learning about sustainability issues	Employees taking part in awareness-raising and training courses on the subject of sustainability (%)	No information available	No information available	60%	80%
		No. of internal campaigns introducing and integrating the sustainability issue	No information available	2	3	4
Health and Safety	Achieving 0 accidents at work	Lost Time Injury Rate (%)	3,17	<3,17	<3,15	<3,13
		Severity Rate (%)	0,45	<0,45	<0,43	<0,43
Diversity, Inclusion and Equal Opportunities - Gender	Promoting equal opportunities for women in leadership roles	Women in leadership roles (%)	33%	33%	34%	34%



A note on the subject associated with the integration of people with disabilities and other vulnerabilities, the minimum legal rate of 2% is complied with at ANA. An effort is going to be made to increase this figure in 2024, while always bearing in mind some limitations to carrying out operational duties at the airport.

The analysis also showed the issues of **Well-being and Quality of Life and Active Ageing** to be relevant, but it has not yet been possible to present defined targets.

In 2022, a number of initiatives were underway, which will allow ANA to present concrete goals in the next sustainability report.

Examples of the subjects of **Well-being and Quality of Life** are the development of a system of flexible benefits that can be adjusted to the needs and preferences of each employee, or raising awareness in the company regarding mental health issues and the implementation of an initiative like Team 24, for 24-hour online psychological support.

With regard to **Active Ageing**, the aim is to create different and better conditions for employees at the end of their careers, in terms of time and the transfer of knowledge to the younger generations.



5. EXCELLENT ENVIRONMENTAL PERFORMANCE

We are one, united to move a more sustainable world.





EXCELLENT ENVIRONMENTAL PERFORMANCE

Given the unquestionable climate and environmental emergency, ANA works with its team every day to act and develop solutions that can reduce the impact of its activities. It has made a serious commitment to environmental performance through the reduction of direct and indirect emissions of greenhouse gases, promoting the circular economy, the sustainable use of water, encouraging sustainable mobility, monitoring and minimising the noise inherent to the operation and the preservation of biodiversity.

These commitments are in line with the three main areas of operation set out in the environmental strategy defined for VINCI Airports and applicable to its entire airport network: Energy and Climate Change; Circular Economy and Waste Management; and Water and the Natural Environment.

Each airport contributes to its overall goals differently, according to their characteristics.

Throughout this chapter, the initiatives at the different airports, whose contribution is at the core of this ambition, will be highlighted.

Since 2008, ANA has been introducing environmental management systems in all its airports, certified by ISO 14001. Another guideline for approaching the management of environmental issues is the **Environment Policy**, which reflects its commitment to continuous improvement in the processes, environmental preservation and protection, the reduction of the impact of activities and the minimisation of its carbon footprint, always with the involvement of its stakeholders.

The environmental management systems at the airports underwent analysis and readjustment in 2021 and multidisciplinary teams were set up for this task. Work was done on the development of the action plan for the next three-year period in 2022.

In general, the increase in airport activity (after the pandemic) resulted in an increase in absolute consumption of energy and water, as well as waste production. However, it should be noted that it was possible to increase efficiency levels both in energy and water consumption and in waste production per passenger.

IN THE FIRST PERSON



“For the aviation sector, in the spotlight of climate activism not always objectively, there is a challenge to show their collective commitment to obtaining effective results in the minimisation of environmental impacts, particularly with regard to reducing its carbon footprint. We are committed to playing our part, working closely with the communities around our airports. We are also focusing on allying innovation and the environment, aware that the response to climate change will come if Positive Mobility is a common goal for all our partners, as our ambition is to speed up the transformation of our airports, assuring the continuity of the public service, aiming to grow, but leveraging our activities sustainably.”

Susana Cortez, Environmental Specialist, Office of Sustainability and the Environment



RECUSING ENERGY CONSUMPTION AND EMISSIONS

The aviation sector and global emissions

The aviation sector has a significant impact on energy consumption and global emissions and is responsible for around 2% of global greenhouse gas emissions⁹.

Operating boundaries are the set of direct and indirect GHG emission sources associated with the operation of the airports and the main office.

Direct emissions are those coming from sources that belong to or are controlled by the Company. Indirect emissions are those that are as a result of the activities of the Company, coming from sources that belong to or are controlled by another company. Bearing in mind these two types of emissions, the carbon footprint has three scopes of application:

- **Scope 1** Direct greenhouse gas emissions;
- **Scope 2** Indirect greenhouse gas emissions caused by the consumption of electricity acquired;
- **Scope 3** Other indirect greenhouse gas emissions.

Energy consumption and greenhouse gas emissions

At the moment, Energy Efficiency and Carbon Management are considered priority areas in the environment strategy at VINCI and, therefore, at ANA.¹⁰ In this context, ANA has been calculating its carbon footprint since 2008 and has been accredited by the Airport Carbon Accreditation (ACA) programme of Airports Council International (ACI) since 2010.

ACA is the only certified global carbon management programme for airports supported institutionally, based on internationally recognised methodologies. It consists of the assessment and recognition of the efforts made by the airports to manage and reduce their carbon emissions through six levels of certification: "Mapping" (Level 1), "Reduction" (Level 2), "Optimisation" (Level 3), "Neutrality" (Level 3+), "Transformation" (Level 4) and "Transition" (Level 4+). In 2021, a forum of relevant partners for ANA was created in order to establish measures and define joint action plans for an overall reduction of the footprint. As a result, over 50 letters of commitment were signed in 2022 and there were periodic work meetings.

Also in 2022, ANA was given Level 4 ("Transformation") for 9 of the 10 airports in the ACA programme by ACI – Europe, with only the Beja Civilian Terminal remaining at Level 2 ("Reduction"). In 2022, applications for this programme were submitted for all the airports, aimed at receiving Level 4+ ("Transition")¹², which was obtained in early 2023.

Key indicators

475 344 GJ of overall energy consumption in 2022.

-9,8% reduction in overall energy consumption in 2022 compared to 2019, due to the efficient management of consumption in the terminals and the replacement of equipment.

0,01 GJ/TU¹³ 2022.

-4,3% change in relation to 2019. This reduction was particularly high in the Beja, Madeira and Porto Santo airports, as a result of the implementation of energy efficiency measures.

79,1% of energy consumption in 2022 was electricity (most representative energy source, with the process of electrification of the fleet having begun in 2022).

-6,1% change in relation to 2019.

1,5% of energy consumption generated by renewable sources in 2022, corresponding to self-consumption of solar energy at Faro Airport.

20,9% of energy consumption in 2022 corresponds to fossil fuels, of which **18,2%** diesel; **1,6%** petrol; **80,2%** natural gas).

-21,4% change in relation to 2019 due to the beginning of the electrification of the ANA fleet.

⁹ Source: Our World in Data

¹⁰ Further information on the ACI methodology is available in the annex "Methodology Notes"

¹¹ At ACA Level 4 "Transformation", the airports must align their carbon management ambitions with global climate goals and transform their operations, with a view to absolute reduction of emissions, while at the same time reinforcing their involvement with stakeholders.

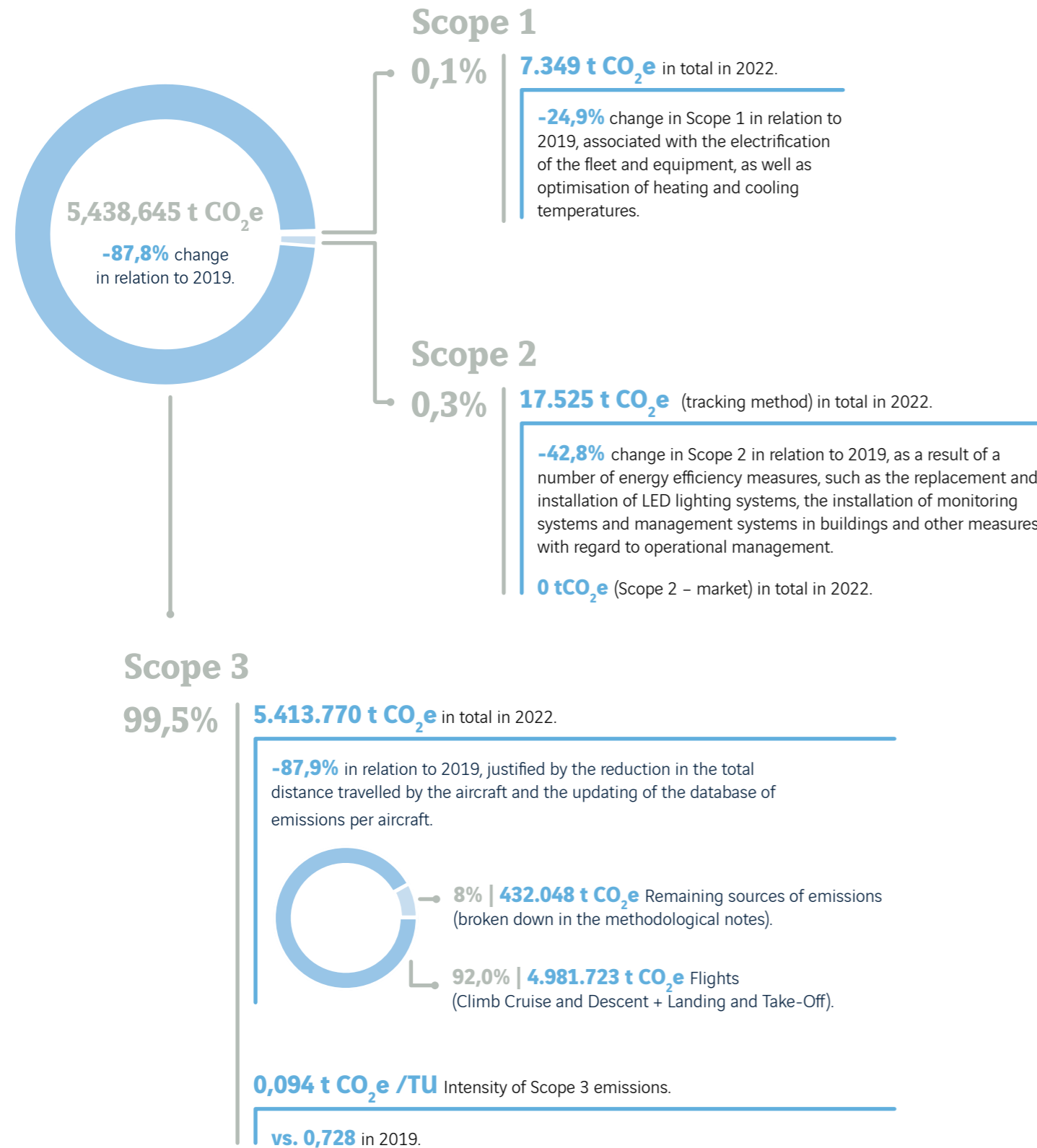
¹² At ACA Level 4+ "Transition", the airports must compensate their remaining carbon emissions.

¹³ Traffic Unit: 1 TU is equivalent to 1 passenger or 100 kg of cargo/mail.

¹⁴ At the time the report was published, the emissions associated with Climb Cruise and Descent were being recalculated.



Carbon footprint 2022



IN THE FIRST PERSON



“Nobody can remain indifferent to the increasingly frequent occurrence and severity of extreme environmental degradation phenomena any longer. It is urgent that every measure should be taken to minimise this degradation. In airports in particular, there is increasing pressure from society regarding emissions, noise, waste production, etc. We must be flawless and be on the front line. There is no time to put off excellent sustainable performance. We’re going to keep on working towards it.”

Fernando Vieira, Director of Porto Airport

In 2022, VINCI Airports and ANA reinforced their commitment to climate change arising from ANA’s carbon neutrality strategy for 2030, which was defined in 2021.

The results of the main measures were:

- A continuous reduction in the carbon footprint through the implementation of energy efficiency measures;
- Study and adoption of zero emissions technology;
- Searching for ways to work with innovative programmes in the area of clean technology.

To this end, following the definition of the total amount of CO₂ that can be emitted into the atmosphere annually for each one of the airports, without exceeding the global warming limit (carbon budget) and without compromising the environmental goals defined, the adjustment of the Carbon and Energy Management Plans was concluded. Several measures have already been implemented and will be continued until 2030. For example: the replacement of conventional lighting with LED lighting, the installation of more efficient climate control equipment, focusing on renewable energy and the renovation of the low emission vehicle fleet.

In 2021 and 2022, guarantees of origin and credits were acquired on the voluntary carbon market, corresponding to Scope 1 and 2 emissions. The calculation of the Scope 3 GHG emissions inventory for 2022 was undergoing external assurance on the date of publication of this report, as part of the candidacy to the ACA programme of ACI – Europe.

¹⁵ The carbon budget refers to the total amount of CO₂ that can be emitted to the atmosphere without exceeding a certain global warming limit. This is relevant for countries to be able to define their emission reduction goals.



Measures for reducing energy consumption

Concerns about energy efficiency and voluntary carbon management are being successively reinforced. The Company's carbon footprint is largely influenced by its energy performance in terms of the use of fossil fuels and electricity and the integration of the two areas has become inevitable.

Thus, in 2010, the Voluntary Carbon Management and Energy Efficiency (GVCEE) project was set up with the main goal of optimising and reducing energy consumption and focusing on alternative energy, reducing the impact of the airports run by ANA in terms of climate change. The GVCEE, now called Voluntary Carbon and Energy Management (GVCE), was revitalised in recent years due to the ambitious goals defined in terms of energy and climate change, with the aim of ensuring better organisation and coordination of the operating strategy in these areas, with the direct support of the Executive Committee. The aim is also to ensure more efficient monitoring of the implementation of the different measures, analysing their performance and sharing and communicating the main results.

The general coordination of this project is done by the Environment and Sustainability Office, with representatives of all the key departments and including two chief Working Groups: The Voluntary Carbon Management Group (GGVC) and the Energy Management Group (GGE).

With a view to reducing energy consumption, increasing energy efficiency and compliance with the environmental goals defined, implementation of the Energy and Carbon Management Action Groups, which had been prepared in 2021 for each one of the airports, began. In late 2022 and early 2023, these plans were reviewed in order to adjust them to the new goal defined, which is to achieve **Net Zero by 2030** (and not 2050 as initially established).

Below are some of the measures making up these plans:

Energy efficiency

Replacement and installation of LED lighting systems

An action plan was developed, to be concluded in 2024, for all the airports, with initiatives to be implemented in terminals, aircraft parking aprons, taxiways and car parks.

2% reduction in associated consumption (2022)

Implications of the reduction in Scope 2 emissions

In 2022 | The transition to LED lighting is 100% concluded at Madeira Airport and practically concluded at the Beja Civilian Terminal.

Replacement of HVAC systems with more efficient equipment

For 2022-2030, under the scope of the environmental strategy of VINCI Airports, investments are planned for replacing boilers with heat pumps in Faro, Lisbon and Porto, as well as improvements in efficiency by replacing chillers and Air Handling Units (AHU) in all the airports.

1% reduction in associated consumption (2022)

Implications of the reduction in Scope 1 and 2 emissions

In 2022 | EUR 160,000 invested in the replacement of boilers with heat pumps, as well as chillers and AHU.

Optimisation of heating and cooling temperatures

For 2022 to 2030, there are planned investments for the replacement of the consumption of gas for heating in the airport terminal with electric heat pumps. At the same time, there are plans to optimise the temperature setpoints in the terminals to reduce gas consumption.

24% reduction in associated gas consumption (2022)

Implications of the reduction in Scope 1 emissions

In 2022 | The adjustment of the temperature setpoints at ANA airports made it possible to reduce gas consumption by around 24% compared to 2019, the year when standard setpoints were used.

Installation of monitoring systems and building management systems to optimise infrastructure use

Through this smart control, it will be possible to adjust/anticipate outdoor temperature, natural lighting and space occupation conditions, optimising lighting and climate control for these.

25% reduction in associated consumption (2022)

Implications of the reduction in Scope 1 and 2 emissions

In 2022 | The systems made it possible to optimise the benefits of regulating temperature setpoints in the terminals. This year, the focus was on strengthening the Building Management Systems installed.





Electrification

Fleet renovation with vehicles that produce fewer emissions (passenger vehicles, commercial vehicles, equipment and buses)

The electrification plan began in 2022 and will continue until 2030. For 2023, it is expected that 11 light passenger vehicles at Lisbon, Faro, Porto, Azores and Madeira airports will be electrified.

For the vehicles that have no market solutions as yet, for example emergency vehicles, alternative fuels will be tested in 2023, such as HVO (Hydrotreated Vegetable Oil).

41 tonnes of CO₂/year avoided

Implications of the reduction in Scope 1 emissions

In 2022 | In Lisbon, Porto and Faro, the tender was awarded for the acquisition of 10 plug-in (hybrid) vehicles and three vehicles that are 100% electric, to replace combustion vehicles. Six electric ambulifts were also introduced, for people with reduced mobility, in Lisbon, Porto and Faro.

¹⁶Ambulifts are designed and built to lift passengers with reduced mobility from the ground to the main cabin of the aircraft.

Renewable energy

Own production - Installation of solar photovoltaic systems

The Comprehensive Implementation Plan for Solar Plants for Self-Consumption was begun in Faro Airport. There are plans to advance with the installation of seven more plants in Lisbon, Porto, Madeira, Porto Santo, São Miguel, Horta and Santa Maria in 2023 and 2024, bringing the total to around 20 MWp.

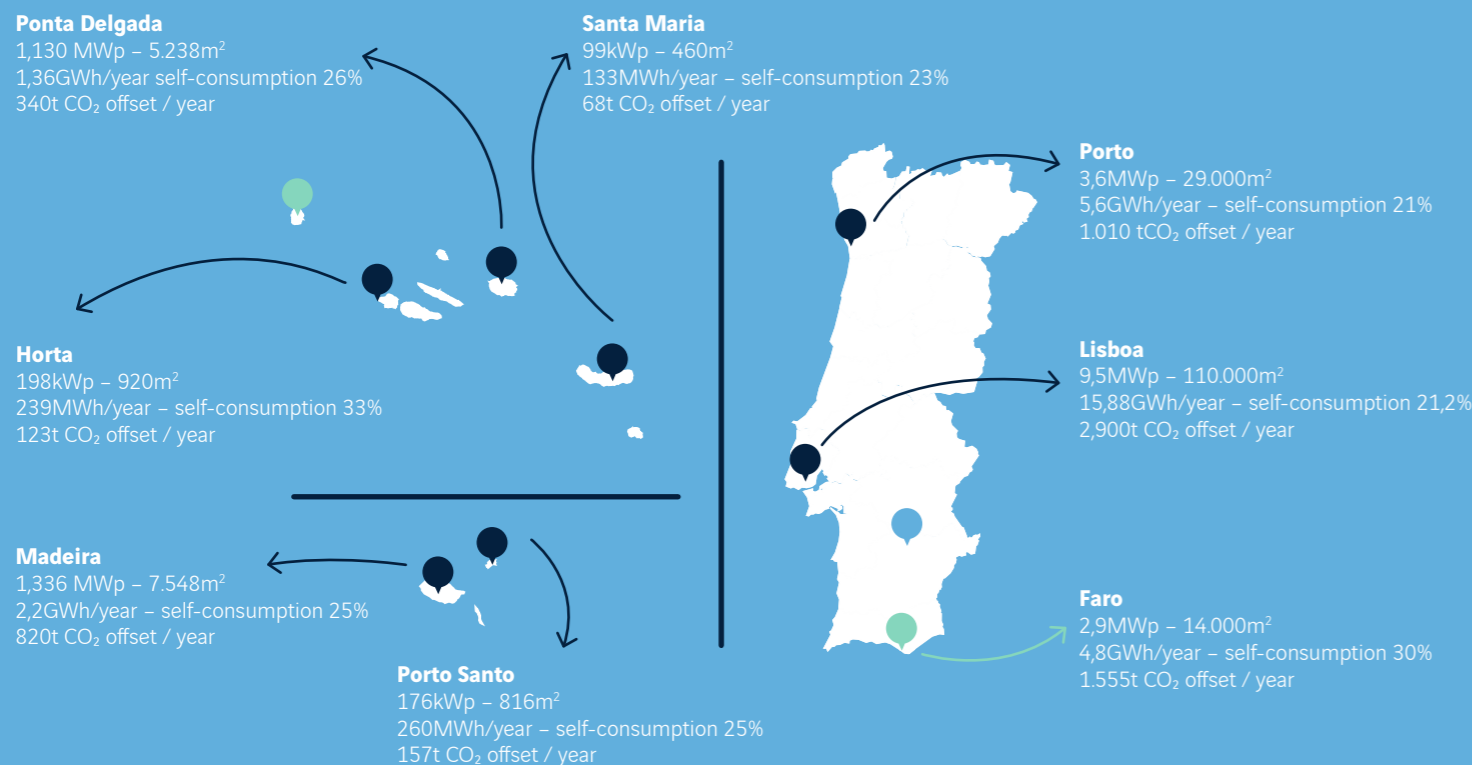
Heat pumps were installed in the Azores with support from solar panels for the production of domestic hot water.

Procurement - Guarantees of origin

Since 2021, the acquisition of guarantees of origin of renewable sources has contributed to reducing the carbon footprint in terms of emissions from electricity consumption.

FIRST SOLAR PLANT FOR SELF-CONSUMPTION GOES INTO OPERATION IN FARO AIRPORT

The solar plant in Faro was the first to go into operation under the scope of the Comprehensive Implementation Plan for Solar Plants. With an installed capacity of 2.9 MWp, it supplies around 30% of electricity needs at the airport.



IN THE FIRST PERSON



“The installation of a solar plant in the airport contributes to a reduction in carbon emissions on the one hand and to an increase in energy self-sufficiency on the other, reducing dependence on fossil fuels and the risks associated with price fluctuation and availability. At Faro Airport, one of the main challenges associated with this project and common to other airports also was the limited amount of space available. Careful planning was therefore necessary in order to identify suitable places where the solar panels could be installed without hindering airport operations in the present or in the future.”

**João Jesus, Specialist in Electrotechnical Engineering
- Maintenance Area, Faro Airport**

LEARN ABOUT THE IMPACTS ON WILDLIFE

Through the protocol with RIAS - Ria Formosa Wildlife Research and Recovery Centre - a study began on the birdlife in the area of this solar plant to verify the absence of significant impacts on biodiversity caused by this new infrastructure. Learn more about the work done by RIAS in the chapter on **Generating proximity and neighbourliness** in this report.



ELECTRICITY SUPPLY IN NON-ELECTRIFIED AREAS USING SUSTAINABLE SOURCES

Seeking to put innovation to work for the transition, ANA has focused on several work areas in order to make greater use of technology, particularly through pilot projects. Three initiatives are of note in this context, making electricity available to non-electrified areas:

- Eco-generator: an eco-generator was built at Faro Airport to supply electricity produced by solar energy. Several items were reused to do this: an old x-ray van, batteries from old diesel generators and aluminium frames from remodelled facilities. This eco-generator also collects rainwater for later reuse and there is a laboratory for testing and learning more about the energy area;
- Omniflow: a pilot project is underway at Lisbon Airport for replacing street lighting in the departure area (including the Kiss & Fly parking area, for picking up and dropping off passengers) with lampposts using LED technology and powered by solar and wind energy;
- Water from Air: at Faro Airport, vats with a capacity for one m3 were placed at six locations to collect water for use in cleaning, battery maintenance for electric vehicles and filling the tanks on firefighting vehicles and to prevent overflows arising from condensed water in the air conditioning equipment.



Air quality

Airport activities result in emissions of a number of atmospheric pollutants, associated not only with aircraft operation and activity, but also with other sources. Apart from mobile sources (handling/support vehicles), fixed sources, such as the vehicle maintenance operations associated with fire drills and fuel storage areas, also contribute to the emission of pollutants.

Due to the potential impact on air quality and human health, ANA regularly monitors gas emissions in its airports according to its legal obligations, particularly when it comes to fixed point sources. Under the scope of managing this environmental descriptor, it also monitors the air quality at the airports located in more built-up areas (Lisbon, Porto and Madeira) through campaigns that take place in the summer and winter periods. The concentrations of nitrogen dioxide and nitrous oxides (NO₂ and NO_x), carbon monoxide (CO), sulphur dioxide (SO₂), ozone (O₃), fine particles (PM₁₀), benzene (C₆H₆) are measured, as well as local weather parameters. There is also monitoring of ultrafine particles (PM_{2.5}) at Lisbon Airport.

There is a campaign for monitoring air quality at Ponta Delgada Airport every three years. The last one was in 2022.

MONITORING ULTRAFINE PARTICLES

Airports Council International (ACI) voluntarily introduced measuring of the concentration of ultrafine particles as these can pose a risk to human health. These particles have been monitored at Lisbon Airport since 2022 and the results are being analysed.

IN THE FIRST PERSON



“At this coastal airport bordered by the Ria Formosa Natural Park, what characterises us is our quest for innovative and sustainable solutions. Multidisciplinary teams ally the know-how they have acquired in their daily work to creativity for developing innovative projects that contribute to reducing our carbon footprint, through the reuse of materials, the use of renewable energy and alternative water sources.”

Alberto Mota Borges, Director of Faro Airport

PROMOTING THE CIRCULAR ECONOMY

In 2020 and 2021, studies were done on waste production per airport, with the goal of reducing the amount of waste sent to landfills to zero (VINCI Airports Environmental Strategy), increasing the efficiency of selective collection and getting stakeholders involved. In short, the aim is to improve waste management and the rate of recovery at each airport, which is an important challenge, particularly in the third-party management component.

The evaluation phase identified several actions and opportunities for improvement in the existing waste management, which are reflected in Action Plans for each one of the airports. Each plan has transversal actions, led and developed at corporate level, to be implemented in phases according to the degree of severity and local campaigns that are prioritised by each airport. The main areas of application of the measures are: awareness-raising and training, monitoring, diversion from landfills, increasing efficiency in selective collection and reducing production.

Key indicators

Total of **7,547 tonnes** of waste produced in 2022.

+118,6% compared to 2019, due to the increased activity in the airports.

130g/TU of waste produced in 2022.

+86,2% compared to 2019.

86,0% recovery rate in 2022.

+9,8 p.p. compared to 2019.

Below is a brief summary of some of the measures identified:

OVERALL

- **Maximising the prevention** of production, **reusing and recovering** (material)
- Harmonising processes
- Reinforcing third-party awareness, monitoring and control

Porto

- **Continuous improvement in environmental performance**, enhancing the existing solutions
- Increasing the recovery of material

Lisbon

- Increasing **selective collection**
- Reinforcing the **Waste Management Hierarchy** (+ Recovery)

Faro

- Availability of **efficient, cost-effective treatment solutions**
- Increasing **selective collection**
- Reinforcing the **Waste Management Hierarchy** (+ Recovery)

Azores e Madeira

- Adding more strategies for **minimising consumption, optimising use, reusing and otherwise redistributing** materials used in the airports
- Improving the involvement of all the parties, seeking **more accountability for the correct separation of the waste** at the Collection Points/Zones
- **Periodically assessing the suitability of the preliminary storage containers** for the quantities produced and the frequency of collection in order to optimise the cost of collection and dispatch of the different types of waste and the recovery potential.
- **Credibly determining the quantities of solid waste** equivalent to municipal waste





The common factors that affect the treatment options for the waste generated by ANA were also identified and described. Of note among these are:

- The geographic location of the final destinations of the waste at a feasible environmental and economic cost;
- The existence of treatment options;
- The legal requirements applicable to management of the waste generated in the airports and the foreseeable developments in these.

Collection points were installed for emptying the bottles of water passengers have with them before Security Control, as well as water supply points after Security Control at Porto, Lisbon, Madeira, Faro and Ponta Delgada airports. This measure contributed to reducing the volume of waste produced.

Important efforts have been made at all the airports to improve waste separation at the source and there has been an increase in the waste recovery rate year-on-year and, in particular, the material and organic recovery rate.

In this context, a centrally coordinated working group was set up with the participation of each one of the airports in order to produce a Waste Management Handbook that collates best practices and procedures to be adopted in the management of the different types of waste produced, particularly waste equivalent to municipal waste and its recoverable fractions and hazardous waste generated by ANA. It is expected to be published in the first quarter of 2023. In the same way, the waste management clauses in the current Ground Handling and Occupancy Licences, or in others, will be reviewed in order to assure strategic alignment and the goals in this area.

FARO AIRPORT INCREASES WASTE RECOVERY RATE BY 80%

This significant growth was due to the investment in the implementation of the dedicated recovery process and organic waste disposal, as well as in improving source separation through awareness campaigns.

PORTO AIRPORT IS A SUCCESS STORY IN WASTE MANAGEMENT

The current waste management model in place in Porto is in line with compliance with the strategic goals outlined by the VINCI Group for 2030, with a 98% waste recovery rate and 0% waste sent directly to landfills.

IN THE FIRST PERSON



“It’s a great privilege to have been part of a team, for over 20 years, where environmental issues take on a leading role and are looked at comprehensively and are intrinsic to all the activities engaged in. Solid waste management in particular is a good example of this approach, which is based on a philosophy of strong partnerships with other entities, reinforced by the focus on awareness-raising and the continuous improvements in the processes and the infrastructure, which is reflected in the results achieved.”

Sofia Rocha, Manager of Mechanical, Civil and Environmental Maintenance, Porto Airport





OPTIMISING THE SUSTAINABLE USE OF WATER

ANA manages and monitors water consumption at its airports. This consumption includes restaurants, sanitary facilities, irrigation of green spaces, washing vehicles, pavements and buildings, as well as consumption associated with firefighting drills. Of note is the maintenance of the monitoring practices in water quality and quantity for human consumption, aimed at ensuring the health of users of all airports and improving consumption efficiency.

In absolute terms, the widespread increase in water consumption associated with increased activity is also due to irrigation, particularly in the airports in the south of Portugal.

Key indicators

655,369 m³ overall¹⁷ water consumption in 2022.

-2,7% variation compared to 2019.

11,76 litres/pax consumed in 2022.

+3,3% change compared to 2019.

Porto, Faro, Ponta Delgada and Flores airports have already exceeded the goal for 2030, with consumption now lower than 10 litres/pax¹⁸.

Transversally, implementation of the measures resulting from the water audits on the airport, which were completed in 2021, proceeded. Innovative projects in the area of reducing water consumption were also launched at the same time as these measures. Of note in the Lisbon, Faro and Madeira airports is the pilot project for the installation of a predictive watering system in green spaces. It began around four years ago and consists of optimising water consumption by adjusting watering needs to the humidity of the soil, bearing in mind the future weather conditions and the types of plants. This project allows for a reduction in the rates of consumption of water for irrigation estimated at 20 to 30%. At Ponta Delgada Airport, the construction work on the future Wastewater Treatment Plant (WWTP) was concluded. At Faro Airport, a study is underway to assess the risk of using the wastewater treated in the Faro WWTP for irrigation and fire engine tests or sent to a cesspit¹⁹.

¹⁷ According to GRI Standard 303 Water and effluent 2018, a distinction is made between "withdrawal" and "discharge" for calculating "consumption". For the purposes of this indicator, the value shown corresponds to "water withdrawal"

¹⁸ Pax refers to passengers

¹⁹ Place where the wastewater from aircraft is disposed of.

In Porto Airport, where the terminal is served by a vacuum system that reduces water consumption by 75%, there were two recent projects that won awards from the Vinci Group in the area of reusing water, in particular reusing water used in testing firefighting equipment (Winner of the 2015 Vinci Innovation Award) and the reuse of water from Security Control (winner of the 2020 Vinci Environment Award).

The vacuum drainage system at Porto Airport allows for a reduction of 75% of the water used for flushing toilets (6 litres per conventional flush vs 1.5 litres/flush at Porto Airport). The heating, ventilation and air conditioning maintenance teams use pipe freezing techniques in order to minimise leakage during interventions.

LEAKAGE CONTROL

In 2022, Lisbon Airport set up a project to control leakage on the Av. Cidade do Porto network, aimed at monitoring the supply networks and reducing leakage. To this end, studies were done, with the support of EPAL, on the metering area and the current monitoring system in this airport. There was also a study on the hydraulic circuit of the network, the optimisation of its monitoring system, configuring smart metering, etc.

The reuse of water has been one of the main challenges of airport management, particularly in collecting rainwater for reuse in sanitary facilities, which is not an easy task in the older airports. Its implementation at and integration into the different airports is being studied.

IN THE FIRST PERSON



"Because of its size, level or saturation, the age of some of its equipment, its location in the city and its economic and social importance for the region and for the country, Lisbon Airport has particular responsibility for looking to the future with great attention, and in a sustainable way. Accepting this responsibility, the airport teams, working according to the global strategy of ANA and the VINCI Group, seek every day to implement the practical measures identified in the Action Plan to reduce environmental impact, promote energy efficiency and adopt socially responsible practices."

Rui Alves, Director of Lisbon Airport



PRESERVING BIODIVERSITY

Airport activities can have different impacts on biodiversity, such as: a change in the behaviour patterns of species as a result of the noise generated by aircraft, contamination of the soil and watercourses associated with emissions from traffic and equipment, etc. For ANA, appreciating and protecting the environment is a strategic pillar, along with airport safety and security, the maximum priority in all airports. This is why the subject of protection and conservation of species and ecosystems are part of the action plans, through measures to minimise and compensate its impacts, particularly through partnerships.

Long-term commitments

Biodiversity protection measures have been in place since 2008, particularly through becoming part of the Business & Biodiversity project organised by the current Institute for Nature Conservation and Forests (ICNF). The company provides financial support to two wildlife recovery centres, contributing to the conservation of biodiversity in Portugal. Centrally, in addition to the support for RIAS, referred to with regard to the solar plant in Faro, of note too is the support for CERVAS (Wildlife Ecology, Recovery and Surveillance Centre), both run by the ALDEIA association.

ANA has been supporting CERVAS since 2009. Its work consists of receiving and treating animals that are found injured or in a weakened condition for subsequent release into nature. It also plays an important role in environmental education and raising people's awareness of nature conservation, particularly the younger generations, fostering an interest in the preservation of the country's natural heritage.

In 2022

671 animals received

58% of the animals returned to nature, with the participation of 5,452 people

10.177 people involved in all of the CERVAS campaigns

IN THE FIRST PERSON



"ANA's support makes it possible for CERVAS to have a professional working team. It is made up of six technical members who are supported by dozens of volunteers, students and researchers. Since the beginning of this partnership, CERVAS has received 7,120 wild animals and released 3,155, which corresponds to around 60% of the total of live admissions. Training courses involved 126,158 people. For CERVAS, it has been an honour to be able to work on this mission in partnership with a company like ANA and the goal is to continue with the work dynamic already created, but constantly perfecting techniques and approaches, making the working team grow and having an increasing impact on the population and biodiversity."

Ricardo Brandão, Coordinator and Vet at CERVAS

The strategic cooperation agreement was continued with QUERCUS – National Association for Nature Conservation, which highlights ANA's commitment to the protection of nature, the environment and biodiversity. This protocol provides for an annual plan of cooperative activities to mitigate the environmental problems in various regions (for example, in areas affected by fires or with difficulties in water management or soil retention).



REINFORCEMENT OF COMMITMENTS

En May 2020, the company joined the Act4Nature initiative promoted by BCSD (Business Council for Sustainable Development) Portugal, under the scope of Act4Nature International, set up with the aim of mobilising companies to protect, promote and restore biodiversity. By joining this initiative, ANA has undertaken a set of Common Commitments and defined a set of **Individual Commitments**. Apart from taking part in a Biodiversity Working Group promoted by BCSD, whose results were announced publicly in December 2020, ANA subsequently developed the bases for carrying out Biodiversity Evaluations in all the national airports in 2021.

Measures for maintaining safety in the airports

Wildlife strikes²⁰ can compromise the proper operation of airport activities. Several measures are used to avoid them, such as the use of bioacoustics, gas cannons and the control of plant species.

ANA also uses falconry to complement the traditional methods, particularly at Lisbon, Faro and Madeira airports, where its use has proven to be more efficient.

There are Wildlife Management Committees in all the airports and they meet periodically in order to minimise the risk of birds colliding with aircraft. Their activities include techniques and practices for managing wildlife and learning about local biodiversity. An analysis of the incidents, performance indicators and the results of the monitoring of wildlife is the basis for maintaining the practices and techniques for managing wildlife.

The preventive maintenance on the solar plant installed in Faro Airport is scheduled for dates outside the nesting period, which is between 15 March and 15 July.

IN THE FIRST PERSON



“Faro Airport is bordered to the north by urban areas and in the remainder by wetlands of enormous natural importance, the Ria Formosa Natural Park, which has several conservation statuses due to the wealth of biodiversity there, distributed over marshland, salt flats, dunes, lagoons and aquaculture, the habitat of countless protected species. With this context in mind, we assure control over our good environmental performance through different monitoring programmes, always working closely with partners such as the ICNB (Nature and Biodiversity Conservation Institute), the Municipal Council, FAGAR (Faro, Wastewater Management) and Águas do Algarve. By taking joint and coordinated action, we ensure operations that are compatible with nature values, promoting local biodiversity.”

Lúcia Machado, Environment Specialist, Faro Airport

²⁰ Mainly incidents where birds collide with aircraft.

Measures for promoting biodiversity

Under the scope of biodiversity evaluations at all the national airports, campaigns and surveys are underway to characterise these and the work is expected to be completed in 2023.

Protecting flora and fauna



Sentinel Apiary

There was monitoring of the Sentinel Apiary project at Ponta Delgada Airport, which began in 2020, under the scope of the partnership between the Farm Development Services on São Miguel and the Azores Airports Department and was aimed at implementing the Bee Health Plan.

Insect hotel

On the occasion of the International Day for Biological Diversity, an insect hotel was installed near the main office of ANA and of NAV (Navegação Aérea de Portugal) under the scope of a partnership with Lisbon Municipal Council and QUERCUS. An insect hotel was also installed at Santa Maria Airport.

Weed control fabric

At Lisbon Airport in 2022, high performance weed control fabric was installed over an area of 1,850 m², permitting a reduction in the use of phytosanitary products equivalent to two litres/year, thus contributing to VINCI's goal of “zero phytosanitary products”. The Beja Civilian Terminal has already complied with this goal.



NOISE MANAGEMENT

The management of noise emissions, mainly from aircraft flying over, continues to be a very important subject for ANA, as reflected in the Company’s Environment Policy. Mitigation of its impact around airport perimeters is still an important area of operation.

Simulations/forecasts are also continuing (since 2002), through the regular preparation of Noise Maps, which characterise the acoustic environment in the area around the larger airports. There is also continuous monitoring of the operating noise at Lisbon, Porto, Faro and Madeira airports. The Noise Monitoring System is installed in the airports and is complemented by the use of portable stations for monitoring outdoor areas. There are two noise monitoring campaigns at Ponta Delgada Airport each year.

In 2021, under the scope of the legislation on assessment and noise management, implementation of the measures in the Noise Reduction Plan continued at Lisbon and Porto airports, as large air transport infrastructure.

Key indicators

13 Fixed Monitoring Stations

6 at Lisbon Airport, with **2** more stations within the airport perimeter (verifying the use of the engine braking procedure)

3 at Faro Airport

3 at Madeira Airport

1 at Porto Santo Airport

16 Complaints received in 2022

11 at Lisbon Airport

4 at Faro Airport

1 at Porto Airport

3 at Madeira Airport

1 at Porto Santo Airport

Transparency in the operational and acoustic information associated with aircraft movements

The **WebTrak** platform, available on the company’s website, provides operational and acoustic information associated with the movements of the aircraft using Lisbon Airport. This platform processes radar data from NAV and makes it possible to identify each type of operation – landing, taking off, overflying. The trajectories are colour coded in red, green and grey, respectively. In addition, information is also provided about the flight number, the type of aircraft, sound intensity, altitude and the origin of the flight.

BAIRRO ACOUSTIC INSULATION PROGRAMME

The Bairro programme was prepared in 2022. The terms and conditions for access to the programme were concluded, the housing application platform was created and environmental goals were defined. A survey was also done on the built-up area for the first phase on sensitive use buildings – housing and particularly sensitive buildings – health and education. And a proposal was put forward to set up an Aircraft Environmental Mitigation Fund. The goal of the Bairro Programme – Acoustic Insulation, which is set to begin at Lisbon Airport in 2023 under the scope of the Noise Action Plan, is to carry out interventions in schools and hospitals located in areas particularly affected by aircraft noise, by reinforcing sound insulation in the rooms and bedrooms that are sensitive, such as classrooms and clinical rooms, with glass curtains and, possibly, shutter boxes. In the first phase, ANA will go ahead with funding these interventions. In the future, it is hoped to extend this programme to residential buildings after defining the funding. A study is underway into the creation of Aircraft Environmental Mitigation Fund, based on the polluter pays principle.



INVOLVING THE ECOSYSTEM AND RAISING AWARENESS OF THE ENVIRONMENT

As an airport manager, everything that ANA does to improve environmental performance should always take the involvement of its partners and the entities it works with into account. In the case of environmental topics, raising awareness, sharing information and identifying synergies are also commitments undertaken so that all the performance improvement goals can be achieved. Sharing information about some of these initiatives, which the company continues to reinforce in line with the new strategic cycle which is now beginning.



For water

On the occasion of National Water Day, an internal campaign was launched alerting to the need to preserve this essential resource. Through a dedicated newsletter distributed to all employees, there was sharing of ongoing initiatives related to reducing consumption and increasing water efficiency, such as encouraging people to change their behaviour and the importance of the involvement of all.

WORLD ENVIRONMENT DAY FOR ALL

For this event in 2022, a CERVAS awareness campaign was organised, on the subject of biodiversity, which allowed the airport community to learn more about the wildlife in our country, through direct contact with material this centre for wildlife recovery has. In 2021, a travelling photo exhibition was organised, visiting Porto, Lisbon and Faro airports, as well as Madeira Airport in 2022. Through initiatives such as these, ANA seeks to awaken the airport community to the subject of the environment.



For carbon sinks

ANA's first forestation campaign, planning 1,000 trees, was on Porto Santo Island in November 2021, supporting the project from the Madeira Regional Government through a protocol signed by ANA, Madeira Regional Government and the Madeira Institute of Forests and Nature Conservation (IFCN). Also in 2021, there was a reforestation campaign in the forest perimeter at Conceição de Tavira, planting 2,500 trees in an area that had recently burnt. These projects continued in 2022 through the replacement of dead trees and maintenance, with a success rate of almost 100% in Porto Santo. The same year, ANA promoted the "Planting the Future Together" initiative, in partnership with Gouveia Municipal Council, which resulted in 4,000 trees being planted in this municipality. This campaign contributed to controlling climate change and plays an important role in improving the quality of life of local communities and biodiversity.

For the circular economy

ANA has been investing in awareness campaigns on this subject, teaming up with strategic partners to promote high-visibility initiatives both internally and externally. In this area, internal online awareness sessions were held in partnership with QUERCUS. The title was "Give waste a second chance" and airport employees and central departments took part.

Lisbon, Faro and Porto airports work with ReFood in the fight against food waste, donating uneaten meals to needy families every day. In 2022, 99,849 meals were donated, corresponding to 50,879 kilograms of food, at the 21 participating points of sale. This initiative contributes to reducing food waste and reducing the greenhouse gas emissions associated with food waste, as well as having a social nature. ANA also associated itself with the promotion of the Too Good to Go app at Lisbon Airport, which combats food waste, thus avoiding CO₂ emissions. In Lisbon, six organisations take part and in 2022 it was possible to save 599 meals and avoid the emission of 1,497.5 kg CO₂eq.



Looking to the future

The goal of VINCI Airports is to be the leader in the decarbonisation of air transport infrastructure, working daily to set an example through its actions. Airports represent a small portion of global carbon emissions in the aviation sector, so the work with their partners and the investment in new solutions for customers and stakeholders are fundamental for achieving the goals set by 2030.

The subjects of the Circular Economy and the Protection of Natural Resources will also be highlighted in the action plan for this strategic cycle.

Energy and Carbon Management are two of the material topics earmarked for priority action.

Critical material topics include the **Circular Economy**, the **Sustainable Use of Water** and **Noise Management**. Goals and targets were defined for each one of these topics for the current strategic cycle, in line with the environmental goals defined for the VINCI Airports Group.

Material Topic	Goals	KPIs	Current Value (2022)	Targets		
				2023	2024	2025
Energy and Carbon Emissions	Reducing the carbon footprint - Scopes 1 and 2, in absolute values - Tracking Method	CO ₂ emissions – Scope 1 and 2 (% compared to 2018)	- 49%	- 49%	- 60%	- 65%
		Consumption of fossil fuel without the acquisition of Guarantees of Origin (% compared to 2022)	477.881 GJ	+ 13%	- 3%	- 6%
Climate Change	Increasing resilience and adaptation to climate change at ANA airports	No. of plans for adapting to / monitoring Climate Change	0	1	3	7
Circular Economy*	Zero direct waste sent to landfills	Waste to landfills (%)	30%	25%	20%	15%
Sustainable use of water	Reducing water consumption	Total water consumption per passenger (L/pax)	11,7	11,6	11,5	11,4
Noise management	Increasing awareness in terms of noise in the airport ecosystem	Ranking of airlines in terms of sound emissions	0	1	1	2

* The goal of ANA here is defined taking only the Lisbon, Porto and Faro airports into account. On the islands, it is the municipal councils that collect the waste from the airports and we do not have access to the records for waste collected.

The materiality analysis carried out also showed the issues of **Biodiversity and Sustainable Mobility** to be relevant, but it has not yet been possible to present defined targets.

In 2022, a number of initiatives were underway, which will allow ANA to present concrete goals in the next sustainability report for these material topics.

As already mentioned, and not only in order to capture the residual emissions from its airports, but also for the promotion and protection of **Biodiversity**, ANA is in the process of implementing VINCI Airports' local Reforestation Programme. This began in Porto Santo in 2021 when 1,000 trees were planted.

ANA has already planted seven hectares of trees and intends to reinforce these areas in the coming years. More clearly defined reforestation goals are expected to be presented next year.

Sustainable Mobility was also identified as a relevant material topic. A study is underway for the replacement of the fleet with low emission vehicles, to be concluded in 2022. This will make it possible to defined concrete targets in terms of low emission vehicles and charging points.



6. LAND DEVELOPMENT

**We move the communities and regions where we operate.
We lift up the entire country.**





LAND DEVELOPMENT

In a company like ANA, long-term success is based on relationships of trust, with customers, with shareholders, with employees, with suppliers and business partners and with the community the company operates in and that it is part of.

Airport infrastructure is fundamental for economic and social development. They are gateways for people, goods and services, facilitating connections between different regions and countries. They also generate jobs and income, contributing to making the local economy more dynamic. And they play a strategic role in tourism and provide essential services during emergencies, permitting the rapid mobilisation of resources and people to areas affected by natural disasters or other crises.

The presence of an airport can be vital for the safety and well-being of local populations. And ANA's impact as a neighbour and influencer of a complex value chain can, in many cases, be decisive. The company wants to play an increasingly more active role in the communities where it operates and the society it is part of in economic, social and environmental terms.

IN THE FIRST PERSON



“Airports connect places, bring people together, make distances shorter. Each airport is part of a community and we want this to be a close relationship. At each airport, we work hand in hand with our people, with people in the sector and with each region. We are partners and we have undertaken a commitment to the communities and places, contributing to socioeconomic development. We focus on equal opportunities and we have reinforced our activities in more fragile contexts. We have built closer ties inside and outside of the airport perimeter. Our commitment is to integrate and add, with dedication and transparency. Creating and reinforcing connections, connections that count.”

Ana Zita Gomes, Director of Communications

MANAGING THE SUPPLY CHAIN

Suppliers and service providers are fundamental links in ANA's value chain. The process of selecting, managing and assessing suppliers and service providers, notwithstanding its complexity and the degree of care this must entail, is key to the success and the sustainability of the organisation as it ensures the acquisition of quality products and services, minimising risks and promoting mutually beneficial relations with business partners.

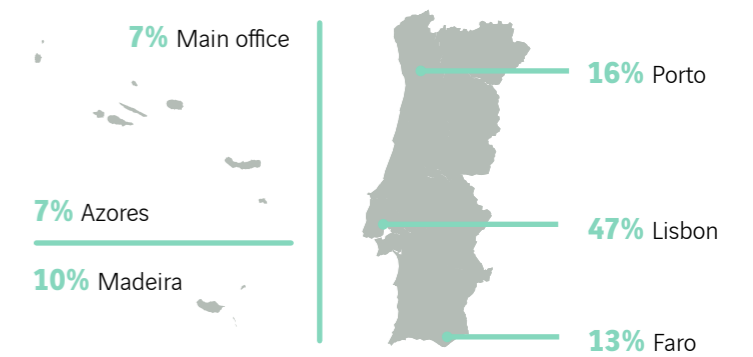
The careful choice of suppliers ensures that the products or services acquired meet the requirements of the Company in terms of quality, time periods, costs and compliance. Regular assessment makes it possible to monitor performance and identify improvements, as well as to mitigate risks (for example, possible failures in the supply chain), quality problems and ethical questions.

The five main Company procurement categories reflect the focus on promoting safety and the quality of the services provided and together represent 88% of the annual procurement budget.

Main procurement categories (% of total 2022)

- **38%** Aviation Safety
- **17%** Maintenance
- **16%** Cleaning
- **10%** Assistance for Passengers with Reduced Mobility
- **8%** Safety, Surveillance and First Aid Services

Distribution of purchases per region



Appropriate management of suppliers implies the establishment of solid, long-term relationships, the negotiation of fair contracts, clear definition of expectations and open communication. In addition, stimulating innovation, sharing challenges and working in partnership makes it possible for everybody, together, to achieve more operational efficiency and a greater competitive advantage.



There is regular communication between the parties and this is during monitoring and discussion meetings between local (airports) and central (corporate management) managers. To facilitate information sharing, there are plans to activate an institutional communication portal for suppliers on the ANA website in the next few years.

This portal will allow potential suppliers to present themselves to the Company so that they can take part in future market consultations that may be launched. Information will also be provided on the environmental and social policy, as well as the necessary details in order to make a bid.

Whenever possible, ANA tries to foster local employment and wealth, by contracting in the areas where it has airport facilities. However, contracting local suppliers is a challenge given the geographic dispersal of its activities in the mainland and on the Azores and Madeira archipelagos and due to the fact that there is a shortage of local providers for some supplies and services that are necessary for airport activities.

In 2022, around half of the volume or purchases came from local suppliers, although this represents only 10% in monetary terms. This is because of the greater representativeness of large contracts, frequently assured by companies working nationally and, particularly, internationally.

DIFFICULT TIMES

In the context of the COVID-19 pandemic that affected activities in 2020 and 2021, ANA would like to offer a word of thanks to its business partners for their dedication in providing products and services essential to the continuation of its activities. Their proximity, flexibility, resilience and commitment were inestimable for the success of the operation during this unprecedented period.



Integration of social and environmental aspects and assessment of suppliers

Signing the Letter of Commitment to Social Responsibility has been a requirement for any third parties wishing to be suppliers to the Company since 2009 and it is also necessary for access to market consultations. Subscribing to the principles of this letter is also reiterated at various points in the contracting process.

The selection of infrastructure suppliers and constructions based on sustainability requirements are carried out upstream, in the technical specifications in the market consultations, which contain certain requirements related to certification, the use of products with eco-labels, requests for impact assessments at the end of the contract or investment, etc.

The supplier assessment process was reformulated in 2022. The preference goes to resident service providers that can assure the most critical services for the activities.

They are selected according to the matrix from the risk assessment of the different activities in the environmental, social and occupational health and safety areas. The assessments of service providers are carried out by local and central managers and provide a single, consensual vision of their performance. Underlying these are practices in terms of the environmental and occupational health and safety, in line with the VINCI policies, goals and commitment to on the issues of ethics, sustainability and management and innovation, which are published with the suppliers for a joint commitment.

In addition, a matrix is being prepared for the assessment of proposals whenever applicable in the consultations, which, apart from price, technical merit and time criteria, also include sustainability criteria related to circularity, the impact on the local economy and greenhouse gas emissions. This matrix is aimed at making an overall assessment of the impacts, from the time the contract is awarded, through operation and maintenance and finishing at the end of the useful life of the product.

In effect, the management of supplies is crucial for minimising the upstream and downstream impacts of airport activities, particularly Scope 3 CO₂ emission, in line with the goals defined by ANA for this area.

²¹ A letter that commits the parties to respecting the principles of social responsibility in different areas, such as: forced labour, health and safety, discrimination, and others, as well as principles and best practices in the environmental area. These parties are also obligated to announce and disclose the principles undertaken, allow ANA to verify their adoption and implement any actions needed to remedy any situations of legal non-compliance. They must also inform ANA of any relevant situations related to the commitments undertaken. Finally, the parties must extend these commitments to their own suppliers.



INVESTING IN THE COMMUNITY

ANA's contribution to socioeconomic development in the communities it is part of goes far beyond generating employment and local contracting. Proximity to its elements and its active role in building more prosperous communities has long been present in the operations of the Company. This is also contained in the VINCI Manifesto, which defines the positioning of the Group companies in relation to its stakeholders and society in general.

Key indicators

Donations

15
Around € 97.000

Sponsorships and patronage

Over 7
More than € 57.000

Support is also provided in response to requests from local communities and the Vinci Programme for Citizenship.

Response to needs and requests

ANA has always sought to be present and take part in society, responding to the requests made to it. Criteria have been defined for analysing and allocating support in the form of donations, patronage and sponsorships. This process is transparent and facilitates decision-making, channelling the contribution to a set of areas that the Company deems to be strategic.

Donations							
The allocation of donations is aimed at entities contributing to one or more social causes.							
Main areas	Education	Health	Culture				
Exceptionally, philanthropic initiatives of recognised merit and of national or regional scale may be sponsored, such as public collections and reforestation campaigns.							
Sponsorships and patronage							
Main areas	Aeronautics	Tourism	Environment	Engineering/ Architecture	Employer branding	Culture	Philanthropy

The requests for support received are subject to an assessment and decision-making process. In the case of sponsorships, once these have been implemented, there is then a phase of analysis and assessment of the results.

In 2022, the cultural sector, as an agent of development in the different region where the airports managed by ANA are located, was able to count on continued cooperation. Examples of this are the Arpad Szenes-Vieira Foundation's Youth Symphony Orchestra, the Serralves Foundation (founding member and patron since 2007) and the National Culture Centre (associate member and silver patron since 1995).

Continuous support was maintained, in financial and material terms, for important institutions that work in the social area, particularly the Comunidade Vida e Paz and the Banco Alimentar Contra a Fome food bank. The development of partnerships also continued, with EPIS – Entrepreneurs for Social Inclusion, the Gulbenkian Foundation, granting scholarships to higher education students, and GRACE – Reflection and Support Group for Entrepreneurial Citizenship (a member since 2009 and on the board from 2013 to 2017).



Structuring investment in the community

ANA's activities in the communities area also determined by the VINCI Programme for Citizenship (PVPC). Managed and run by the VINCI Programme for Citizenship, its mission is to reinforce the relationship between the associated organisations and the surrounding communities and their interested parties, as well as corporate volunteering as a tool for the development, consolidation and promotion of the tertiary sector.

Key indicators

- +1,5 Million in support allocated
- € 25.000 Maximum per project
- 335 Applications
- 57 Projects supported
- 47 Sponsors

People and resources are put to work to bring the programme to life, a programme that due to its network and scale effects makes it possible to expand the individual ability of companies to intervene. The PVPC supports projects and entities in four areas of operation. These are sponsored by Group employees who monitor the entities in question, promoting a spirit of solidarity and social responsibility.

4 lines of action

Access to employment

Supporting entities that develop access to employment projects for people in situations of exclusion from the labour market and access to training for people that have no school or vocational qualifications. Also supporting entities working on integration through economic activity, adapted and protected job structures for people with disabilities and other organisations working on fight the school dropout rate (literacy, basic skills training, etc.).

Support for priority neighbourhoods

Supporting entities that work to reinforce social ties and fight social isolation and exclusion among residents needing priority intervention: general entities (children's homes, school support, entertainment in the neighbourhood), literacy centres and entities fighting to prevent people dropping out of school (inclusion through sport and culture).

Mobility solidarity

Monitoring initiatives that facilitate mobility for people in a situation of social or professional exclusion: driving schools and social repair workshops, solidarity-based rental services, platforms and services providing support for mobility.

Housing inclusion

Encouraging the entities that organise projects for access to housing for the needier, supporting people who are homeless, living in substandard dwellings or at risk of eviction, as well as projects that foster intergenerational and social interaction and participatory housing.

TOGETHER FOR A COMMON CAUSE

PROGRAMA VINCI PARA A CIDADANIA



United by a desire to contribute to the progress and development of the communities that are closest to where it operates, VINCI Energies, ANA and the Fondation VINCI Pour la Cité set up the VINCI Pour La Cité Association with the aim of managing and funding the VINCI Programme for Citizenship. The foundation stepped down from the association in 2022 and the programme is now supported by the two companies and by their employees.

The eligibility requirements and the information on the selection process and how the donations are made can be found in the Programme Regulations on the [website](#) for the programme.

In May 2020, in response to the pandemic, an additional sum was defined for allocation to the winning entities in the first programme even before the launch of the second programme. The goal of this initiative was to support the priority entities for VINCI at that difficult time. The sponsors were involved in the identification of the most pressing needs and coordinating the support. Action plans were quickly defined for each entity and all the needs identified were seen to, strengthening its ability to provide a response on the ground.

IN THE FIRST PERSON



"I sponsored the "Murtas em Rede - Crianças" project in the first VINCI Programme for Citizenship; that was a very enriching experience for me as a person and as a professional. Through the programme, I was able to get to know and closely monitor the extraordinary work the Campo Grande Parish and Social Centre does with the children of Roma people living in Bairro das Murtas - very close to Lisbon Airport - to combat truancy and children dropping out of school. The project began in late 2019 and, a few months later, we were all under lockdown. During the period when airports were practically closed, the project sponsors were asked to contact the institutions, not only to understand how they were living, but also to find out how we could help them. In the case of this project, additional support was assigned for the purchase of cleaning and personal protective material and computers for remote learning. I clearly remember that when I picked up the phone to contact the institution, I felt particularly proud to be part of ANA because it had invited us to look outside and to provide concrete support to the most vulnerable at a time that was so critical for all of us."

Magda Matos, Specialist in Planning and Management Control, Lisbon Airport



4TH VINCI PROGRAMME FOR CITIZENSHIP

The fourth programme was launched in 2022 and more than 80 project applications were received, with a total of €261,142.12 allocated to 13 associations.

Some of the winning projects

Entity: Pedalar Sem Idade Porto – Parábola Cidadina Associação

Project name: *Geocaching Sénior*

Area of intervention: Mobility solidarity

Location: Porto

Sponsor: Vítor Manuel Pires dos Santos (ANA)

Funding: €23,434

With the support of the programme, the entity intends to combat social exclusion among the elderly through going out for walks, as well as geocaching on a bicycle journey with the help of volunteers in Porto. The beneficiaries were 260 elderly people in care homes, 100 elderly people living at home and 40 people with disabilities from Lordelo do Ouro-Massarelos Parish and the Porto Historic Centre. The goal is to continue the project that has been running since 2018.

IN THE FIRST PERSON



“It is the duty of a developed society to provide its citizens with the best quality of life possible. Our “seniors” who contributed to this when they were working now have the right to receive the recognition they deserve at the end of their lives. They felt alive, remembering, visiting the places where they were born or worked, recognising and talking to the people who still know the and feeling the freedom of moving around these places is of immeasurable value, perhaps difficult for the more active among us to understand as we have no mobility issues... The possibility of moving around freely anywhere they want is taken away and they are subjected and confined to a single space, surrounded by walls, always seeing the same things, the same people and the same daily routine. Pedalar Sem Idade Porto simply and sustainably provides transport to places accessible to pedestrians but where no other form of transport can go and offers our “seniors” their deserved freedom and they also end up contributing with their life experiences during the journeys, with their admirable general knowledge and further enriching the volunteer that takes them on the bicycle trip.”

The value of a society is measured by its ability to recognise the value of all its citizens.”

**Vítor Santos, Porto Airport,
Sponsor of the Pedalar sem idade project**

Entity: Casa da Infância e Juventude – CIJE

Project name: *Sala de Snoezelen, um lugar chamado: cuidar de mim*

Area of intervention: Housing inclusion

Location: Castelo Branco

Sponsor: Cláudia Alexandra da Fonseca Domingues Soares (AXIANS)

Funding: €15,000

With the support of the programme, the entity proposes to turn one room into a Snoezelen room, where the children can have therapy to reduce their aggression levels, to help improve mental illnesses like depression, anxiety, hyperactivity, autism and other illnesses the children living in this home may have. The target audience is the 20 resident children aged between three and 18, all girls. The technical team working in this children’s home will be trained to be able to provide effective therapy.

IN THE FIRST PERSON



“(…) We would like to mention, thank, remember and make visible the support, programmes, projects, dates and entities that allowed us to refurbish parts of our House, CIJE, particularly when the amount was enough to do everything at the same time, which is also the case of the projects submitted to your Programme.”

Sara Ribeiro - Technical Director, Casa da Infância e Juventude - CIJE “Educating and Socialising for Autonomy and Integral Development of Children and Young People”

Entity: Associação Casa do Voluntário

Project name: *Porto Santo Inclusivo*

Area of intervention: Housing inclusion

Location: Porto Santo

Sponsor: Carla Ferreira (ANA Aeroportos)

Funding: €20,000

With the support of the programme, the entity proposes to extend its work from Madeira to Porto Santo and implement volunteer projects with socially vulnerable people, in particular those living in substandard housing or without the minimum standards of comfort and hygiene. The institution will be working in three different areas: i) acquisition of building materials/equipment for minor remodelling; ii) support in refurbishing houses; iii) support for social integration. The target audience is 77 people in more vulnerable socioeconomic situations and 25 middle class families that are now in economic difficulties.

IN THE FIRST PERSON



“Through the application of the Porto Santo Inclusivo project for the PVPC, we have already being able to support the needier families in Porto Santo Municipality with basic equipment for day-to-day life, such as home appliances, making a significant improvement to the quality of life of these people.”

Helena Correia, Chair of Casa do Voluntário



GENERATING PROXIMITY AND NEIGHBOURLINESS

From the point of view of an airport, neighbourliness means much more than mitigating the impacts associated with the activities, such as noise, pollution and the traffic resulting from the operation. ANA wants to be an integral part of the community it operates in, celebrating their festivals, creating partnership and investing in local projects and stakeholders. It wants to open the doors of its airports to social and environmental causes and contribute, with other local entities, to stimulating tourism and regional development.

The lifting of the majority of the restrictions associated with the COVID-19 pandemic made it possible to resume activities with closer contact with the stakeholders. Thus, some visits to the facilities and activities were organised in the airports. However, the legislation in force on airport security, as well as the continuous operational challenges associated with the increase in traffic, restricted some of the activities (compared to what they used to be like up to 2019).

World Tourism Day, the Flower and Wine Festival in Madeira, the Lenten Pilgrimage and the Holy Spirit Festivals in the Azores and the Week in the Terminals were celebrated in 2022, commemorating important milestones for the communities where we operate.

Of note are some practices and initiatives the market the year in the areas where ANA operates and which show what the Company is all about. These initiatives are marked by their many topics and scales, enriching the collective experience.

IN THE FIRST PERSON



“The sustainability of an insular region like the Azores Archipelago is an individual and collective behavioural imperative that has a major impact on the economic and social development of each island in particular and the region in general. Apart from the reasonable use of resources that any citizen is entitled to, tourism, as one of the pillars of the economic development of the region, brings new pressures on sustainability, demanding careful management of the resources necessary to meet the demand, with environmental quality being the raw material for attracting the interest of visitors.”

José Luíz Alves, Director of the Azores Airports

It happened in the airports

In Beja | Close to the neighbouring community

Under the scope of VINCI’s aspiration to eliminate the use of zero phytosanitary products, the Beja Civilian Terminal joined forces with local farmers to reach the goal of “zero phytosanitary products”, namely:

- An agreement with a local shepherd, whose sheep graze on the surrounding green spaces, keeping the vegetation under control.
- An agreement with a local farmer to sow fodder for animals on unused parts of the landside.

In 2022, apart from Beja, Lisbon Porto, Faro, Ponta Delgada, Flores and Porto Santo airports complied with the goal of zero phytosanitary products, with regard to the operational areas.



In Beja | Other kinds of public service

Since 2011, the WWTP at Beja Civilian Terminal has been responsible for wastewater treatment for the people of São Brissos Parish. The connection of the São Brissos network to the WWTP was done by the Beja Municipal Water and Sanitation Company, taking advantage of the excess capacity of this WWTP belonging to ANA. A clear contribution to well-being and the local quality of life.



Airports as a gateway for culture

Several exhibitions were organised in the terminals throughout the year, in particular:

- **Lisbon |** The “Art Box” project brought pieces by Portuguese artists to the airport’s departures and arrivals areas. The aim is to add value to Portugal as a destination for contemporary cultural tourism. Inaugurated by ANA and the Art Institute of New York, this exhibition was also supported by Alcobaça, Cascais and Leiria municipalities.
- **Madeira |** Final year students on the Visual Arts course at Francisco Franco secondary school were invited to create works related to the world of aviation and tourism at Madeira Airport. In Porto Santo, the exhibition for the 12th anniversary of the Centre of Activities and Training for Inclusion in Porto Santo in order to give the centre more visibility.
- **Faro |** Under the scope of the commemoration of the centenary of the “**First Aerial Crossing of the South Atlantic**” by Admiral Gago Coutinho and Commander Sacadura Cabral on board the Fairey III seaplane called “Lusitânia”, ANA welcomed an exhibition organised by the Portuguese Navy and Air Force, through the Air Museum, which travelled to different parts of the country. This exhibition was of particular note in Faro as it coincided with the ceremony of the inauguration of the new name of Gago Coutinho Airport. It was also attended by Prime Minister António Costa and the CEO of VINCI Concessions, Nicolas Notebaert.
- **Azores |** Ponta Delgada hosted the “**Navy in the Azores**” exhibition, which is made up of nine panels alluding to the Navy units located in the Autonomous Region of the Azores and the work done in the archipelago and in its extensive maritime area.
- **Porto |** Through its partnership with the Serralves Museum, a sculpture, UNTITLED (PINK LADY) by Urs Fischer (Switzerland, 1973) was on exhibit in the arrivals hall, as a calling card for the museum. This airport also has an agreement with the Douro Intermunicipal Community for holding events advertising Douro wine on its premises.

Hand in hand with local partners

Whenever possible, ANA seeks to contribute to regional development through the selection of local business partners.

Therefore, particularly in the more decentralised regions outside of large cities, preference is given to creating protocols with regional bodies providing key services. Examples of this are the protocols with volunteer firefighting associations, particularly on eight of the nine islands in the Azores²², which contribute to the sustainability of these organisations and their important social mission in the regions.

²² This applies to all of the regional airports, with the exception of Santa Maria Airport.

When the community needs us

In an insular region that is widely dispersed, the airports play a fundamental role in supporting the local people, particularly in medical evacuation airlifts.

In the Azores, flights like this are relatively frequent and are an organised response to transport emergencies for patients to the regional hospitals in São Miguel, Terceira and Faia from the other island that do not have suitable conditions. CS295 planes and EH101 helicopters from the Portuguese Air Force stationed in the Lages Airbase are used.

On the majority of occasions, these missions take place when the airports are closed and they involve the mobilisation of a significant number of employees and service providers outside normal working hours in order to restore the operational conditions needed for the type of aircraft used.

This procedure also applies to other kinds of **humanitarian missions**, such as transporting organs to hospital outside the region, search and rescue or civil defence operations (as happened recently in the case of the volcano-seismic crisis on São Jorge Island).

For the underlying humanitarian nature and public interest, ANA supports all these associated costs without any payment, which proves its commitment to and solidarity with the communities that depend on it. In 2022, the Azores airports reopened several times during the night for evacuation purposes, namely:

Ponta Delgada Airport



59 flights



114h02m



59 ANA RESCUES



189 VOLUNTEERS

Santa Maria Airport



14 flights



25h13m



10 ANA RESCUES



48 VOLUNTEERS

Horta Airport



26 flights



70h44m



28 ANA RESCUES



78 VOLUNTEERS

Flores Airport



28 flights



83h40m



-



126 VOLUNTEERS

In Faro | Side by side with Academia

Scientific partnerships were established with the University of the Algarve under the scope of biodiversity conservation in association with scientific research centres such as the Centre of Marine Science and the Marine and Environmental Research Centre. Over the years, a number of studies have been supported, such as a fauna study on large Branchiopoda crustaceans and amphibians in the temporary reservoirs in the territorial area of the airport, support of data analysis and studies on tourism in the Algarve region, etc.

Breeding seahorses in Ria Formosa

Granting the use of the water from the noria (waterwheel) at the airport to the Ramalhete Research Station began many years ago and was formalised in 2010 with the Centre of Marine Science.

The water used, with saltwater intrusion, also serves for breeding different species of seahorses with conservation status in captivity, as well as many other marine species.

ANA has been working with - Ria Formosa Wildlife Research and Recovery Centre in Olhão since 2009.

This centre has been in operation for around 30 years and has been involved in the recovery and release of thousands of wild animals. Under the guidance of the ICNF and with the support of ANA, the main goals of RIAS are the recovery of wild animals, research into the risk factors for their conservation and raising awareness among the general public of the importance of biodiversity. Operating as a wildlife hospital, the main work done by RIAS consists of receiving and treating animals that are found injured or in a weakened condition and their subsequent release, whenever possible, in the place where they were found.

In 2022

3051 animals received (**2161** live and **890** dead)

1206 animals returned to nature

88 environmental education activities involving **5000** people

IN THE FIRST PERSON



“The protocol with ANA has played a fundamental role for RIAS, contributing to the success and development of the centre, particularly through the improvement in and consolidation of the methodologies and procedures adopted and the stabilisation of its work team. Thanks to this partnership, we reached a significant milestone with the recovery of over 10,000 animals in nature. In addition, we work with different universities and other organisations, which has allowed us to develop important scientific research in the wild fauna area. We are also proud of having had the opportunity to raise awareness among hundreds of thousands of people to the importance of nature conservation.”

Fábria Azevedo, RIAS Coordinator



Open doors

Despite the operational difficulties that marked 2022, ANA had the opportunity to invite some of its stakeholders to visit “the invisible side” of its airports; young people came to learn about the different functions and job opportunities in an airport. Attentive to the needs of other groups of stakeholders, our doors were also open to different types of visitors, including:

Spotters’ Day

Being aware of the community of aviation enthusiasts that are interested in taking photos of aircraft and airports, a Spotter’s Day was organised for visiting the airside of different points of interest and holding photo shoots.

This annual event takes place during the same week in most of the airports in VINCI Airports and 31 spotters took part in Lisbon (12), Porto (8), Madeira (5) and Horta (6).

A family Christmas

During the Christmas 2022 event, ANA organised parties in each one of its geographic locations for the families of its employees, with 470 toys being distributed to the children. On this fun-filled day, 350 parents and children watched a play, in an event dedicated to the main office, Lisbon Airport and Beja Civilian Terminal. Christmas hampers were also handed out to all employees, making a total of 1158, and get-togethers were organised for the teams in each airport.

TAKING PART IN AND BEING PART OF SOCIETY

ANA maintains open lines of communication with its stakeholders. Apart from the more regular instruments, it uses the airport spaces, which are very important in terms of community involvement, where posters are displayed in the terminals in the smaller airports.

Through the different profiles on social media, the company provides information about the various topics and events that affect its neighbours, such as warnings about service disruptions (for example strikes), measures with an impact in terms of noise disturbance, as well as issues of general interest.

For passengers, apart from the more conventional communication channels, ANA also has a chatbot (via WhatsApp, Facebook or its website), where passengers can find all the information they need about each airport: access routes, operational restrictions and rules and information about shops and restaurants.

There are also several mechanisms for collecting feedback from the different groups of stakeholders, of note being an **area on the website for submitting ideas and projects**, and the Go Customer Experience, which is a solution for collecting feedback in real time about the quality of service in the airports, by filling in a form, on mobile devices, obtained by reading the QR Codes that are provided along the passenger route. This information allows the ANA teams to act immediately and then later analyse the relevant data, segmented for assessing the quality of the service being provided.

Looking to the future

Mobility is essential for ensuring the vitality of the regions, as well as the quality of life of the people living there. ANA works closely with its local concessionaires and stakeholders, bearing in mind the long-term challenges and the environment in particular, to create a positive impact for all.

The road to prosperity includes developing our infrastructure facilities and promoting its attractions in regions all over the world.

ANA focuses on land development and on the communities around its airports. This is why it is so important to manage its value chain well, support community projects, boost its involvement in the regions where it operates and create ties with the scientific community.

The materiality analysis carried out showed **Involvement and Investment in Communities** and the **Development of the Local Economy** to be relevant material topics. Goals and targets were defined for each one of these topics for the current strategic cycle.

Material Topic	Goals	KPIs	Current Value (2022)	Targets		
				2023	2024	2025
Involving communities	Promoting social responsibility	No. of PVPC projects funded in Year N (N.PVPCn)	10	11	12	13
	Assessing the socioeconomic impact of the airports on the places where they are located	No. of social and economic studies	0	1	1	2
	Proximity with the community and partners	No. of ANA initiatives/ sponsorships/presences	15	17	19	21
Reinforcing sustainability in the value chain	Integrating new social and environmental criteria in the procurement policy, particularly circularity, the impact on the local economy and greenhouse gas emissions	Volume (value) of purchases subject to environmental and social criteria (%)	No information available	No information available	55%	70%
	Progressively increasing the volume of local purchases	Volume (value) of local purchases (%)	10%	12%	15%	18%



Participation in working groups

Creating ties with the national and international scientific community with specialisations relevant to the Company's business areas – this is one of the work axes that lead ANA to organise scientific and technological forums. Cooperation with VINCI Airports has therefore been reinforced, particularly at the Web Summit, and active participation in support for start-ups as a way of creating value for the Company and for the community.

The company is still part of the Lisbon Corporate Mobility Pact, an initiative promoted by Lisbon Municipal Council and WBCSD - World Business Council for Sustainable Development, and BCSD Portugal - which brings together leading companies in the commitment to make mobility in Lisbon more sustainable.

The implementation of the action plan defined by ANA under BCSD Portugal's Act4Nature initiative also took on an important role in 2022. This international initiative is aimed at mobilising companies to protect, promote and restore biodiversity and ecosystem services, one of the most important challenges faced by the world at the moment, along with climate change.

Following its adherence to the Charter of Principles of Business for Sustainability, in 2022, ANA also took part in a number of activities organised by BCSD Portugal, which it has been a member of since 2004.

Along these lines, also of note is the continuing cooperation protocols with several environmental associations (CERVAS, RIAS and QUERCUS) for support in different technical, operational or environmental areas (some local), linked to preserving the environment.



7. ACCELERATING THE TRANSITION IN THE AVIATION INDUSTRY

We are one, united to bring everybody with us on this voyage.





TRANSITION IN THE AVIATION INDUSTRY

As an airport manager, ANA and VINCI Airports are committed to projecting the future and the transition in the aviation industry is a vital part of this. Playing a central role in the different operations and movements, it intends to be part of the solution and so will make every effort to facilitate the acceleration of this transition and the exploration of routes that will allow us to go further as an airport ecosystem.

Despite the emergence of these issues, the company has already outlined a plan of activities that fits into this desire to trigger action where there is none and knock down obstacles where these might be prevalent.

With its priorities being alternative fuels, sustainable mobility and new technologies, the following goals have been defined for the next three-year period:

- Promoting the use of alternative fuels: stimulating the production of Sustainable Aviation Fuels (SAF) in Portugal, exploring green hydrogen and biofuels as alternative fuels and developing options for electricity production;
- Encouraging intermodality between air and ground transport;
- Integrating new technologies that promote greater efficiency and improvements in the passenger experience.

IN THE FIRST PERSON



“Air mobility is essential. It connects regions, contributing not only to their economic development, but also to cultural exchange, sharing and progress. However, given the increased demand for mobility in certain regions, the air transport sector must accelerate its energy transition in order to respond to the climate emergency. Both in Europe and around the world, the sector has already identified and implemented the tools that will allow them to drastically reduce their emission and move towards net zero by 2050. At VINCI Airports, we are committed to positive mobility. We are working towards setting an example in our area of responsibility, which is reflected in the 45% reduction in our direct emissions since 2018. Our energy efficiency measures, the renewal of our fleet with low emission vehicles and the mass installation of solar plants, are being implemented in all our regions. Even so, we can do more than just set the example, reducing our own emissions. We could also position ourselves as a driver and accelerator of decarbonisation actions in the air transport sector, encouraging faster fleet renewal, promoting the use of sustainable fuels for aviation and establish strategic partnerships with the industry in order to develop green hydrogen air mobility in the future.”

Joffrey Mai, Environment and Sustainability Director at VINCI Concessions

DECARBONISATION IN THE AVIATION INDUSTRY

Although several optimisations in aviation have reduced CO₂ emissions in recent decades, the increase in the number of passengers all over the world has more than made up for this advance. In 2019, commercial aviation reached a peak of 4.56 billion passengers and emissions from this industry were 920 million tonnes of CO₂, which means that 2.1% of all the CO₂ emitted by human activities that year came from aviation. In comparison, six years before that, aviation emissions corresponded to 707 million tonnes of CO₂.

The optimisation of aviation to reduce CO₂ emissions and the large-scale production of sustainable aviation fuels, such as green hydrogen, are the most immediate strategies.

In addition, the application of modulated environmental fees that encourage the renewal of the fleet with more efficient aircraft will also be a way of responding to this challenge.



PROMOTING ALTERNATIVE FUELS

One of ANA's strategic goals for the coming years in terms of the transition of the industry and the involvement of the ecosystem is the promotion of the use of alternative fuels. Monitoring the issues related to SAF and the availability of this type of fuel at national airports, in line with Fit for 55%, takes on particular importance in the context of decarbonisation of the aviation sector.

The carbon footprint of airlines represents almost 93% of all Scope 1 and 2 aviation emissions, while airports represent around 1%²⁴.

The following initiatives were of note in 2022:

- Beginning of a prefeasibility study for the supply of green hydrogen and the replacement of the buses and cars operating with combustion engines in Lisbon Airport in conjunction with Galp, CaetanoBus and Mitsui. The results of the study, which is being carried out at Lisbon Airport, will be assessed in early 2023;
- Holding the "Most Sustainable flight" challenge in Lisbon and Porto airports, a contest between various airlines that use sustainable aviation fuel (this brings a reduction of at least 75% of CO₂ emissions compared to traditional fossil fuel);
- Assessment of the possibility of holding a pilot project at Faro Airport for the use of biofuel in emergency vehicles and other equipment, with the aim of potentially transferring what is learnt here to the other ANA airports. This project is expected to begin in the second half of 2023.

ABOUT SAF

SAF (Sustainable Aviation Fuel) is a term that refers to fuels derived from non-fossil sources and currently used in commercial aviation. It reduces CO₂ emissions by up to 80% in comparison to traditional fuel. It can be produced from a series of feedstocks (raw materials), including waste oil and grease, green municipal waste and non-food crops. It can also be produced synthetically through a process of capturing carbon directly from the air. While fossil fuels contribute to increasing the global level of CO₂ by emitting stored carbon, SAF recycles the CO₂ that has been absorbed by the biomass used in the feedstock during the course of its life. SAF seeks to ensure a high level of integrity in broader sustainability criteria through the use of raw materials that do not compete with human food or animal feed or with water supplies, nor responsible for forest degradation²⁵.

The production of SAF in Portugal is still at an embryonic phase and therefore there are some difficulties, such as:

- The high cost, as well as the fact that its production is more expensive than the production of conventional fossil fuels, which makes the final price of the product higher and limits demand for it and its adoption by airlines;
- The non-existence of appropriate infrastructure for storage and distribution in Portugal, which means it will be necessary to invest in new facilities and equipment to make large-scale production possible;
- The lack of specific regulations for the production and use of SAF in Portugal, which creates uncertainty for investors and limits development in the sector.

Despite these difficulties, the need to find alternatives that are more sustainable than conventional fuels for aviation reinforces the importance of working with partners to make the production and use of SAF a feasible reality in Portugal.

IN THE FIRST PERSON



"Air France - KLM established ambitious performance goals in the area of sustainability to highlight its commitment: to reduce CO₂ emissions per passenger-kilometre by 30%, in relation to 2019, by 2030, replacing at least 10% of our conventional fossil fuel with SAF by 2030 and achieving net zero by 2050. To achieve these targets, the first step on the road to decarbonisation is modernising our fleet. New generation aircraft emit between 15% and 25% less CO₂ than the previous generation. The second step is the reduction in fuel consumption in our air and ground operations: a continuous descent approach, taxiing with only one engine, reducing onboard weight and the electrification of handling activities are examples that involve our staff and our partners (airports, service providers, air traffic control, etc.). The third step is the incorporation of SAF into the fuel mix. The Air France-KLM Group has been investing in testing and using SAF for over 15 years. In 2022, the group bought 42,000 tonnes of SAF, which represents 17% of world production. Air France-KLM offers its customers a SAF programme for companies and cargo (125 participants) and also proposes the use of SAF to individual customers. The group has established a strict sourcing policy: The SAF projects we select must have a minimum CO₂ reduction of 75%, not compete with human food or animal feed, not be derived from palm oil and be RSB or ISSC certified. By increasing use and demand, Air France-KLM intends to play a role in the increase of the scale of SAF commercial production."

Nathalie Stubler, Special advisor on decarbonisation for Air France KLM group

²³ Learn more about Fit for 55% [here](#)

²⁴ Source: ACI

^{25 & 26} Source: IATA

²⁷ Roundtable on Sustainable Biomaterials

²⁸ International Sustainability and Carbon Certification



ENCOURAGING INTERMODALITY

Promoting greater intermodality in access to the airport, both for passengers and for employees working in the airports, is fundamental for the commitment to accelerate the transition. To do this, it is important to improve accessibility, particularly through more sustainable modes of transport, reduce parking problems and encourage changing the modal split in favour of public transport and active modes of transport. Once again, the involvement of different partners in building solutions that can be placed at the disposal of airport communities is decisive.

5% of all the emissions in the sector come from passenger access to airports²⁹.

IN 2020

Aware of the importance of encouraging intermodality, ANA made two important commitments to Lisbon Municipality in 2022:

- Lisbon European Green Capital 2020 commitment, with work done in the area of energy, mobility, water and the reduction of GHG emissions. Business Mobility Pact for Lisbon City, signed by ANA and 50 other entities, to accelerate the transformation of urban mobility to sustainable solutions, where the Company undertook to increase the number of electric vehicles in private fleets and in operational fleets; the promotion of mobility solutions and facilities to make it easier for employees to gain access to sustainable means; and encouraging remote meetings.

BUSINESS MOBILITY PLAN FOR LISBON AIRPORT MOBILITY FOR YOU

The Business Mobility Study for the Lisbon Airport Perimeter – Mobility for You was concluded in 2020. The goal of this study was to define a new mobility model, promoting a change in mobility patterns for employees commuting to work inside the airport perimeter, favouring more sustainable modes of transport. ANA intends to reduce the modal share of individual transport for employee commutes by 10 percentage points by 2024 and 20 percentage points by 2034. The results were around 65% at the time this study was done.

The Action Plan that followed the study is structured in six programmes, where each one recommends:

- A set of measures that contribute to a reduction in the use of individual transport through information, promotion, marketing, training, mobility initiatives, etc.
- A set of measures that are more difficult to implement and which could require facilities to be built, implying higher investments, and could depend on other entities. For this reason, they are planned for the short and medium term.

Bicycle Programme This focuses on the use of bicycles for commutes to work that last less than 30 minutes.

Pedestrian Programme This combines walking with motorised modes of transport.

Public Transport Programme This proposes public transport solutions as alternatives to individual transport.

Teleworking Programme This proposes the adoption of teleworking in the companies where this is a viable option.

TI and Parking Programme This limits the number of parking spaces at the airport for employees.

Carpooling Programme This proposes solutions for the implementation of a car sharing system.

²⁹ Source: ACI



Although some of the measures recommended in this action plan have already been implemented, external factors have caused a fall in the number of employees working regularly within the airport perimeter, as well as their commuting habits. In addition, the perspective of travelling from other companies that are currently located within this perimeter will change the mobility patterns of a significant number of them. The plan is being adjusted and is keeping up with the changes that could alter the current situation.

With regard to the carbon footprint calculation, which we referred to in the chapter entitled **Managing the biggest challenge in the sector: energy and greenhouse gas emissions**, a questionnaire will be drawn up in 2023 for ANA employees, similar to what has been done in previous years, to learn about their commuting habits.

IN THE FIRST PERSON



“In 2019, we proposed beginning a new mobility cycle for Lisbon Airport and we created a plan with two complementary parts: one for employees working within the airport perimeter and another for passengers and visitors. In the part aimed at employees, of note is Mobility for You, reinforced by the internal awareness-raising work done through sharing the monthly Newsletter with infectious examples of employees that use collective means of transport or soft mobility. Also of note is the work that is being done alongside other entities to ensure compliance with our ambitious goals: the development of a Partnership Plan for Mobility with stakeholders, which began in 2021, so that, together, we can define an action plan and implementation measures for reducing Scope 3 carbon emissions. Also involved in this plan are Lisbon Municipal Council, Loures Municipal Council, TML (Lisbon Metropolitan Transport), Metro and Carris. It was another huge stride on the road to positive mobility, as we all have a common goal, with different perspectives. We have no doubt that by working together, we’ll go further. We know that we have a long road to travel. This leads us to build every day of the future, always in a more sustainable and positive way, on the road to NetZero.”

Sandra Ferreira, Assistant Director, Lisbon Airport

Also in Lisbon, Galp and ANA, as a result of their partnership, create the largest hub for ultrafast charging in Portugal, which has universal charging solutions in the public car parks at Lisbon Airport, part of the Mobi.E network. The partnership for the creation of the “Nora Car Park” made it possible to provide five ultrafast charging points for 10 vehicles at the same time, thus improving mobility around the airport.

AIRPORTS TESTING ALTERNATIVES ON THE AIRSIDE AND LANDSIDE

Around 19 bicycles and two electric scooters were provided to facilitate employee movements on the airside (Porto and Faro) and the landside (Madeira). Porto airport also signed a protocol for providing bicycles to Portway and Groundforce handling operators, with six bicycles available for this.





INTEGRATING NEW TECHNOLOGIES

As air traffic increases after the pandemic and continues to grow, airports must reconcile two conflicting imperatives: reinforcing security aspects and the need to make the customer experience as smooth as possible.

Over the next five years, ANA intends to introduce new capacities in the biometrics area to create a perfect journey for passengers. This will involve managing buildings using artificial intelligence and computerised maintenance systems, improved "Internet of Things" and video analysis to improve the management of static and movable assets and the use of the facilities. Apart from efficiency, the green energy transition will continue to assure not only efficacy in the way facilities are managed but also in how energy is consumed. ANA will continue to assess, test and implement new solutions that leverage green energy sources, including electricity, hydrogen and wind.

In the next five to 10 years, they expect advances to be made in vertical take-off and landing, which could influence urban mobility, both on the ground for the current vehicle mobility patterns, transit and new uses of the ground for supporting take-offs and landings, and in the air for traditional air traffic control.

ABOUT BIOMETRICS

Biometrics is a set of techniques that automatically recognise an individual based on their physical, biological or even behavioural characteristics.

These biometric devices can be used to improve passenger flow at airports, particularly through facial recognition.

Biometrics working for airport management

ANA is now embarking on a new journey to leverage its biometric capacity and provide a seamless passenger experience. With the aim of reducing the use of printed boarding cards, the company expects to introduce biometrics into the five main airports during 2024. From registration at home, on the passenger's mobile phone or on systems belonging to participating third parties, users will be able to create their digital identity to facilitate passing through the airport. Faces will become the easiest, most reliable means for the authorities to identify passengers at every point on the journey. From checking in baggage to security control, border crossing and boarding, the biometrics experience at ANA is only just beginning. At every point in the process, the goal is to make the experience more complete, without the need to show boarding cards and identification documents at every step. People just have to get close to the camera and carry on. The aim of the programme is to create a better passenger experience, a faster process, greater airport capacity and a safe environment for all travellers. Recognising the sensitive nature of the data being processed, strict rules are defined in terms of consent, integrity, processing and retention of data to ensure that all personal rights are respected.

The airports that have recently introduced the most successful biometric devices are: Dubai, Singapore, Los Angeles, San Francisco, Tokyo, Hong Kong and Frankfurt.

Recognising the value of the digital experience for helping reduce paper-based processes, the teams are also assessing new technologies for potentially eliminating the need for printed boarding cards. From permanent baggage tags and Radio Frequency Identification (RFID) to computer vision, lots of new options are ready to take the sector further in terms of its environmental performance.



PILOT BIOMETRICS PROJECT AT ANA AIRPORTS.

ANA first ventured into biometrics in 2021, with the launch of its first biometric test at Terminal 1 in Lisbon Airport, in partnership with TAP. The programme successfully analysed dozens of flights to assess the processing speed (for example, eight seconds per passenger at the boarding gate), the feedback from the passengers and the integration of several systems. In 2022, the programme was launched in Terminal 2 with a new airline partner, Ryanair. In 2023, the programme will be launched to include operations that include non-Schengen flights. Once concluded, this programme will provide new and innovative operational capacity.



ANA will continue to monitor these subjects in order to respond to the appearance of new technologies, ideas and solutions that could contribute to reaching its goals in operations, passenger experience and the green transition.

Looking to the future

The focus on the energy transition in the aviation sector is one of ANA's priorities, seeking always to monitor and leverage all of these areas and always ready to respond to the appearance of new technologies, ideas and solutions that could contribute to reaching its goals in operations, passenger experience and the green transition.

No actual goals have been defined for this particular ambition at this stage but critical work areas have been defined:

- Encouraging the production of **SAF** in Portugal:
 - Ensuring that all new contracts for the Management of the Fuel Operating Group at ANA airports will assure the conditions for supplying SAF to the airports and compliance with the Fit for 55% target;
 - Contact with the different players in SAF production in Portugal;
 - Promoting off taking with airlines;
 - Assessing the possibility of priority assignment of new slots to flights operating with SAF.
- Exploring **green hydrogen** as an alternative fuel: operations on the ground and on aircraft:
 - Identifying the needs of reserved areas for H2 production/refuelling at the airports and their integration into the corresponding masterplans;
 - Exploring the possibility of making applications to the EU for developing liquid hydrogen projects for aircraft fuelling;
 - Search for solutions/partners for hydrogen production/fuelling in ground operations (vehicles and equipment);
 - Working with ministries and regulatory bodies to encourage the creation of legislation.
- Exploring **biofuel** as an alternative fuel, initially developing a pilot project at Faro Airport in 2022 for using biofuel in emergency vehicles and other equipment and vehicles.
- Encouraging **intermodality** between air and ground transport:
 - Assessing the introduction of benefits for electric cars at ANA car parks;
 - Studying the creation of different charging stations in the car parks with solar panels on the roofs;
 - Working with partners on alternatives for promoting collective transport when travelling to the airport (e.g. family tickets, pilot project for opening certain stations from 5 am to 6:30 am, etc.);
 - Carrying out passenger surveys to assess the origins/contacts with tourism;
 - Studying the possibility of holding consultations for implementing soft forms of mobility.
- Integrating new technologies that promote greater efficiency and **improvements in the passenger experience**:
 - Implementing the use of biometric data at various ANA airports;
 - Developing a multimodal app.

ABOUT THE REPORT

Together for positive mobility.



ABOUT THE REPORT

After eight years of providing its reports only through its shareholder, VINCI Airports, ANA - Aeroportos de Portugal, S.A. resumed its sustainability reporting for 2022 (1 January to 31 December). The activities included in this report are the operations of the 10 airports it manages in Portugal and refer to the Environmental, Social and Governance - ESG aspects of its performance.

The report covers the performance of ANA - Aeroportos de Portugal, S.A. as a whole in terms of qualitative and quantitative information. When deemed relevant and in order to allow for an evolutionary and comparative vision of the main indicators, information is presented here on the performance of the organisation in previous years and/or a breakdown per region, taking the main areas of operation into account.

This reporting year coincides with the presentation of a new strategic cycle for sustainable management by ANA - 2023-2025. The definition of the content and indicators in this report is based on the Matrix of Materiality worked on in 2022 and performance and future commitments are based on the Strategy that will be presented in this document. Sustainability performance is prepared according to the Global Reporting Initiative (GRI) standards and the information presented is verified by an external entity.

A WORD OF THANKS

All of the central departments and airports contributed to this report and it involved the hard work of several employees, who we are grateful to. Our Executive Committee, for all its support and involvement, without which the implementation of ANA's challenging sustainability strategy would not have been possible. A word of thanks too to our stakeholders, particularly those that were involved internally and externally in the consultation and that enriched our reflection on our strategy. Their contributions were decisive for the definition of our ambitions for Sustainable Development.

Structure

This report is structured in five different parts:

- **Part I** Presentation of ANA

This includes the opening message, an article on the context of the airport sector and two chapters presenting ANA and its operation.

- **Part II** Presentation of the Sustainability Strategy - Commitment to Positive Mobility

It includes a reference to the process the Strategy was based on, including the stakeholder consultation, the ambitions for 2030 and the 2023-2025 Activity Plan, which will allow these ambitions to be brought to life.

- **Part III** ANA's performance in the Strategy areas

This includes four chapters: Benchmark Employer, Excellent Environmental Performance, Land Development and Transition of the Aviation Industry.

- **Part IV** Annexes

This includes the table of contents according to the Global Reporting Initiative, the corresponding methodological notes and eligibility exercises with Taxonomy.

Connection to other reports

With regard to the environmental component, this report replaces ANA's Environmental Report. ANA also publishes its Annual Report, which is information in addition to that presented in this report, and there is also content on its [website](#).

Questions and answers

Any requests for additional information or clarification or suggestions about this document can be sent to geral.ambiente@ana.pt.

³⁰ The scope of this report is different from the ANA Group Annual Report, which includes its subsidiary, Portway S.A.

ANNEXES



GRI TABLE OF CONTENTS

GRI Universal Standards

GRI 1 – Foundation 2021

Location/Response

GRI 1	Requirement 8: Provide a statement of use	RS22 ANA Aeroportos About the report
GRI 1	Requirement 7: Publish a GRI content index	Present table.

GRI 2 – General Disclosures 2021

Location/Response

The organisation and its reporting practices

GRI 2-1	Organisational details	<ul style="list-style-type: none"> Legal name: ANA - Aeroportos de Portugal, S.A. Nature of ownership and legal form: ANA Aeroportos was set up by Decree-Law No. 404/98, of 18 December, which proceeded with the transformation of Empresa Pública Aeroportos e Navegação Aérea, ANA, E.P., set up by Decree-Law No. 246/79, of 25 July, into a limited company governed by private law. Location of its main office: Lisbon, Portugal. Countries of operation Portugal.
GRI 2-2	Entities included in the organisation's sustainability reporting	ANA - Aeroportos de Portugal, S.A.
GRI 2-3	Reporting period, frequency and contact point	RS22 ANA Aeroportos About the report
GRI 2-4	Restatement of information	The changes and reformulations are marked in the methodology notes corresponding to each indicator.
GRI 2-5	External assurance	The information contained in the report was submitted for external assurance to an independent body, PricewaterhouseCoopers & Associados – Sociedade de Revisores Oficiais de Contas, Lda. For further information, see the Independent Limited Assurance Engagement Report.



Activities and workers

GRI 2-6

Activities, value chain and other business relationships

RS22 ANA Aeroportos | About us > ANA Aeroportos at a glance; 10 realities, One mission; A high impact activity

GRI 2-7

Employees

	2019	2021	2022
Employees			
Total number of employees	1306	1186	1136
Total number of <u>permanent</u> employees	1306	1186	1136
Total number of <u>temporary</u> employees	0	0	0
Total number of non-guaranteed hours employees	0	0	0
Total number of full-time employees	1306	1186	1136
Total number of part-time employees	0	0	0
MAIN OFFICE			
Total number of employees	391	352	339
Breakdown by gender			
Men	191	181	171
Women	200	171	168
Total number of permanent employees	391	352	339
Breakdown by gender			
Men	191	181	171
Women	200	171	168
Total number of temporary employees	0	0	0
Total number of non-guaranteed hours employees	0	0	0
Total number of full-time employees	391	352	339
Breakdown by gender			
Men	191	181	171



GRI 2-7

Employees

Women	200	171	168
LISBON			
Total number of employees	327	277	261
Breakdown by gender			
Men	216	176	167
Women	111	101	94
Total number of permanent employees	327	277	261
Breakdown by gender			
Men	216	176	167
Women	111	101	94
Total number of temporary employees	0	0	0
Total number of non-guaranteed hours employees	0	0	0
Total number of full-time employees	327	277	261
Breakdown by gender			
Men	216	176	167
Women	111	101	94
Total number of part-time employees	0	0	0
PORTO			
Total number of employees	130	126	126
Breakdown by gender			
Men	104	97	97
Women	26	29	29



GRI 2-7

Employees

Total number of permanent employees	130	126	126
Breakdown by gender			
Men	104	97	97
Women	26	29	29
Total number of temporary employees	0	0	0
Total number of non-guaranteed hours employees	0	0	0
Total number of full-time employees	130	126	126
Breakdown by gender			
Men	104	97	97
Women	26	29	29
Total number of part-time employees	0	0	0
FARO			
Total number of employees	143	133	130
Breakdown by gender			
Men	104	97	96
Women	39	36	34
Total number of permanent employees	143	133	130
Breakdown by gender			
Men	104	97	96
Women	39	36	34
Total number of temporary employees	0	0	0



GRI 2-7

Employees

Total number of non-guaranteed hours employees	0	0	0
Total number of full-time employees	143	133	130
Breakdown by gender			
Men	104	97	96
Women	39	36	34
Total number of part-time employees	0	0	0
BEJA			
Total number of employees	6	7	6
Breakdown by gender			
Men	4	5	4
Women	2	2	2
Total number of permanent employees	6	7	6
Breakdown by gender			
Men	4	5	4
Women	2	2	2
Total number of temporary employees	0	0	0
Total number of non-guaranteed hours employees	0	0	0
Total number of full-time employees	6	7	6
Breakdown by gender			
Men	4	5	4
Women	2	2	2



GRI 2-7

Employees

Total number of part-time employees	0	0	0
AZORES			
Total number of employees	104	96	97
Breakdown by gender			
Men	81	77	77
Women	23	19	20
Total number of permanent employees	104	96	97
Breakdown by gender			
Men	81	77	77
Women	23	19	20
Total number of temporary employees	0	0	0
Total number of non-guaranteed hours employees	0	0	0
Total number of full-time employees	104	96	97
Breakdown by gender			
Men	81	77	77
Women	23	19	20
Total number of part-time employees	0	0	0
MADEIRA			
Total number of employees	205	195	177
Breakdown by gender			
Men	144	137	123



<p>GRI 2-7</p>	<p>Employees</p>	<table border="1"> <tr> <td>Women</td> <td>61</td> <td>58</td> <td>54</td> </tr> <tr> <td>Total number of permanent employees</td> <td>205</td> <td>195</td> <td>177</td> </tr> <tr> <td colspan="4">Breakdown by gender</td> </tr> <tr> <td>Men</td> <td>144</td> <td>137</td> <td>123</td> </tr> <tr> <td>Women</td> <td>61</td> <td>58</td> <td>54</td> </tr> <tr> <td>Total number of temporary employees</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total number of non-guaranteed hours employees</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total number of full-time employees</td> <td>205</td> <td>195</td> <td>177</td> </tr> <tr> <td colspan="4">Breakdown by gender</td> </tr> <tr> <td>Men</td> <td>144</td> <td>137</td> <td>123</td> </tr> <tr> <td>Women</td> <td>61</td> <td>58</td> <td>54</td> </tr> <tr> <td>Total number of part-time employees</td> <td>0</td> <td>0</td> <td>0</td> </tr> </table> <p>Methodologies and assumptions used to compile the data: Total number of full-time equivalent employees (FTE) at the end of the reporting period (Dec. 31). Fluctuations justified by the Covid-19 pandemic.</p>	Women	61	58	54	Total number of permanent employees	205	195	177	Breakdown by gender				Men	144	137	123	Women	61	58	54	Total number of temporary employees	0	0	0	Total number of non-guaranteed hours employees	0	0	0	Total number of full-time employees	205	195	177	Breakdown by gender				Men	144	137	123	Women	61	58	54	Total number of part-time employees	0	0	0
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Governance

<p>GRI 2-9</p>	<p>Governance structure and composition</p>	<p>Describe its governance structure, including committees of the highest governance body: The highest governance body is the Board of Directors (made up of 12 members). It is up to the Board of Directors to manage and represent the company, using the powers granted to it by the law and the articles of association and approved by the General Meeting. The Board of Directors delegated the day-to-day running of the company to an Executive Committee (made up of five members, who are also on the Board of Directors), with some limitations arising from the Executive Committee Regulations. ANA Aeroportos also has a Supervisory Board (made up of three members) and a General Meeting. VINCI Airport is the sole shareholder of ANA Aeroportos. See the composition of our Governing Bodies.</p> <p>List the committees of the highest governance body that are responsible for decision-making on and overseeing the management of the organisation's impacts on the economy, environment and people: Company management is centred in the Executive Committee, which is made up of five members of the Board of Directors.</p> <p>Describe the composition of the highest governance body and its committees: Of the 12 members of the Board of Directors, two are women and ten are men, with only five of them holding executive positions (those that are also on the Executive Committee). The members of the Executive Committee are independent in the day-to-day running of the company, but they do following the guidelines from the Board of Directors, which is also independent. The mandates of the members of the highest governance body are three years (2021-2023, and these members do not have other significant positions or commitments. Its powers correspond to technical expertise in the areas where ANA operates, such as airport management, finance and the Aviation and Extra Aviation commercial area. The stakeholders are represented on the Airport Advisory Boards, which are committees set up by agreement between ANA and the State, and on other bodies, such as User Committees. They are also consulted with regard to a variety of issues, such as the Strategic Plan for ANA airports and the setting of airport charges.</p>
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GRI 2-10	Nomination and selection of the highest governance body	<p>Nomination and selection processes for the highest governance body and its committees: The members of the Board of Directors are nominated by the General Meeting, which represents the sole shareholder in ANA Aeroportos – VINCI Airports. The members of the Executive Committee are nominated by the Board of Directors.</p> <p>Describe the criteria used for nominating and selecting highest governance body members, including whether and how the following are taken into consideration: The members of the Board of Directors and the Executive Committee are nominated and selected according to internal criteria of VINCI Airports and their competences in the different areas where ANA operates, namely financial, operational, aviation and extra aviation commercial area and their independence. In the future, it is also expected that criteria will be introduced to promote gender equality which will allow ANA Aeroportos to achieve its goals in terms of the integration of women into its Executive Committee.</p>
GRI 2-11	Chair of the highest governance body	The Chair of the Board of Directors has no executive functions.
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	<p>ANA's mission, vision and values are defined and approved by the Executive Committee and by the Board of Directors. The sustainable development strategy is defined by the Board of Directors, which assures its consistency with the strategy defined by VINCI Airports. Decisions on the implementation of this strategy, in terms of policies and goals, are delegated to the Executive Committee, which also deals with day-to-day running, reporting to the Board of Directors.</p> <p>The stakeholders are involved in the company's decision-making processes through consultations in different areas and through different committees, such as the Airport Advisory Boards. The members of the executive committee are responsible for the implementation of the strategy defined, which covers the definition of the main policies and decisions that should be considered strategic due to the amount of risk involved, as well as the assessment of compliance with these.</p> <p>Learn more about governance for sustainability and the other processes for identifying and managing its impacts on the economy, the environment and the people at ANA Aeroportos in RS22 ANA Aeroportos COMMITTED TO POSITIVE MOBILITY > Reflecting on expectations.</p>
GRI 2-13	Delegation of responsibility for managing impacts	<p>Describe how the highest governance body delegates responsibility for managing the organisation's impacts on the economy, environment, and people: The Board of Directors delegated the day-to-day running of the company to an Executive Committee, with some limitations arising from the Executive Committee Regulations.</p> <ul style="list-style-type: none"> • Whether it has appointed any senior executives with responsibility for the management of impacts: The members of the Executive Committee are responsible for different areas of operation related to the management of the impacts of the organisation of the economy on the environment and on people. • Whether it has delegated responsibility for the management of impacts to other employees: The Sustainability and Environment Office was set up specifically to implement environmental policies. It reports directly to a member of the Executive Committee, who in turn reports to the Executive Committee each week. Internal impacts on people are managed by the Occupational Health and Safety area in the Department of Airport Security and Facilitation, as well as the Human Resources Department. ANA Aeroportos also has a Sustainability Committee made up of the company directors and their teams. It is responsible for defining the strategy and reflecting on the challenges facing ANA. Learn more about governance for sustainability and the management of impacts of ANA Aeroportos in RS22 ANA Aeroportos COMMITTED TO POSITIVE MOBILITY > Reflecting on expectations. <p>Describe the process and frequency for senior executives or other employees to report back to the highest governance body on the management of the organisation's impacts on the economy, environment and people:</p> <p>The Director of the Environmental Sustainability Office reports to a member of the Executive Committee once a week and whenever necessary.</p> <p>The Occupational Health and Safety Officer reports to the Head of the Airport Security and Facilitation Department, who in turn reports to a member of the Executive Committee once a week and whenever necessary.</p>



<p>GRI 2-14</p>	<p>Role of the highest governance body in sustainability reporting</p>	<p>Report whether the highest governance body is responsible for reviewing and approving the reported information, including the organisation’s material topics, and if so, describe the process for reviewing and approving the information: The Sustainability and Environment Office is responsible for preparing the report. The first version is prepared with the different company departments, which provide the information required. Subsequent reviews are carried out by the Sustainability Committee, the Executive Committee and the shareholder, VINCI Airports. It is then sent to the Board of Directors for final approval.</p> <p>If the highest governance body is not responsible for reviewing and approving the reported information, including the organisation’s material topics, explain the reason for this: These topics are delegated to the Executive Committee, which reports to the Board of Directors when necessary.</p>
<p>GRI 2-15</p>	<p>Conflicts of interest</p>	<p>Describe the processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated: The Charter of Ethics and Conduct and the Anti-Corruption Code of Conduct establish the steps to be taken in the event of conflicts of interest. The Chair of the Executive Committee is called on by VINCI to acknowledge the documents on the VINCI Diffusion platform. The Chair in turn invites the other directors of ANA Aeroportos to acknowledge them and they invite the staff of the different departments to acknowledge the documents, ensuring the scope and applicability of the principles across the entire organisation.</p> <p>Report whether conflicts of interest are disclosed to stakeholders, including: The regulations only provide for internal reporting in order to find a suitable solution for eliminating the conflict of interest situation.</p>
<p>GRI 2-16</p>	<p>Communication of critical concerns</p>	<p>Critical concerns are reported to the Executive Committee through the Assessment of the annual integrated cycle report, issued following a joint meeting with the Ethics and Vigilance Committee. However, reports may be sent to the Executive Committee at other times if a situation regarding the analysis carried out by the Ethics and Vigilance Committee makes a report necessary. One of the members of the Executive Committee is on this committee, thus ensuring a bridge between the two bodies and a continuous flow of information, allowing the Executive Committee to be kept abreast of the main developments. In turn, the Executive Committee reports the critical concerns it deems relevant to the Board of Directors.</p>
<p>GRI 2-17</p>	<p>Collective knowledge of the highest governance body</p>	<p>Report measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development: Regular meetings between the Sustainability and Environment Office and the Executive Committee for monitoring the sustainability strategy. ESG training, e.g.: <i>Mural do Clima</i> workshop and participation in sustainability forums.</p>
<p>GRI 2-18</p>	<p>Evaluation of the performance of the highest governance body</p>	<p>Describe the processes for evaluating the performance of the highest governance body in overseeing the management of the organisation’s impacts on the economy, environment, and people: The ANA Board of Directors is evaluated by VINCI, with rules defined by the group main office and bearing in mind compliance with their goals.</p> <p>Report whether the evaluations are independent or not, and the frequency of the evaluations: Annually. Independent, carried out by the VINCI group. There are individual meetings with each member of the Board of Directors.</p> <p>Describe actions taken in response to the evaluations, including changes to the composition of the highest governance body and organisational practices: The results of the evaluation can have an effect in relation to career progression and through the assignment of bonuses. Places for improvement are defined following the evaluations through the meetings held.</p>



GRI 2-19	Remuneration policies	<p>Describe how the remuneration policies for members of the highest governance body and senior executives relate to their objectives and performance in relation to the management of the organisation's impacts on the economy, environment, and people: The remuneration of the members of the Board of Directors includes fixed and variable remuneration. Severance payments are in accordance with the General Labour Law provided there have been no violations of ethics or conduct. Clawback mechanisms are applicable to retirement benefits but not to hiring bonuses or payment of incentives for recruitment. The remuneration policies for the members of the highest governance bodies and senior executives are linked to their goals and their performance in relation to the management of the impacts of the organisation on the economy, the environment and people. There are also long-term performance plans that grant benefits in relation to the results of the company measured according to a weighting of one economic criterion (50%), two financial criteria (25%) and three ESG criteria (25%).</p>								
GRI 2-20	Process to determine remuneration	<p>Describe the process for designing the remuneration policies and for determining remuneration: It is the result of an individualised remuneration route and its evolution, in both the fixed and variable parts, according to progress made in the skills and individual performance of each member of the governance bodies. As well as the improvements made in company performance in terms of ESG for the purpose of assigning long-term benefits.</p> <ul style="list-style-type: none"> • Whether independent highest governance body members or an independent remuneration committee oversees the process for determining remuneration: Yes. • How the views of stakeholders (including shareholders) regarding remuneration are sought and taken into consideration: Yes, the shareholder defines or authorises the remuneration policy for senior company management, including directors. • Whether remuneration consultants are involved in determining remuneration and, if so, whether they are independent of the organisation, its highest governance body and senior executives: No. • Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals: Not applicable. 								
GRI 2-21	Annual total compensation ratio ¹	<table border="1"> <thead> <tr> <th></th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)</td> <td>1,85</td> <td>1,49</td> <td>1,72</td> </tr> </tbody> </table>		2019	2021	2022	Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	1,85	1,49	1,72
	2019	2021	2022							
Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	1,85	1,49	1,72							

¹ Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual). Ratio of the percentage increase in annual total compensation for the organisation's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual).



Strategy, policies and practices		
GRI 2-22	Statement on sustainable development strategy	RS22 ANA Aeroportos OPENING MESSAGE
GRI 2-23	Policy commitments	<p>ANA Aeroportos has a set of principles that reflect its different internal policies, charters, codes and regulations, which are aimed at ensuring the best conduct associated with its business. The principles are set out in a number of documents, particularly:</p> <ul style="list-style-type: none"> · Charter of Ethics and Conduct and Annex to the Charter of Ethics and Conduct; · Anti-Corruption Code of Conduct; · Anti-Corruption Policy; · Privacy Policy; · VINCI Guide on Human Rights; · Declaration on Essential and Fundamental Actions Concerning Occupational Health and Safety; · Letter of Commitment to Social Responsibility aimed at suppliers; · Plan for the Prevention of Corruption Risks and Related Offences; · Quality Policy; · Environment Policy; · Research, Development and Innovation Policy; · Occupational Health and Safety Policy. <p>Learn more at RS22 ANA Aeroportos We are ANA Aeroportos > An integrated system and Risk management</p>
GRI 2-24	Embedding policy commitments	<p>All employees of ANA Aeroportos are informed of the Charter of Ethics and Conduct and the Anti-Corruption Code of Conduct through the VINCI Diffusion Platform, thus ensuring the scope and applicability of its principles across the organisation.</p> <p>Signing the Letter of Commitment to Social Responsibility has been a requirement for any third parties wishing to be suppliers of ANA Aeroportos since 2009 and it is also necessary for access to market consultations. Subscribing to the principles of this letter is also reiterated at various points in the contracting process. The internal policies, charters, codes and regulations associated with the Integrated Management System can be consulted by employees in the document management module of the IB computer tool at any time. The incorporation and application of the principles established in the areas in which ANA Aeroportos is certified – Quality, Environment, Research, Development and Innovation and Occupational Health and Safety – are subject to internal audits. The company also reserves the right to directly audit its suppliers and customers (particularly concessionaries in the extra aviation business) to ensure compliance with the commitments it has established. The Company also organises regular training and awareness-raising courses, particularly with regard to Occupational Health and Safety, which covers the services providers operating on ANA Aeroportos premises, as well as several training courses in the ethics area: “Ethics Code and Anticorruption”, which apply to all ANA employees, and “Integrity and prevention”, which applies to workers in what are considered to be sensitive areas, particularly the procurement area. A transversal training course is also planned for the entire organisation in 2023 on the Integrity, Transparency and Conformity with the General Framework for the Prevention of Corruption.</p>



<p>GRI 2-25</p>	<p>Processes to remediate negative impacts</p>	<p>The operation of ANA Aeroportos is aimed at continuously improving its performance in different areas, implementing a series of measures whose ultimate goal is to assure corporate growth in line with its environmental and social responsibility. To this end, the company has an Integrated Management System where the priority areas of operation are defined in terms of the impacts arising from its activities. It also certifies the areas of quality, health and safety and the environment, which are the mechanisms that mitigate the existence of complaints or negative impacts. It also works preventively by implementing projects in the different airports that make it possible to identify anomalous situations and potential negative impacts, acting in order to identify and implement corrective actions and measures that will allow the situation to be restored and very often going beyond its legal obligations. The main actions and initiatives developed to manage and remedy the impacts associated with its activities are described throughout the Sustainability Report. All environmental and other complaints received are registered and undergo the established management procedure, which assures confidentiality, processing and response.</p> <p>There is also a specific reporting channel, set up in 2022, which complements the Group's reporting channel (VINCI Alert System). It also has Advisory Boards, which serve for consultation and providing support for the development of the strategy for its airports. They meet ordinarily twice a year and there is participation from different groups of stakeholders, such as local companies and associations that represent the interests of the stakeholders in the region.</p> <p>There are also teams devoted to specific topics, including the Biodiversity Committed at each airport and the Ethics and Vigilance Committee, and it is in constant contact with regulatory and scientific bodies, in particular the Portuguese Civil Aviation Authority (ANAC), the University of the Algarve and its Sea Sciences Centre and Interdisciplinary Centre of Marine and Environmental Research, a Portuguese Environment Agency, Municipal Councils and Regional Governments.</p>																												
<p>GRI 2-26</p>	<p>Mechanisms for seeking advice and raising concerns</p>	<p>Advice on how to implement the organisation's policies and practices for responsible business conduct can be requested by e-mail to the Ethics and Vigilance Committee in order to answer any questions (eticaconduta@ana.pt) and by contacting the global and local managers/representatives (in each Business Unit) provided for in the Integrated Management System Governance Model.</p> <p>Concerns about the organisation's business contact may be presented through the ANA Aeroportos reporting channel or the VINCI Alert System.</p>																												
<p>GRI 2-27</p>	<p>Compliance with laws and regulations</p>	<table border="1"> <thead> <tr> <th></th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td colspan="4">Total number of significant instances of non-compliance with laws and regulations</td> </tr> <tr> <td>Instances for which fines were incurred</td> <td>8</td> <td>1</td> <td>3</td> </tr> <tr> <td>Instances for which non-monetary sanctions were incurred</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td colspan="4">Paid fines for instances of non-compliance with laws and regulations</td> </tr> <tr> <td>Total number</td> <td>8</td> <td>1</td> <td>3</td> </tr> <tr> <td>Monetary value</td> <td>47.397,68 €</td> <td>2.051,00 €</td> <td>14.537,98 €</td> </tr> </tbody> </table>		2019	2021	2022	Total number of significant instances of non-compliance with laws and regulations				Instances for which fines were incurred	8	1	3	Instances for which non-monetary sanctions were incurred	0	0	0	Paid fines for instances of non-compliance with laws and regulations				Total number	8	1	3	Monetary value	47.397,68 €	2.051,00 €	14.537,98 €
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GRI 2-27	Compliance with laws and regulations	<p>Describe the significant instances of non-compliance</p> <p>These are infraction proceedings brought by ANAC, mainly related to airport security, as well as legal proceeding which are mostly related to payment and collection of taxes, pursuant to Decree-Law No. 254/12, of 28 November, which establishes the general legal framework for the airport public service support for civil aviation in Portugal concession agreement with ANA - Aeroportos.</p>								
		<p>Describe how it has determined significant instances of non-compliance</p> <p>Significant cases of non-compliance were considered to be situations meeting the following requirements: (i) situations of legal and regulatory non-compliance (not considering any sanction proceedings of a contractual nature, particularly related to the concession agreement); (ii) that generated the lodging of legal or infraction proceedings; and (iii) that could call into question or affect the existence and/or legal validity of the company or its legal and/or economic capacity to assure the provision of the concession activities.</p>								
GRI 2-28	Membership associations	RS22 ANA Aeroportos LAND DEVELOPMENT > Taking part in and being part of society								
Stakeholder engagement										
GRI 2-29	Approach to stakeholder engagement	<p>RS22 ANA Aeroportos COMMITTED TO POSITIVE MOBILITY > Reflecting on expectations</p> <p>From the point of view of the environment, participation in the Stakeholders Forum (which includes four groups of Aviation working groups, handlers, large energy consumers and mobility). Apart from these, there are also meetings of the advisory board at each one of the airport (which includes the environment component).</p>								
GRI 2-30	Collective bargaining agreements	<table border="1"> <thead> <tr> <th></th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Percentage of total employees covered by collective bargaining agreements</td> <td>100,0%</td> <td>100,0%</td> <td>100,0%</td> </tr> </tbody> </table>		2019	2021	2022	Percentage of total employees covered by collective bargaining agreements	100,0%	100,0%	100,0%
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GRI 3 – Material Topics 2021										
Location/Response										
Content on material topics										
GRI 3-1	Process to determine material topics	RS22 ANA Aeroportos COMMITTED TO POSITIVE MOBILITY > Reflecting on expectations								
GRI 3-2	List of material topics	RS22 ANA Aeroportos COMMITTED TO POSITIVE MOBILITY > Reflecting on expectations								



GRI Topic Standards		Location/Response			
GRI 201 – Economic Performance 2016					
GRI 201-1	Direct economic value generated and distributed		2019	2021	2022
		Direct economic value generated	877.948.067 €	404.898.709 €	862.107.736 €
		Economic value distributed	670.544.253 €	277.840.539 €	456.132.000 €
		Economic value retained	207.403.814 €	127.058.170 €	405.975.736 €
GRI 201-2	Financial implications and other risks and opportunities due to climate change	<p>The risks associated with climate change that could have negative financial implications are related to extreme phenomena on the one hand, which could perturb the infrastructure and operations of ANA Aeroportos, as well as those of its suppliers and service providers. This leads to disturbances to airport activities, impacting a high number of stakeholders and increasing overall costs. There are also risks related to the price and availability of fossil fuels, on which the company depends, due to the macroeconomic and/or regulatory context, and of water, due to potential shortages.</p> <p>To manage these risks, ANA Aeroportos has Carbon and Energy Management Plans and measures are in place up to 2030, such as the replacement of conventional lighting with LED lighting, the installation of more efficient climate control equipment and the focus on renewable energy and the electrification of the fleet. Other predictive watering systems are being implemented which will reduce water consumption at the airports. Learn more at RS22 ANA EXCELLENT ENVIRONMENTAL PERFORMANCE > Reducing water consumption and emissions and Optimising the sustainable use of water.</p> <p>At the moment, the company is also carrying out a study on adaptation to climate change, led by the Sustainability and Environment Office, and the work to make the risk analysis methodologies used compatible with the corporate risk analysis model, involving a multidisciplinary and aimed at ensuring a consistent and robust approach to climate change. ANA Aeroportos takes into account the implementation of artificial measures for protecting its infrastructure, but also for management in the surrounding area, in coordination with other entities. The “Long-Term Business Plan” currently includes the mitigation component and the adaptation component will also be added in the near future.</p>			
GRI 201-3	Defined benefit plan obligations and other retirement plans	RGC22 ANA Aeroportos 17. OBLIGATIONS WITH RETIREMENT BENEFITS			



GRI 201-4	Financial assistance received from government	<table border="1"> <thead> <tr> <th></th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Total monetary value of financial assistance received by the organisation from any government</td> <td>3.063.182 €</td> <td>9.132.292 €</td> <td>1.165.685 €</td> </tr> <tr> <td>Portugal</td> <td>3.063.182 €</td> <td>9.132.292 €</td> <td>1.165.685 €</td> </tr> <tr> <td>Tax relief and tax credits</td> <td>267.671 €</td> <td>227.583 €</td> <td>72.996 €</td> </tr> <tr> <td>Subsidies</td> <td>243.773 €</td> <td>315.056 €</td> <td>56.018 €</td> </tr> <tr> <td>Investment grants, research and development grants, and other relevant types of grant</td> <td>2.551.738 €</td> <td>1.612.790,12 €</td> <td>1.036.671 €</td> </tr> <tr> <td>Awards</td> <td>0,00 €</td> <td>0,00 €</td> <td>0,00 €</td> </tr> <tr> <td>Financial assistance from Export Credit Agencies (ECAs)</td> <td>0,00 €</td> <td>0,00 €</td> <td>0,00 €</td> </tr> <tr> <td>Financial incentives</td> <td>0,00 €</td> <td>0,00 €</td> <td>0,00 €</td> </tr> <tr> <td>Other benefits</td> <td>0,00 €</td> <td>6.976.863 €</td> <td>0,00 €</td> </tr> </tbody> </table> <p>The government is not present in the shareholding structure of the organisation.</p>		2019	2021	2022	Total monetary value of financial assistance received by the organisation from any government	3.063.182 €	9.132.292 €	1.165.685 €	Portugal	3.063.182 €	9.132.292 €	1.165.685 €	Tax relief and tax credits	267.671 €	227.583 €	72.996 €	Subsidies	243.773 €	315.056 €	56.018 €	Investment grants, research and development grants, and other relevant types of grant	2.551.738 €	1.612.790,12 €	1.036.671 €	Awards	0,00 €	0,00 €	0,00 €	Financial assistance from Export Credit Agencies (ECAs)	0,00 €	0,00 €	0,00 €	Financial incentives	0,00 €	0,00 €	0,00 €	Other benefits	0,00 €	6.976.863 €	0,00 €
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GRI 202 – Market Presence 2016																																										
GRI 3 – Material Topics 2021 3-3- Management of material topics		ANA Aeroportos has made a commitment to contribute to the local socioeconomic impact by creating jobs in the regions where it operates, contributing to the construction of more prosperous communities in the areas where the different airports are located.																																								
GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage	<table border="1"> <thead> <tr> <th></th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td colspan="4">MAIN OFFICE</td> </tr> <tr> <td>Male</td> <td>1,71</td> <td>1,57</td> <td>1,97</td> </tr> <tr> <td>Female</td> <td>1,57</td> <td>1,57</td> <td>1,81</td> </tr> <tr> <td colspan="4">LISBON</td> </tr> <tr> <td>Male</td> <td>1,39</td> <td>1,39</td> <td>1,18</td> </tr> </tbody> </table>		2019	2021	2022	MAIN OFFICE				Male	1,71	1,57	1,97	Female	1,57	1,57	1,81	LISBON				Male	1,39	1,39	1,18																
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Male	1,39	1,39	1,18																																							



GRI 202-1

Ratios of standard entry level wage by gender compared to local minimum wage

Female	1,33	1,57	1,57
PORTO			
Male	1,71	1,57	1,97
Female	1,57	1,57	1,81
FARO			
Male	1,39	1,39	1,18
Female	1,94	2,00	2,23
BEJA			
Male	1,71	1,57	1,97
Female	1,57	1,57	1,81
AZORES			
Male	1,39	1,39	1,60
Female	1,39	1,57	1,60
MADEIRA			
Male	1,03	1,63	1,57
Female	1,40	1,63	1,19

Describe the measures taken to determine whether employees are paid above the minimum wage: The minimums are established in the Company Agreement applicable to all ANA employees (Level R1) and are higher than the national minimum wage.

GRI 202-2

Proportion of senior management hired from the local community

	2019	2021	2022
GLOBAL	97,2%	97,1%	96,2%
MAIN OFFICE	95,3%	94,4%	92,1%
LISBON	100,0%	100,0%	100,0%
PORTO	85,7%	91,7%	91,7%
FARO	100,0%	100,0%	100,0%
BEJA	100,0%	100,0%	100,0%
AZORES	100,0%	100,0%	100,0%
MADEIRA	100,0%	100,0%	100,0%

Members of the Board, Management and Heads of the Airports contracted national were considered (excluding expatriates).



GRI 204 – Procurement Practices 2016

GRI 3 – Material Topics 2021 | 3-3- Management of material topics

ANA Aeroportos seeks to develop practices for fostering local development through the contracting of suppliers and service providers in the areas where the airport facilities are located in order to foster the creation of local employment and wealth whenever possible. Therefore, particularly in the more decentralised regions outside of large cities, preference is given to creating protocols with regional bodies providing key services, especially volunteer firefighter associations. ANA's partners sign a Letter of Commitment to Social Responsibility and suppliers are monitored based on criteria that allow risks or quality or ethics issues to be mitigated. In 2022, the supplier assessment process was reformulated based on an evaluation aimed at assessing the potential risks associated with activities in the environmental, social and occupational health and safety areas, thus bringing it into line with the policies, goals and commitments in place at VINCI. Learn more about procurement practices in [RS22 ANA | LAND DEVELOPMENT > Managing the supply chain](#).

GRI 204-1

Energy consumption within the organisation

	2019	2021	2022
GLOBAL	15,6%	6,7%	10,4%
LISBON	15,8%	5,2%	7,0%
PORTO	13,5%	3,8%	10,0%
FARO	6,7%	4,5%	4,0%
BEJA	0,0%	2,0%	10,3%
AZORES	44,2%	46,9%	43,1%
MADEIRA	13,1%	13,0%	15,4%

Local suppliers are those supplying only one airport and when that supplier's address is in the geographic area of that airport.

GRI 205 – Anti-Corruption 2016

GRI 205-1

Operations assessed for risks related to corruption

100% of the operations of ANA Aeroportos are assessed for risks related to corruption. The risks identified by ANA Aeroportos can be consulted in the [Plan for the Prevention of Corruption Risks and Related Offences](#).

GRI 205-3

Confirmed incidents of corruption and actions taken

During the reporting period, there were no confirmed cases of corruption or legal proceedings related to corruption against the organisation or its employees.



GRI 302 - Energy 2016

GRI 3 - Material Topics 2021 | 3-3- Management of material topics

ANA Aeroportos seeks to develop practices for fostering local development through the contracting of suppliers and service providers in the areas where the airport facilities are located in order to foster the creation of local employment and wealth whenever possible. Therefore, particularly in the more decentralised regions outside of large cities, preference is given to creating protocols with regional bodies providing key services, especially volunteer firefighter associations. ANA's partners sign a Letter of Commitment to Social Responsibility and suppliers are monitored based on criteria that allow risks or quality or ethics issues to be mitigated. In 2022, the supplier assessment process was reformulated based on an evaluation aimed at assessing the potential risks associated with activities in the environmental, social and occupational health and safety areas, thus bringing it into line with the policies, goals and commitments in place at VINCI. Learn more about procurement practices in [RS22 ANA | LAND DEVELOPMENT > Managing the supply chain.](#)

GRI 302-1

Energy consumption within the organisation

	Units	2019	2021	2022
Total energy consumption within the organisation	GJ	526.869,72	427.981,56	475.344,20
MAIN OFFICE		8.304,70	8.188,41	8.731,00
LISBON		286.078,64	221.046,80	265.626,05
PORTO		135.730,04	124.558,85	124.750,86
FARO	GJ	52.781,01	38.909,84	44.048,11
BEJA		2.236,61	1.751,82	1.629,40
AZORES		19.263,71	16.134,30	17.727,52
MADEIRA		22.475,01	17.391,54	19.794,10
Total fuel consumption within the organisation from non-renewable sources	GJ	126.540,72	102.579,06	99.339,84
MAIN OFFICE		1.986,39	1.747,76	1.707,99
LISBON		67.961,97	48.605,00	51.346,09
PORTO		49.485,92	47.569,86	40.130,32
FARO	GJ	2.957,12	1.877,88	2.591,81
BEJA		69,80	59,24	46,35
AZORES		2.553,83	1.716,53	2.335,02
MADEIRA		1.525,69	1.002,78	1.242,26



GRI 302-1	Energy consumption within the organisation	Diesel from stationary sources: Generator sets	GJ	3.166,47	2.431,90	2.869,01
		MAIN OFFICE		3,15	6,26	10,06
		LISBON		758,91	377,66	534,79
		PORTO		2.013,32	1.590,12	1.570,22
		FARO	GJ	201,72	211,21	90,58
		BEJA		0,00	18,08	0,00
		AZORES		165,31	174,23	636,62
		MADEIRA		24,06	54,34	26,74
		Diesel for the fleet or other vehicles	GJ	19.326,60	11.126,58	15.178,94
		MAIN OFFICE		1.880,59	931,09	961,92
		LISBON		7.359,82	3.703,86	6.078,71
		PORTO		3.543,34	2.546,78	2.959,21
		FARO	GJ	2.705,86	1.613,75	2.435,70
		BEJA		65,33	22,87	28,80
		AZORES		2.311,16	1.462,65	1.606,48
		MADEIRA		1.460,50	845,57	1.108,10
		Petrol	GJ	546,85	1.601,25	1.618,65
		MAIN OFFICE		102,65	810,41	736,01
		LISBON	GJ	170,87	428,93	488,42
		PORTO		105,24	112,06	115,38



GRI 302-1	Energy consumption within the organisation	FARO	GJ	45,17	49,04	61,96
		BEJA		4,47	18,29	17,55
		AZORES		41,09	102,87	107,41
		MADEIRA		77,35	79,66	91,91
		Butane/Propane/LPG	GJ	4,42	3,90	3,59
		MAIN OFFICE	GJ	0,00	0,00	0,00
		LISBON		0,00	0,00	0,00
		PORTO		0,01	0,01	0,02
		FARO		4,37	3,88	3,56
		BEJA	GJ	0,00	0,00	0,00
		AZORES		0,00	0,00	0,00
		MADEIRA		0,04	0,00	0,01
		Natural gas		GJ	103.496,37	87.415,43
		MAIN OFFICE	GJ	0,00	0,00	0,00
		LISBON		59.672,37	44.094,54	44.244,16
		PORTO		43.824,00	43.320,89	35.485,49
		FARO		0,00	0,00	0,00
		BEJA		0,00	0,00	0,00
		AZORES		0,00	0,00	0,00
		MADEIRA		0,00	0,00	0,00



GRI 302-1

Energy consumption within the organisation

Total fuel consumption within the organisation from renewable sources	GJ	0,00	0,00	6.962,85
Solar energy	GJ	0,00	0,00	6.962,85
MAIN OFFICE	GJ	0,00	0,00	0,00
LISBON		0,00	0,00	0,00
PORTO		0,00	0,00	0,00
FARO		0,00	0,00	6.962,85
BEJA		0,00	0,00	0,00
AZORES		0,00	0,00	0,00
MADEIRA		0,00	0,00	0,00
Total consumption of electricity, heating, cooling and steam		GJ		
Electricity	GJ	400.329,00	325.402,50	375 944,36
MAIN OFFICE	GJ	6.318,31	6.440,64	7.023,01
LISBON		218.116,67	172.441,80	214.279,97
PORTO		86.244,12	76.988,99	84.620,55
FARO		49.823,88	37.031,96	34.493,45
BEJA		2.166,81	1.692,58	1.583,05
AZORES		16.709,89	14.417,77	15.392,50
MADEIRA		20.949,32	16.388,76	18.551,84



GRI 302-1	Energy consumption within the organisation	Standards, methodologies, assumptions and/or calculation tools used: Only energy consumed by ANA is considered, not that of third parties at the airports. Source of the conversion factors used: Conversion factors: DGEG - Density of oil products 2020; APA European Emissions Trading (CELE) 2013-2020. Learn more in the methodology notes .				
GRI 302-2	Energy consumption outside the organisation		Units	2019	2021	2022
		Energy consumption outside the organisation	GJ	605.725.710,57	34.204.688,62	69.256.486,45
		<i>Third-party handling</i>	GJ	84.274,77	53.618,51	124.369,17
		Diesel consumption	GJ	84.194,86	53.573,18	124.199,46
		MAIN OFFICE		0,00	0,00	0,00
		LISBON		28.171,59	17.546,07	71.741,55
		PORTO		26.683,24	15.315,03	27.093,11
		FARO	GJ	11.197,49	6.590,28	11.903,30
		BEJA		134,13	6.097,14	1.648,60
		AZORES		7.192,83	3.800,73	5.368,37
		MADEIRA		10.815,57	4.223,93	6.444,54
		Petrol consumption	GJ	79,90	45,33	169,71
		MAIN OFFICE		0,00	0,00	0,00
		LISBON		44,90	15,99	101,77
		PORTO		24,97	18,21	32,69
		FARO	GJ	1,03	1,19	22,37
		BEJA		0,00	0,00	0,00
		AZORES		0,00	9,93	12,88
		MADEIRA		9,01	0,00	0,00



<p>GRI 302-2</p>	<p>Energy consumption outside the organisation</p>	<table border="1"> <thead> <tr> <th>Aviation (LTO+CCD)</th> <th>GJ</th> <th>605.641.435,80</th> <th>34.151.070,11</th> <th>69.132.117,28</th> </tr> </thead> <tbody> <tr> <td>MAIN OFFICE</td> <td></td> <td>0,00</td> <td>0,00</td> <td>0,00</td> </tr> <tr> <td>LISBON</td> <td></td> <td>418.603.577,39</td> <td>18.596.682,79</td> <td>41.821.921,32</td> </tr> <tr> <td>PORTO</td> <td></td> <td>66.628.008,80</td> <td>6.734.100,31</td> <td>11.702.687,45</td> </tr> <tr> <td>FARO</td> <td>GJ</td> <td>66.418.361,13</td> <td>4.915.097,66</td> <td>8.795.987,14</td> </tr> <tr> <td>BEJA</td> <td></td> <td>86.016,00</td> <td>123.109,62</td> <td>212.455,99</td> </tr> <tr> <td>AZORES</td> <td></td> <td>37.877.124,79</td> <td>1.366.350,52</td> <td>2.085.897,77</td> </tr> <tr> <td>MADEIRA</td> <td></td> <td>16.028.347,70</td> <td>2.415.729,20</td> <td>4.513.167,61</td> </tr> </tbody> </table> <p>Standards, methodologies, assumptions and/or calculation tools used: In accordance with the GRI guidelines, consumption associated with aviation and third-party handling was taken into account. Source of the conversion factors used: Conversion factors: DGEG - Density of oil products 2020; APA European Emissions Trading (CELE) 2013-2020. Learn more in the methodology notes.</p>	Aviation (LTO+CCD)	GJ	605.641.435,80	34.151.070,11	69.132.117,28	MAIN OFFICE		0,00	0,00	0,00	LISBON		418.603.577,39	18.596.682,79	41.821.921,32	PORTO		66.628.008,80	6.734.100,31	11.702.687,45	FARO	GJ	66.418.361,13	4.915.097,66	8.795.987,14	BEJA		86.016,00	123.109,62	212.455,99	AZORES		37.877.124,79	1.366.350,52	2.085.897,77	MADEIRA		16.028.347,70	2.415.729,20	4.513.167,61											
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<p>GRI 302-3</p>	<p>Energy intensity</p>	<table border="1"> <thead> <tr> <th></th> <th>Units</th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td></td> <td>0,009</td> <td>0,016</td> <td>0,008</td> </tr> <tr> <td>AHD</td> <td rowspan="12">Total energy consumption within the organisation by TU²</td> <td>0,009</td> <td>0,016</td> <td>0,009</td> </tr> <tr> <td>ABJ</td> <td>0,843</td> <td>0,681</td> <td>0,560</td> </tr> <tr> <td>AFR</td> <td>0,006</td> <td>0,012</td> <td>0,005</td> </tr> <tr> <td>ASC</td> <td>0,010</td> <td>0,020</td> <td>0,010</td> </tr> <tr> <td>AM</td> <td>0,006</td> <td>0,008</td> <td>0,004</td> </tr> <tr> <td>APS</td> <td>0,017</td> <td>0,021</td> <td>0,012</td> </tr> <tr> <td>AHR</td> <td>0,010</td> <td>0,013</td> <td>0,010</td> </tr> <tr> <td>AJP II</td> <td>0,007</td> <td>0,009</td> <td>0,006</td> </tr> <tr> <td>ASM</td> <td>0,019</td> <td>0,024</td> <td>0,022</td> </tr> <tr> <td>AFL</td> <td>0,006</td> <td>0,006</td> <td>0,005</td> </tr> </tbody> </table>		Units	2019	2021	2022	Total		0,009	0,016	0,008	AHD	Total energy consumption within the organisation by TU ²	0,009	0,016	0,009	ABJ	0,843	0,681	0,560	AFR	0,006	0,012	0,005	ASC	0,010	0,020	0,010	AM	0,006	0,008	0,004	APS	0,017	0,021	0,012	AHR	0,010	0,013	0,010	AJP II	0,007	0,009	0,006	ASM	0,019	0,024	0,022	AFL	0,006	0,006	0,005
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<p>GRI 302-4</p>		<p>Reduction of energy consumption</p>	<p>There were efficiency measures in 2022, but it is not possible to quantify the corresponding reduction in consumption for each one, with the exception of the reduction of temperature setpoints, which allowed for an overall reduction of 24% in 2022 compared to 2021 in the consumption of gas (natural gas at Humberto Delgado Airport and Sá Carneiro Airport and propane at Faro Airport).</p>																																																		

² Traffic Unit: 1 TU is the equivalent of 1 passenger of 100 kg of cargo/mail.



GRI 302-4	Reduction of energy consumption	There were efficiency measures in 2022, but it is not possible to quantify the corresponding reduction in consumption for each one, with the exception of the reduction of temperature setpoints, which allowed for an overall reduction of 24% in 2022 compared to 2021 in the consumption of gas (natural gas at Humberto Delgado Airport and Sá Carneiro Airport and propane at Faro Airport).
GRI 303 – Water and Effluents 2018		
GRI 3 – Material Topics 2021 3-3- Management of material topics		<p>Aware of the importance of efficient management of water resources, ANA Aeroportos aims to enhance the sustainable use of water in the airport facilities. This includes restaurants, sanitary facilities, irrigation of green spaces, washing vehicles, pavements and buildings, as well as consumption associated with firefighting drills. ANA has had an Environmental Management System in place in all of its airports since 2008, which is certified according to the 14001 standard. The Environmental Policy reflects the commitment of ANA Aeroportos to continuous improvement and to reducing the impact of its activities, particularly in relation to monitoring and reducing water consumption. In this context, good practices for monitoring the quality and quantity of drinking water are carried out to ensure the health of airport users and to improve consumption efficiency. In addition, it should be noted that several innovative projects have been implemented in the area of controlling leakage and reusing this resource.</p> <p>Learn more at: RS22 ANA EXCELLENT ENVIRONMENTAL PERFORMANCE > Optimising the sustainable use of water and BENCHMARK EMPLOYER > Guaranteeing health and safety > Protecting public health See also the Environment Policy.</p>
GRI 303-1	Interactions with water as a shared resource	<p>Description of how the organisation interacts with water: Responsible management of this resource is a strategic priority for the environmental management system at ANA airports. The company uses smart metering to manage and control water consumption in the airport facilities. This includes restaurants, sanitary facilities, irrigation of green spaces, washing vehicles, pavements and buildings, as well as consumption associated with firefighting drills.</p> <p>Description of the approach used to identify water-related impacts: At ANA airports, the water supply comes from specialised suppliers and/or own facilities (PORTO for irrigation, washing and use by the Fire Service and BEJA, for irrigation of green spaces).</p> <p>Also of note is how the company monitors the drinking water quality, aimed at ensuring the health of users of all ANA airports and improving consumption efficiency. ANA monitors consumption using a smart metering system (which records consumption online every 15 minutes and an alarm associated with potentially anomalous consumption). This or a similar system is installed at all ANA airports, except the airports in the Azores.</p>



<p>GRI 303-1</p>	<p>Interactions with water as a shared resource</p>	<p>Various consumption reduction measures have been implemented, as well as measures to increase water efficiency at ANA airports.</p> <p>Description of how water-related impacts are addressed: Only Faro Airport is in a water stress area. In order to avoid contamination of water drainage systems, ANA has environmental emergency procedures in place for containing spillages of hazardous substances.</p> <p>Explanation of the process for setting any water-related goals and targets that are part of the organisation’s water and effluents management approach, and how they relate to public policy and the local context of each area with water stress: The process of establishing water-related objectives and goals, where the strategic objective is focused on reducing consumption (to less than 10.7 L/PAX), is carried out under the scope of SGI (with annual definition of the reduction goals). There are continuous monitoring systems for the quantity and quality of the water supply, as well as effluent and rainwater (according to the programmes defined in the licensing of each one of the items).</p>															
<p>GRI 303-2</p>	<p>Management of water discharge-related impacts</p>	<p>ANA’s activities generate three different types of effluents:</p> <ul style="list-style-type: none"> · Effluent from run-off from paved areas, potentially contaminated with hydrocarbons – rainwater; · Effluent from the containment of spillages and domestic wastewater; · Domestic wastewater. <p>To deal with rainwater, which has a higher potential impact, systems are being installed for pre-treating the water before it is discharged into public drainage systems or the water environment. Thus, albeit not exhaustively, there are hydrocarbon separators on the aircraft parking aprons, the vehicle refuelling areas and in the garages and workshops.</p> <p>Over the last decade, ANA has been investing in improving the wastewater and rainwater drainage systems at its airports, in some cases remodelling the existing networks (Lisbon, Porto, Faro, Ponta Delgada and Horta) and introducing programmes for monitoring the quality of the wastewater, rainwater and the run-off produced. The effluent produced by the company is sent to the following places:</p> <ul style="list-style-type: none"> · Porto and Beja airports: Own wastewater treatment plants, and recently at Ponta Delgada Airport; · Lisbon and Faro airports: connection to the municipal collector; · Santa Maria Airport: connection to a septic tank followed by a filtering trench run by the Municipal Council; · Flores and Horta airports: septic tank followed by an absorption tank operated by ANA. <p>The results obtained from the monitoring programmes underway showed that, in the case of some wastewater, rainwater and run-off, the parameters established by law have been fully complied with at ANA airports.</p>															
<p>GRI 303-3</p>	<p>Water withdrawal</p>	<table border="1"> <thead> <tr> <th></th> <th>Units</th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Total water consumption from all areas</td> <td>Megalitres</td> <td>673,43</td> <td>486,65</td> <td>655,37</td> </tr> <tr> <td>Total water withdrawal from all areas with water stress</td> <td>Megalitres</td> <td>580,57</td> <td>416,59</td> <td>568,63</td> </tr> </tbody> </table>		Units	2019	2021	2022	Total water consumption from all areas	Megalitres	673,43	486,65	655,37	Total water withdrawal from all areas with water stress	Megalitres	580,57	416,59	568,63
	Units	2019	2021	2022													
Total water consumption from all areas	Megalitres	673,43	486,65	655,37													
Total water withdrawal from all areas with water stress	Megalitres	580,57	416,59	568,63													



GRI 303-3

Water withdrawal

Surface water	Megalitres	11,35	5,85	6,24
APS (desalinating centre)	Megalitres	11,35	5,85	6,24
Groundwater	Megalitres	61,27	73,80	58,26
OPO	Megalitres	61,27	70,41	47,61
BYJ		0,00	3,39	10,65
Third-party water	Megalitres	507,95	336,95	504,12
Surface water	Megalitres	381,66	259,13	409,27
MAIN OFFICE	Megalitres	5,16	5,23	7,07
LIS		297,51	194,31	341,72
OPO		56,47	28,29	42,20
PDL		22,04	30,90	17,83
FLW		0,48	0,39	0,44
Groundwater		Megalitres	126,29	77,82
BYJ	Megalitres	11,56	6,75	3,43
LIS		4,91	17,96	14,45
SMA		9,21	7,32	7,18
FNC		100,62	45,79	69,79
Total water consumption from all areas with water stress	Megalitres	92,86	70,06	86,74
Surface water	Megalitres	92,86	70,06	86,74
FAO	Megalitres	92,86	70,06	86,74



GRI 303-4	Water discharge	<table border="1"> <thead> <tr> <th>Water discharge</th> <th>Units</th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Total water discharge to all areas by destiny</td> <td>Megalitres</td> <td>537,14</td> <td>389,32</td> <td>524,30</td> </tr> <tr> <td>Third-party water, (volume sent to other organisations for their own use)</td> <td>Megalitres</td> <td>462,86</td> <td>333,27</td> <td>454,90</td> </tr> <tr> <td>MAIN OFFICE</td> <td rowspan="6">Megalitres</td> <td>4,12</td> <td>4,18</td> <td>5,66</td> </tr> <tr> <td>LISBON</td> <td>238,01</td> <td>155,45</td> <td>273,37</td> </tr> <tr> <td>PORTO</td> <td>92,59</td> <td>78,96</td> <td>71,85</td> </tr> <tr> <td>BEJA</td> <td>9,25</td> <td>8,11</td> <td>11,27</td> </tr> <tr> <td>AZORES</td> <td>29,31</td> <td>45,25</td> <td>31,92</td> </tr> <tr> <td>MADEIRA</td> <td>89,58</td> <td>41,31</td> <td>60,83</td> </tr> <tr> <td>Total water discharge from all areas with water stress</td> <td>Megalitres</td> <td>74,28</td> <td>56,05</td> <td>69,39</td> </tr> <tr> <td>FARO</td> <td>Megalitres</td> <td>74,28</td> <td>56,05</td> <td>69,39</td> </tr> </tbody> </table>	Water discharge	Units	2019	2021	2022	Total water discharge to all areas by destiny	Megalitres	537,14	389,32	524,30	Third-party water, (volume sent to other organisations for their own use)	Megalitres	462,86	333,27	454,90	MAIN OFFICE	Megalitres	4,12	4,18	5,66	LISBON	238,01	155,45	273,37	PORTO	92,59	78,96	71,85	BEJA	9,25	8,11	11,27	AZORES	29,31	45,25	31,92	MADEIRA	89,58	41,31	60,83	Total water discharge from all areas with water stress	Megalitres	74,28	56,05	69,39	FARO	Megalitres	74,28	56,05	69,39
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		FARO	Megalitres	74,28	56,05	69,39																																														
		<p>Considering that 80% of the consumed area is rejected. According to Metcalf & Eddy (1991), around 10 to 12% of water supply is lost through infiltration processes in new drainage systems. In old systems, this figure goes up to 15 to 30% (METCALF & EDDY (1991). Wastewater Engineering: treatment, disposal and reuse. 3rd ed. Tchobanoglous, G. & Burton, F. (Rev.). McGraw-Hill. Singapore. 1334 p.). Therefore, as the systems at ANA are old, it was conservatively assumed that 80% of all the water consumed resulted in wastewater.</p>																																																		
GRI 303-5	Water consumption	<table border="1"> <thead> <tr> <th></th> <th>Units</th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Total water consumption from all areas</td> <td>Megalitres</td> <td>136,29</td> <td>97,33</td> <td>131,07</td> </tr> <tr> <td>Total water consumption from all areas with water stress</td> <td>Megalitres</td> <td>18,57</td> <td>14,01</td> <td>17,35</td> </tr> <tr> <td>Specific indicator (ANA target): Consumption per person</td> <td>Litres/pax</td> <td>11,39</td> <td>19,55</td> <td>11,74</td> </tr> </tbody> </table>		Units	2019	2021	2022	Total water consumption from all areas	Megalitres	136,29	97,33	131,07	Total water consumption from all areas with water stress	Megalitres	18,57	14,01	17,35	Specific indicator (ANA target): Consumption per person	Litres/pax	11,39	19,55	11,74																														
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GRI 304 – Biodiversity 2016

GRI 3 – Material Topics 2021 | 3-3- Management of material topics

Airport operations can have different impacts on biodiversity, particularly in the surrounding areas. ANA has had an Environmental Management System in place in all of its airports since 2008, which is certified according to the 14001 standard. Another guiding element is the Environmental Policy, which reflects ANA's commitment to continuous improvement and to reducing the impact of its activities. In this context, ANA Aeroportos takes the enhancement and protection of the natural and human environment as a strategic axis, through the implementation of measures to minimise and compensate for its impacts, particularly through partnerships that involve the recovery of wild animals and reforestation campaigns. In addition, the airports organise individual initiatives to protect flora and fauna. In particular, the existence of birds nearby can also compromise the safety of airport activities. To this end, each airport has a Wildlife Management Committee which applies several measures to minimise bird strikes on aircraft, such as the use of bioacoustics, gas cannons, control of plant species and falconry.

Learn more at: [RS22 ANA | EXCELLENT ENVIRONMENTAL PERFORMANCE > Preserving biodiversity](#) and [LAND DEVELOPMENT > Managing proximity and being a good neighbour > It happens at airports](#). Find out more in the [Environment Policy](#).

GRI 304-1

Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas

Faro Airport is the only one where the airport perimeter includes 90 hectares of an area with special protection status in terms of nature conservation (Ria Formosa Natural Park) and 120 hectares in the area adjacent to this classified area. The Faro Airport area partially overlaps areas in the National System of Classified Areas (SNAC) defined in Decree-Law No. 142/2008, of 24 July. SNAC includes the National Network of Protected Areas (RNAP), the classified area in Rede Natura 2000 and the other areas classified under international commitments made by the Portuguese State.

The Ria Formosa Natural Park (PNRF) (Decree-Law No. 373/87, of 9 December) is one of the SNAC areas that is near the airport. The Ria Formosa Natural park is dominated by the presence of dunes, marshland, mudflats, pine groves and farming areas and has a wide diversity of species. As to the community of mammals, of note are the otter (*Lutra lutra*), the Egyptian mongoose (*Herpestes ichneumon*), the genet (*Genetta genetta*), the beech marten (*Martes foina*), the badger (*Meles meles*) and the red fox (*Vulpes vulpes*).

Under the scope of Rede Natura 2000, of note is the implementation of the Special Area of Conservation (SAC) through the Habitats Directive – Ria Formosa – Castro Marim.

The Ria Formosa SAC (code PTCO0013) includes the Castro Marim marshlands, the coastal wooded area in Vila Real de Santo António and Ria Formosa, which “for their diversity, structural complexity and size are the most important wetlands in the south of the country”. The SAC defines these species as mammals of community interest for conservation: the otter (*Lutra lutra*), a species mentioned in Annex B-II to Decree-Law No. 49/2005, of 24/02, and the common genet (*Genetta genetta*), a species mentioned in Annexes B-IV and B -V of Decree-Law No. 49/2005, of 24/02.

Apart from those mentioned, Faro Airport also includes two more conservation areas:

- Wetlands of international importance on the Ramsar Convention List of Sites;
- Special Protection Areas (SPAs) under the Birds Directive – Ria Formosa.

From a biogeography point of view, the area being studied is in the Mediterranean region, wester Mediterranean subregion, Mediterranean Ibero-Atlantic superprovince, Gaditano-Onubo-Algarviense province, Algarviense sector, Algarvic superdistrict (Costa et al., 1998). According to Costa et al. (1998), in bioclimatic terms, the Algarvic superdistrict is in the thermo-Mediterranean zone and has a dry to subhumid ombroclimate, with the exception of a small coastal area between Albufeira and Lagos, which is the oceanic-xeric area. In terms of land use, the study area has some homogeneity with regard to the most representative biotypes and is characterised by the predomination of grazing areas and land without much vegetation. Areas of pine trees also appear sporadically. According to the Environment Atlas, this area usually has an annual average temperature of 17.5°C and annual precipitation is between 400 and 500 mm.



<p>GRI 304-2</p>	<p>Significant impacts of activities, products, and services on biodiversity</p>	<p>Airport activities may have direct negative impacts on biodiversity, particularly in the surrounding areas, such as changes in the behaviour patterns of species as a result of the noise generated by the aircraft, fauna colliding with aircraft (wildlife strikes) and contamination of the soil and watercourses associated with emissions from traffic and equipment. As for positive direct impacts, ANA Aeroportos supports CERVAS (Wildlife Ecology, Recovery and Surveillance Centre) and RIAS (Ria Formosa Wildlife Research and Recovery Centre), it has a protocol with QUERCUS and a reforestation project (“Planting the future together”). In 2022, through the protocol with RIAS, a study was begun on the birdlife in the area of the new solar plant in Faro to ensure the absence of significant impacts on biodiversity. Learn more at RS22 ANA Aeroportos EXCELLENT ENVIRONMENTAL PERFORMANCE > Preserving biodiversity.</p>														
<p>GRI 304-3</p>	<p>Habitats protected or restored</p>	<p>Following the Faro Airport Environmental Impact Statement, restoration measures were implemented and have been concluded.</p>														
<p>GRI 304-4</p>	<p>IUCN (International Union for Conservation of Nature) Red List species and national conservation list species with habitats in areas affected by operations of the organisation</p>	<table border="1"> <thead> <tr> <th></th> <th style="text-align: right;">2022</th> </tr> </thead> <tbody> <tr> <td>Total number of species by level of extinction risk</td> <td style="text-align: right;">27</td> </tr> <tr> <td>Critically endangered</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Endangered</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Vulnerable</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Near threatened</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Least concern</td> <td style="text-align: right;">22</td> </tr> </tbody> </table>		2022	Total number of species by level of extinction risk	27	Critically endangered	0	Endangered	1	Vulnerable	3	Near threatened	1	Least concern	22
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<p>GRI 305 – Emissions 2016</p>																
<p>GRI 3 – Material Topics 2021 3-3- Management of material topics</p>	<p>Bearing in mind the significant impact of the sector on energy consumption and global emissions, Energy Efficiency and Carbon Management are considered priority areas and this is reflected in the Energy and Climate Change pillar in the Environmental Strategy at VINCI and also at ANA Aeroportos.</p> <p>ANA has had an Environmental Management System in place in all of its airports since 2008, which is certified according to the 14001 standard. Another guiding element is the Environmental Policy, which reflects ANA’s commitment to continuous improvement and to reducing the impact of its activities, particularly in relation to reducing energy consumption and the consequent reduction in greenhouse gas emissions. In this context, ANA has been calculating its carbon footprint since 2008 and has been accredited by the Airport Carbon Accreditation (ACA) programme of Airports Council International (ACI) since 2010. In addition, each airport has an Action Plan for Energy and Carbon Management with energy efficiency measures, electrification and the incorporation of renewable energies underway. On the same subject, in 2019, ANA made a commitment to carbon neutrality in 2030, according to the VINCI Environment Strategy. Regarding air quality, ANA continues to monitor gas emissions at its airports, in accordance with its legal obligations, particularly those associated with point sources. Monitoring is also being done on the ambient air quality at Lisbon, Porto and Madeira airports through monitoring campaigns that take place both in the summer and winter periods. The concentration of nitrogen dioxide and oxides (NO2 and NOX), carbon monoxide (CO), sulphur dioxide (SO2), ozone (O3), PM10 particles, PM2.5 particles, particulate matter and benzene (C6H6) are measured, as well as local meteorological parameters. At Lisbon Airport, ultrafine particles are also included.</p> <p>Learn more at: RS22 ANA EXCELLENT ENVIRONMENTAL PERFORMANCE > Reducing Energy Consumption and Emissions > Energy consumption and GHG emissions, Measures for reducing energy consumption, and Air quality. Find out more in the Environment Policy.</p>															



		Units	2019	2021	2022	
GRI 305-1	Direct (Scope 1) GHG emissions	Total direct emissions	tCO₂eq	9.790,00	7.816,73	7.349,13
		MAIN OFFICE	tCO ₂ eq	190,00	192,15	121,08
		LISBON		4.941,00	3.353,00	3.508,30
		PORTO		3.495,00	3.236,00	2.734,33
		FARO		666,00	637,46	663,06
		BEJA		5,00	4,41	3,35
		AZORES		272,00	286,89	175,66
		MADEIRA		221,00	106,82	143,35
		Learn more in the methodology notes .				
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Total of indirect (Scope 2) GHG emissions from energy purchases calculated based on location	tCO₂eq	30.643,00	14.825,82	17.525,11
		MAIN OFFICE	tCO ₂ eq	441,00	239,74	267,26
		LISBON		15.213,00	6.419,00	8.154,54
		PORTO		6.015,00	2.866,00	3.220,28
		FARO		3.475,00	1.378,41	1.312,67
		BEJA		151,00	63,00	60,24
		AZORES		2.208,00	1.726,92	1.953,99
		MADEIRA		3.140,00	2.132,75	2.556,11
		Learn more in the methodology notes .				



		Units	2019	2021	2022	
GRI 305-3	Other indirect (Scope 3) GHG emissions	Total of other indirect (Scope 3) emissions	tCO₂eq	44.580.981,00	2.999.160,68	5.413.770,28
		MAIN OFFICE		1.500,00	358,99	785,15
		LISBON		30.693.437,00	1.748.294,00	3.211.408,07
		PORTO		5.010.241,00	558.019,52	977.326,72
		FARO	tCO ₂ eq	4.922.157,00	389.886,81	707.096,13
		BEJA		6.595,00	9.784,01	16.078,86
		AZORES		2.765.650,00	105.940,25	158.396,05
		MADEIRA		186.877,10	342.679,30	342.679,30
		Scope 3 - LTO, CCD	tCO₂eq	44.085.736,00		4.981.722,59
		LISBON		30.469.647,00		3.013.725,29
		PORTO		4.849.772,00		843.306,19
		FARO	tCO ₂ eq	4.834.512,00		633.846,75
		BEJA		6.261,00		15.309,77
		AZORES		2.758.860,00		150.311,67
		MADEIRA		1.166.684,00		325.222,92
		Scope 3 - LTO	tCO₂eq	568.048,00		454.102,77
		LISBON		309.215,00		235.467,70
		PORTO	tCO ₂ eq	129.125,00		118.036,15
		FARO		77.443,00		59.587,64



<p>GRI 305-3</p>	<p>Other indirect (Scope 3) GHG emissions</p>	<table border="1"> <tr> <td>BEJA</td> <td></td> <td>803,00</td> <td></td> <td>902,07</td> </tr> <tr> <td>AZORES</td> <td>tCO₂eq</td> <td>22.240,00</td> <td></td> <td>13.006,41</td> </tr> <tr> <td>MADEIRA</td> <td></td> <td>29.222,00</td> <td></td> <td>27.102,80</td> </tr> <tr> <td>Scope 3 - CCD</td> <td>tCO₂eq</td> <td>43.517.688,00</td> <td></td> <td>4.527.619,82</td> </tr> <tr> <td>LISBON</td> <td></td> <td>30.160.432,00</td> <td></td> <td>2.778.257,59</td> </tr> <tr> <td>PORTO</td> <td></td> <td>4.720.647,00</td> <td></td> <td>725.270,04</td> </tr> <tr> <td>FARO</td> <td></td> <td>4.757.069,00</td> <td></td> <td>574.259,11</td> </tr> <tr> <td>BEJA</td> <td>tCO₂eq</td> <td>5.458,00</td> <td></td> <td>14.407,70</td> </tr> <tr> <td>AZORES</td> <td></td> <td>2.736.620,00</td> <td></td> <td>137.305,26</td> </tr> <tr> <td>MADEIRA</td> <td></td> <td>1.137.462,00</td> <td></td> <td>298.120,12</td> </tr> </table> <p>Learn more in the methodology notes.</p>	BEJA		803,00		902,07	AZORES	tCO ₂ eq	22.240,00		13.006,41	MADEIRA		29.222,00		27.102,80	Scope 3 - CCD	tCO₂eq	43.517.688,00		4.527.619,82	LISBON		30.160.432,00		2.778.257,59	PORTO		4.720.647,00		725.270,04	FARO		4.757.069,00		574.259,11	BEJA	tCO ₂ eq	5.458,00		14.407,70	AZORES		2.736.620,00		137.305,26	MADEIRA		1.137.462,00		298.120,12
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<p>GRI 305-4</p>	<p>GHG emissions intensity</p>	<table border="1"> <thead> <tr> <th>Global</th> <th>Units</th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Location method</td> <td>Total GHG emissions, Scope 1, 2 and 3 by TU</td> <td>0,728</td> <td>0,113</td> <td>0,094</td> </tr> <tr> <td>Market method</td> <td></td> <td>0,728</td> <td>0,113</td> <td>0,094</td> </tr> </tbody> </table>	Global	Units	2019	2021	2022	Location method	Total GHG emissions, Scope 1, 2 and 3 by TU	0,728	0,113	0,094	Market method		0,728	0,113	0,094																																			
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<p>GRI 305-5</p>	<p>Reduction of GHG emissions</p>	<p>Energy efficiency measures were implemented with implications on the reduction of consumption, but it is not possible to quantify the reduction in emissions corresponding to each one.</p>																																																		
<p>GRI 305-6</p>	<p>Emissions of ozone-depleting substances (ODS)</p>	<table border="1"> <thead> <tr> <th></th> <th>Units</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Production, imports, and exports of ODS</td> <td>tCO₂eq</td> <td>1,49</td> </tr> </tbody> </table>		Units	2022	Production, imports, and exports of ODS	tCO ₂ eq	1,49																																												
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GRI 305-7	Nitrogen oxides (NO_x), sulphur oxides (SO_x) and other significant air emissions		Units	2022
		LISBON		
		Concentration of NO ₂ (nitrogen dioxide) ³	µg/m ³	40,00
		Concentration of SO ₂ (sulphur dioxide) ⁴		350,00
		Concentration of PM ₁₀ ³		40,00
		Concentration of PM _{2,5} ³		25,00
		PORTO		
		Concentration of NO ₂ (nitrogen dioxide) ³	µg/m ³	40,00
		Concentration of SO ₂ (sulphur dioxide) ⁴		350,00
		Concentration of PM ₁₀ ³		40,00
		Concentration of PM _{2,5} ³		25,00
		MADEIRA		
		Concentration of NO ₂ (nitrogen dioxide) ³	µg/m ³	40,00
		Concentration of SO ₂ (sulphur dioxide) ⁴		350,00
Concentration of PM ₁₀ ³	40,00			
Concentration of PM _{2,5} ³	25,00			

³ Average of hourly values.

⁴ 99.7% of the average hourly values.



GRI 306 – Biodiversity 2020

GRI 3 – Material Topics 2021 | 3-3- Management of material topics

In line with the Environmental Strategy at VINCI Airports, ANA has undertaken a commitment to “Zero Waste sent to Landfills by 2030”. ANA has had an Environmental Management System in place in all of its airports since 2008, which is certified according to the 14001 standard. It is also guided by an Environmental Policy that reflects ANA’s commitment to continuous improvement and to reducing the impact of its activities, particularly in relation to reducing waste production and increasing the rate of overall waste recovery. In the same way, Waste Management Evaluations were carried out in all the airports and Action Plans were then defined and are currently being implemented. In this context, a Waste Management Manual is now being produced which collates best practices and procedures for achieving the goals set, as well as other measures provided for therein.

Learn more at: [EXCELLENT ENVIRONMENTAL PERFORMANCE > Promoting the circular economy](#). Find out more in the [Environment Policy](#).

GRI 306-1 Waste generation and significant waste-related impacts

GRI 306-2 Management of significant waste-related impacts

[RS22 ANA | EXCELLENT ENVIRONMENTAL PERFORMANCE > Promoting the circular economy](#)

GRI 306-3 Waste generated

	Units	2019	2021	2022
Total weight of waste generated	t	3.447,44	4.299,46	7.547,04
MAIN OFFICE		0,00	0,00	0,00
LISBON		1.281,45	2.496,70	4.615,84
PORTO		1.738,28	850,71	1.501,89
FARO	t	375,34	872,54	1.313,30
BEJA		0,00	0,00	0,00
AZORES		32,03	37,40	53,95
MADEIRA		20,34	42,11	62,06

The waste from the main office is managed by LISBON and is included in the values reported for this airport.

GRI 306-4 Waste diverted from disposal

	Units	2019	2021	2022
Total weight of waste diverted from disposal	t	2.627,78	2.800,21	6.491,22
MAIN OFFICE	t	0,00	0,00	0,00



GRI 306-4	Waste diverted from disposal	LISBON	t	1.082,27	2.081,42	4.306,24
		PORTO	t	1.448,72	417,31	1.473,07
		FARO	t	76,45	223,72	606,13
		BEJA	t	0,00	0,00	0,00
		AZORES	t	0,00	35,65	43,72
		MADEIRA	t	20,34	42,11	62,06
		Total weight of hazardous waste diverted from disposal by recovery operations	t			
		Other recovery operations	t	19,92	76,71	161,81
		MAIN OFFICE	t	0,00	0,00	0,00
		LISBON	t	5,18	23,36	36,00
		PORTO	t	5,94	5,35	64,15
		FARO	t	1,46	17,24	36,79
		BEJA	t	0,00	0,00	0,00
		AZORES	t	0,00	6,46	3,72
		MADEIRA	t	7,34	24,30	21,15
		Total weight of non-hazardous waste diverted from disposal by recovery operations	t			



<p>GRI 306-4</p>	<p>Waste diverted from disposal</p>	<table border="1"> <tr> <td>Other recovery operations</td> <td>t</td> <td>2.607,86</td> <td>2.723,50</td> <td>6.331,41</td> </tr> <tr> <td>MAIN OFFICE</td> <td></td> <td>0,00</td> <td>0,00</td> <td>0,00</td> </tr> <tr> <td>LISBON</td> <td></td> <td>1.077,09</td> <td>2.058,06</td> <td>4.272,24</td> </tr> <tr> <td>PORTO</td> <td></td> <td>1.442,78</td> <td>411,96</td> <td>1.408,92</td> </tr> <tr> <td>FARO</td> <td>t</td> <td>74,99</td> <td>206,48</td> <td>569,34</td> </tr> <tr> <td>BEJA</td> <td></td> <td>0,00</td> <td>0,00</td> <td>0,00</td> </tr> <tr> <td>AZORES</td> <td></td> <td>0,00</td> <td>29,19</td> <td>40,00</td> </tr> <tr> <td>MADEIRA</td> <td></td> <td>13,00</td> <td>17,81</td> <td>40,91</td> </tr> </table>	Other recovery operations	t	2.607,86	2.723,50	6.331,41	MAIN OFFICE		0,00	0,00	0,00	LISBON		1.077,09	2.058,06	4.272,24	PORTO		1.442,78	411,96	1.408,92	FARO	t	74,99	206,48	569,34	BEJA		0,00	0,00	0,00	AZORES		0,00	29,19	40,00	MADEIRA		13,00	17,81	40,91															
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<p>GRI 306-5</p>	<p>Waste directed to disposal</p>	<table border="1"> <thead> <tr> <th>Waste directed to disposal</th> <th>Units</th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Total weight of waste directed to disposal</td> <td>t</td> <td>819,66</td> <td>1.499,25</td> <td>1.040,75</td> </tr> <tr> <td>MAIN OFFICE</td> <td></td> <td>0,00</td> <td>0,00</td> <td>0,00</td> </tr> <tr> <td>LISBON</td> <td></td> <td>199,18</td> <td>415,28</td> <td>-</td> </tr> <tr> <td>PORTO</td> <td></td> <td>289,56</td> <td>433,41</td> <td>28,83</td> </tr> <tr> <td>FARO</td> <td>t</td> <td>298,89</td> <td>648,82</td> <td>707,18</td> </tr> <tr> <td>BEJA</td> <td></td> <td>0,00</td> <td>0,00</td> <td>0,00</td> </tr> <tr> <td>AZORES</td> <td></td> <td>32,03</td> <td>1,74</td> <td>10,25</td> </tr> <tr> <td>MADEIRA</td> <td></td> <td>0,00</td> <td>0,00</td> <td>0,00</td> </tr> <tr> <td>Total weight of hazardous waste directed to disposal by operation</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Incineration (with energy recovery)</td> <td>t</td> <td>11,60</td> <td>5,08</td> <td>0,72</td> </tr> </tbody> </table>	Waste directed to disposal	Units	2019	2021	2022	Total weight of waste directed to disposal	t	819,66	1.499,25	1.040,75	MAIN OFFICE		0,00	0,00	0,00	LISBON		199,18	415,28	-	PORTO		289,56	433,41	28,83	FARO	t	298,89	648,82	707,18	BEJA		0,00	0,00	0,00	AZORES		32,03	1,74	10,25	MADEIRA		0,00	0,00	0,00	Total weight of hazardous waste directed to disposal by operation					Incineration (with energy recovery)	t	11,60	5,08	0,72
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GRI 306-5	Waste directed to disposal	MAIN OFFICE		0,00	0,00	0,00
		LISBON		0,00	3,55	-
		PORTO		0,22	0,28	0,00
		FARO	t	0,00	0,00	0,00
		BEJA		0,00	0,00	0,00
		AZORES		11,38	1,25	0,72
		MADEIRA		0,00	0,00	0,00
		Total weight of non-hazardous waste directed to disposal by operation	t			
		Incineration (with energy recovery)	t	247,02	353,88	21,20
		MAIN OFFICE		0,00	0,00	0,00
		LISBON⁵		52,30	16,68	-
		PORTO		175,35	337,20	21,14
		FARO	t	0,00	0,00	0,00
		BEJA		0,00	0,00	0,00
		AZORES		19,37	0,00	0,06
		MADEIRA		0,00	0,00	0,00
		Total weight of hazardous waste directed to disposal by operation	t			
		Landfill	t	205,70	477,17	1,44
		MAIN OFFICE	t	0,00	0,00	0,00



GRI 306-5	Waste directed to disposal	LISBON⁵	t	97,54	327,58	-
		PORTO		98,22	73,69	0,07
		FARO		9,47	75,42	1,16
		BEJA		0,00	0,00	0,00
		AZORES		0,47	0,48	0,21
		MADEIRA		0,00	0,00	0,00
		Total weight of hazardous waste directed to disposal by operation	t			
		Landfill	t	355,34	663,12	722,90
		MAIN OFFICE		0,00	0,00	0,00
		LISBON⁵		49,34	67,47	-
		PORTO		15,77	22,24	7,62
		FARO	t	289,42	573,40	706,02
		BEJA		0,00	0,00	0,00
		AZORES		0,81	0,01	9,26
MADEIRA		0,00	0,00	0,00		
GRI 308 – Supplier Environmental Assessment 2016						
GRI 3 – Material Topics 2021 3-3- Management of material topics		RS22 ANA Land development > Managing the Supply Chain > Integration of social and environmental aspects when contracting and assessing suppliers.				
GRI 308-1	New suppliers that were screened using environmental criteria		2019	2021	2022	
		Percentage of new suppliers that were screened using environmental criteria	23,8%	18,0%	31,0%	
GRI 401 – Employment 2016						

⁵ In the case of Lisbon, there is a significant percentage of mixed waste, which is sent to an intermediate waste management plant. This mixed waste is then sent for other types of disposal (incineration or landfills) and its final destination is unknown.



GRI 3 – Material Topics 2021 | 3-3- Management of material topics

ANA Aeroportos focuses on the development, recognition and training of its employees, which is crucial to the development of our business. It continuously promotes their health and safety, which is also extended to its service providers, and invests in the well-being and quality of life of the team. To this end, it also has policies, charters, codes and regulations, such as the [Charter of Ethics](#) and [Conduct and Annex to the Charter of Ethics and Conduct](#), the [Anti-Corruption Code of Conduct](#), the [Anti-Corruption Policy](#), the [VINCI Guide on Human Rights](#), the [Declaration on Essential and Fundamental Actions Concerning Occupational Health and Safety](#), the Letter of Commitment to Social Responsibility aimed at suppliers and the Occupational Health and Safety Policy, which is part of the Management Systems certified by ISO 45001. Learn about the main initiatives organised to promote employment in [RS22 ANA | Benchmark employer > Guaranteeing health and safety > Protecting public health](#).

GRI 401-1

New employee hires and employee turnover

New employee hires and employee turnover	2019	2021	2022
Total number of employee hires	88	3	18
New employee hires by age group			
< 30 years	35	1	6
>= 30 and <50 years	49	0	12
>= 50 years	4	2	0
New employee hires by gender			
Men	64	3	8
Women	24	0	10
Rate of new employee hires by age group			
< 30 years	2,7%	0,1%	0,5%
>= 30 and <50 years	3,8%	0,0%	1,1%
>= 50 years	0,3%	0,2%	0,0%
Rate of new employee hires by gender			
Men	4,9%	0,3%	0,7%
Women	1,8%	0,0%	0,9%
Total employee turnover by age group	65	57	68
< 30 years	5	11	8
>= 30 and <50 years	13	16	9



<p>GRI 401-1</p>	<p>New employee hires and employee turnover</p>	<table border="1"> <tr> <td>>= 50 years</td> <td>47</td> <td>30</td> <td>51</td> </tr> <tr> <td>Total employee turnover by gender</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Men</td> <td>37</td> <td>42</td> <td>44</td> </tr> <tr> <td>Women</td> <td>28</td> <td>15</td> <td>24</td> </tr> <tr> <td>Employee turnover rate by age group</td> <td></td> <td></td> <td></td> </tr> <tr> <td>< 30 years</td> <td>0,4%</td> <td>0,9%</td> <td>0,7%</td> </tr> <tr> <td>>= 30 and <50 years</td> <td>1,0%</td> <td>1,3%</td> <td>0,8%</td> </tr> <tr> <td>>= 50 years</td> <td>3,6%</td> <td>2,5%</td> <td>4,5%</td> </tr> <tr> <td>Employee turnover rate by gender</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Men</td> <td>2,8%</td> <td>3,5%</td> <td>3,9%</td> </tr> <tr> <td>Women</td> <td>2,1%</td> <td>1,3%</td> <td>2,1%</td> </tr> </table>	>= 50 years	47	30	51	Total employee turnover by gender				Men	37	42	44	Women	28	15	24	Employee turnover rate by age group				< 30 years	0,4%	0,9%	0,7%	>= 30 and <50 years	1,0%	1,3%	0,8%	>= 50 years	3,6%	2,5%	4,5%	Employee turnover rate by gender				Men	2,8%	3,5%	3,9%	Women	2,1%	1,3%	2,1%
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GRI 401-3	Parental leave	Return to work rate	100,0%	100,0%	100,0%
		Men	100,0%	100,0%	100,0%
		Women	100,0%	100,0%	100,0%
		Total number of employees that returned to work after parental leave ended and that were still employed 12 months after their return to work	43	36	n.a.⁶
		Men	31	28	n.a.
		Women	12	8	n.a.
		Retention rate	97,7%	92,3%	n.a.
		Men	100,0%	93,3%	n.a.
		Women	92,3%	88,9%	n.a.
GRI 403 – Occupational Health and Safety 2018					
GRI 403-1	Occupational health and safety management system	<p>Management System implemented according to legal requirements: Portuguese legislation and the Authority for Working Conditions. The occupational health and safety management system at ANA Aeroportos is aimed at improving performance and achieving the occupational health and safety goals defined by the organisation. It has been certified since 2008 and has been kept updated based on ISO 45001. It applies to all employees and external service providers that use ANA facilities. The legal framework for the promotion of occupational health and safety (Law No. 102/2009, of 10 September, Art. 98, in its current wording), represents the general regulatory support for activities and responsibilities when it comes to occupational health and safety.</p>			
GRI 403-2	Hazard identification, risk assessment and incident investigation	<p>ANA Aeroportos has a methodology for identifying hazards and assesses risks to the occupational health and safety of all stakeholders regarding the process, activities and facilities of ANA Aeroportos in order to determine the risk level and the measures to be implemented. It defines the criteria, classification scales, calculation formulas and acceptability matrices for assessment of the risks. It continuously applies corrective and preventive measures and has control mechanisms that are constantly monitored.</p> <p>Identification of hazards and risk assessment are carried out by the teams responsible for the activities and in direct coordination with the Occupational Health and Safety teams, using internal and external consultancy services whenever necessary.</p> <p>The results of these processes are assessed through internal and external audits, inspection and checks, wither by official bodies or by the internal teams. Monitoring uses performance indicators in order to be able to keep track of the results of the processes. This assessment is transformed into risk assessment matrices that are reviewed periodically (at least once a year), when incidents occur, when there are new raw materials, processes or products, when there are changes in legislation, etc.</p> <p>Employees may report any hazards, hazardous situations or safety incidents using near-accident reports. Although there are no anonymous whistleblowing mechanism for reporting incidents related to occupational health and safety, ANA Aeroportos has general whistleblowing channels that could also be used for this purpose. It is governed by the principles of the Codes of Ethics and Conduct, which makes it possible to safeguard employees from any backlash.</p>			

⁶ The 12-month retention rate for 2022 can only be reported at the end of 2023.



GRI 403-2	Hazard identification, risk assessment, and incident investigation	ANA Aeroportos has an OHS Incident Management Procedure which is aimed at defining the methodology for analysing occupational health and safety incidents, in particular action, recording, communication, investigation, analysis of the causes, preparation of a report and definition of the measures to be implemented. This applies to all occupational health and safety incidents that occur to internal employees, temporary staff and service providers at ANA – Aeroportos de Portugal.
GRI 403-3	Occupational health services	Occupational medicine doctor: Assuring healthcare promotion and monitoring for employees, bearing in mind the specific characteristics of each professional activity done, thus complying with the legislation in force. Occupational medicine nurse: Focusing on the well-being, healthcare promotion, monitoring and recovery, as well as the prevention of professional risks, accidents, professional illnesses and illnesses related to and/or aggravated by the work done, in partnership with the workers, with the aim of promoting a safe and healthy working environment, taking individual characteristics, the position held and the social and working environment.
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	ANA had Workers' Representatives for Occupational Health and Safety (RTSST) until 2020 so, up to that date, the general Occupational Health and Safety consultation was carried out with this Committee. There were also two annual consultations with the RTSST under the scope of the use of working equipment. After 2020, ANA began having an annual consultation with all the workers through a direct questionnaire and two annual consultations on working equipment with the target population. In 2022, the worker consultation method was altered, introducing consultations spread throughout the year through occasional surveys.
GRI 403-5	Worker training on occupational health and safety	ANA has an annual occupational health and safety training plan that includes training in all the occupational health and safety risk identified in the different airports.
GRI 403-6	Promotion of worker health	The healthcare promotion measures include: <ul style="list-style-type: none"> · Health insurance, free for employees and with special prices for spouses and children; · Free medical checkups and treatment; · Free medical care at home outside working hours and at weekends for employees and their immediate families; · Annual flu vaccination campaigns, allowing all employees to be vaccinated free of charge. ANA: check if this applies to all employees as stated. In 2021, webinars and workshops were also held on different topics related to the physical and mental well-being of employees, such as mindfulness, sleep, healthy packed lunches, etc.
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	The approach of ANA Aeroportos is no different from that defined above, as it is a transversal, company-wide coordinated function, although each region has its own local coordination and OHS team.
GRI 3 – Material Topics 2021 3-3- Management of material topics		ANA Aeroportos adopts a vigilant, hands-on posture with regard to improving working conditions and mitigating occupational health and safety risk in order to prevent accident and promote the health of its employees and service providers. It has an Occupational Health and Safety Policy and monitors operations in all ANA Aeroportos facilities aimed at continuous improvement, with a particular focus on eliminating accidents at work and occupational illnesses. This system promotes a safe working environment, contributing to the reduction of absenteeism, avoiding professional illnesses and helping to prevent accidents at work. ANA Aeroportos has commitments related to occupational health and safety that are in line with the strategy of the VINCI Group, whose goal is “Zero Accidents at Work”. Learn more at RS22 ANA Aeroportos Benchmark employer > Guaranteeing health and safety .



GRI 403-8	Workers covered by an occupational health and safety management system	ANA's Occupational Health and Safety Management System applies to all employees and external service providers that use ANA facilities.																																																								
GRI 403-9	Accidents at work	<table border="1"> <thead> <tr> <th data-bbox="1507 365 2059 432">Accidents at work</th> <th data-bbox="2074 365 2309 432">2019</th> <th data-bbox="2323 365 2558 432">2021</th> <th data-bbox="2573 365 2807 432">2022</th> </tr> </thead> <tbody> <tr> <td data-bbox="1507 443 2059 527">Number of fatalities as a result of accidents at work</td> <td data-bbox="2074 443 2309 527">0</td> <td data-bbox="2323 443 2558 527">0</td> <td data-bbox="2573 443 2807 527">0</td> </tr> <tr> <td data-bbox="1507 537 2059 621">Employees</td> <td data-bbox="2074 537 2309 621">0</td> <td data-bbox="2323 537 2558 621">0</td> <td data-bbox="2573 537 2807 621">0</td> </tr> <tr> <td data-bbox="1507 632 2059 758">Workers who are not employees, but whose work and/or workplace is controlled by the organisation</td> <td data-bbox="2074 632 2309 758">0</td> <td data-bbox="2323 632 2558 758">0</td> <td data-bbox="2573 632 2807 758">0</td> </tr> <tr> <td data-bbox="1507 768 2059 852">Rate of fatalities as a result of accidents at work</td> <td data-bbox="2074 768 2309 852">0</td> <td data-bbox="2323 768 2558 852">0</td> <td data-bbox="2573 768 2807 852">0</td> </tr> <tr> <td data-bbox="1507 863 2059 915">Employees</td> <td data-bbox="2074 863 2309 915">0</td> <td data-bbox="2323 863 2558 915">0</td> <td data-bbox="2573 863 2807 915">0</td> </tr> <tr> <td data-bbox="1507 926 2059 1041">Workers who are not employees, but whose work and/or workplace is controlled by the organisation</td> <td data-bbox="2074 926 2309 1041">0</td> <td data-bbox="2323 926 2558 1041">0</td> <td data-bbox="2573 926 2807 1041">0</td> </tr> <tr> <td data-bbox="1507 1052 2059 1136">Number of high-consequence accidents at work (excluding fatalities)</td> <td data-bbox="2074 1052 2309 1136">3</td> <td data-bbox="2323 1052 2558 1136">0</td> <td data-bbox="2573 1052 2807 1136">5</td> </tr> <tr> <td data-bbox="1507 1146 2059 1199">Employees</td> <td data-bbox="2074 1146 2309 1199">2</td> <td data-bbox="2323 1146 2558 1199">0</td> <td data-bbox="2573 1146 2807 1199">3</td> </tr> <tr> <td data-bbox="1507 1209 2059 1325">Workers who are not employees, but whose work and/or workplace is controlled by the organisation</td> <td data-bbox="2074 1209 2309 1325">1</td> <td data-bbox="2323 1209 2558 1325">0</td> <td data-bbox="2573 1209 2807 1325">2</td> </tr> <tr> <td data-bbox="1507 1335 2059 1419">Rate of high-consequence accidents at work (excluding fatalities)</td> <td data-bbox="2074 1335 2309 1419">0,0%</td> <td data-bbox="2323 1335 2558 1419">0,0%</td> <td data-bbox="2573 1335 2807 1419">0,0%</td> </tr> <tr> <td data-bbox="1507 1430 2059 1482">Employees</td> <td data-bbox="2074 1430 2309 1482">0,0%</td> <td data-bbox="2323 1430 2558 1482">0,0%</td> <td data-bbox="2573 1430 2807 1482">0,0%</td> </tr> <tr> <td data-bbox="1507 1493 2059 1608">Workers who are not employees, but whose work and/or workplace is controlled by the organisation</td> <td data-bbox="2074 1493 2309 1608">0,0%</td> <td data-bbox="2323 1493 2558 1608">0,0%</td> <td data-bbox="2573 1493 2807 1608">0,0%</td> </tr> <tr> <td data-bbox="1507 1619 2059 1682">Number of recordable accidents at work</td> <td data-bbox="2074 1619 2309 1682">183</td> <td data-bbox="2323 1619 2558 1682">153</td> <td data-bbox="2573 1619 2807 1682">79</td> </tr> </tbody> </table>	Accidents at work	2019	2021	2022	Number of fatalities as a result of accidents at work	0	0	0	Employees	0	0	0	Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0	0	0	Rate of fatalities as a result of accidents at work	0	0	0	Employees	0	0	0	Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0	0	0	Number of high-consequence accidents at work (excluding fatalities)	3	0	5	Employees	2	0	3	Workers who are not employees, but whose work and/or workplace is controlled by the organisation	1	0	2	Rate of high-consequence accidents at work (excluding fatalities)	0,0%	0,0%	0,0%	Employees	0,0%	0,0%	0,0%	Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0,0%	0,0%	0,0%	Number of recordable accidents at work	183	153	79
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<p>GRI 403-9</p>	<p>Accidents at work</p>	<table border="1"> <tr> <td>Employees</td> <td>17</td> <td>5</td> <td>11</td> </tr> <tr> <td>Workers who are not employees, but whose work and/or workplace is controlled by the organisation</td> <td>166</td> <td>148</td> <td>68</td> </tr> <tr> <td>Rate of recordable accidents at work</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Employees</td> <td>14.548</td> <td>4.216</td> <td>15.615</td> </tr> <tr> <td>Workers who are not employees, but whose work and/or workplace is controlled by the organisation</td> <td>41.245</td> <td>41.318</td> <td>16.957</td> </tr> <tr> <td>Main types of accidents at work</td> <td colspan="3">Both in the case of employees and workers who are not employees, but whose work and/or workplace is controlled by the organisation, the main types of injuries are bruises, contusions, concussion, inflammation, dislocations, fractures, strains and sprains.</td> </tr> <tr> <td>Number of hours worked</td> <td>2.592.706</td> <td>2.778.671</td> <td>4.392.702</td> </tr> <tr> <td>Employees</td> <td>1.791.902</td> <td>1.292.088</td> <td>1.893.890</td> </tr> <tr> <td>Workers who are not employees, but whose work and/or workplace is controlled by the organisation</td> <td>800.804</td> <td>1.486.583</td> <td>2.498.812</td> </tr> <tr> <td colspan="4">Rates calculated based on 100.00 hours worked. Data collected by two reporting platforms: one for ANA employees and another for external service providers. The Procedure described in the Identification File for the Occupational Health and Safety Management Process (Annex 5).</td> </tr> </table>	Employees	17	5	11	Workers who are not employees, but whose work and/or workplace is controlled by the organisation	166	148	68	Rate of recordable accidents at work				Employees	14.548	4.216	15.615	Workers who are not employees, but whose work and/or workplace is controlled by the organisation	41.245	41.318	16.957	Main types of accidents at work	Both in the case of employees and workers who are not employees, but whose work and/or workplace is controlled by the organisation, the main types of injuries are bruises, contusions, concussion, inflammation, dislocations, fractures, strains and sprains.			Number of hours worked	2.592.706	2.778.671	4.392.702	Employees	1.791.902	1.292.088	1.893.890	Workers who are not employees, but whose work and/or workplace is controlled by the organisation	800.804	1.486.583	2.498.812	Rates calculated based on 100.00 hours worked. Data collected by two reporting platforms: one for ANA employees and another for external service providers. The Procedure described in the Identification File for the Occupational Health and Safety Management Process (Annex 5).			
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GRI 403-10	Work-related ill health	Number of fatalities as a result of work-related ill health	0	2	0
		Employees	0	2	0
		Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0	0	0
		Types of work-related ill health	Carpal tunnel syndrome and bursitis of the shoulder.		



GRI 404 – Training and Education 2016

GRI 3 – Material Topics 2021 | 3-3- Management of material topics

ANA Aeroportos provides development opportunities such as continuous training and education programmes, which are essential for the professional growth of the team, in a sector as dynamic and complex as the airport sector, thus ensuring that the company is ready to deal with the constant changes associated with regulations, the energy transition and the demand of passengers, as well as for continuing to grow in a sustainable way. Learn more at [RS22 ANA | Benchmark employer > Promoting development and recognition.](#)

GRI 404-1

Average hours of training per year per employee

	2019	2021	2022
MAIN OFFICE			
Average hours of training of the employees by gender	21,98	28,97	29,99
Men	23,00	28,00	31,00
Women	21,00	30,00	30,00
Average hours of training of the employees by category	22,33	28,94	30,03
Management	36,65	59,61	56,53
Staff	20,57	25,45	26,68
LISBON			
Average hours of training of the employees by gender	20,85	34,38	31,27
Men	23,00	38,81	32,83
Women	16,66	26,67	28,50
Average hours of training of the employees by category	20,85	34,38	31,27
Management	22,83	54,13	43,79
Staff	20,71	32,76	30,18
PORTO			
Average hours of training of the employees by gender	19,03	31,80	51,46
Men	20,34	34,58	58,58
Women	13,82	22,50	27,63



GRI 404-1	Average hours of training per year per employee	Average hours of training of the employees by category	19,45	31,67	51,43
		Management	9,79	19,06	8,00
		Staff	20,00	33,00	56,00
		FARO			
		Average hours of training of the employees by gender	24,89	24,64	27,52
		Men	27,87	27,58	29,69
		Women	16,96	16,72	21,37
		Average hours of training of the employees by category	24,89	24,64	27,52
		Management	28,69	36,18	44,21
		Staff	24,61	23,80	26,28
		BEJA			
		Average hours of training of the employees by gender	30,67	25,33	29,18
		Men	35,75	35,17	31,15
		Women	20,50	0,71	25,25
		Average hours of training of the employees by category	30,67	25,33	29,18
		Management	0,00	0,00	0,00
		Staff	36,80	29,55	35,02



<p>GRI 404-1</p>	<p>Average hours of training per year per employee</p>	<table border="1"> <thead> <tr> <th colspan="4">AZORES</th> </tr> </thead> <tbody> <tr> <td>Average hours of training of the employees by gender</td> <td>31,08</td> <td>47,88</td> <td>51,96</td> </tr> <tr> <td>Men</td> <td>36,23</td> <td>51,67</td> <td>57,57</td> </tr> <tr> <td>Women</td> <td>12,96</td> <td>32,50</td> <td>30,40</td> </tr> <tr> <td>Average hours of training of the employees by category</td> <td>31,08</td> <td>47,88</td> <td>51,96</td> </tr> <tr> <td>Management</td> <td>38,42</td> <td>66,58</td> <td>49,78</td> </tr> <tr> <td>Staff</td> <td>30,04</td> <td>44,95</td> <td>52,30</td> </tr> <tr> <th colspan="4">MADEIRA</th> </tr> <tr> <td>Average hours of training of the employees by gender</td> <td>32,10</td> <td>32,82</td> <td>37,40</td> </tr> <tr> <td>Men</td> <td>37,09</td> <td>34,74</td> <td>46,93</td> </tr> <tr> <td>Women</td> <td>20,32</td> <td>28,28</td> <td>15,69</td> </tr> <tr> <td>Average hours of training of the employees by category</td> <td>32,10</td> <td>32,82</td> <td>37,40</td> </tr> <tr> <td>Management</td> <td>52,90</td> <td>55,95</td> <td>27,82</td> </tr> <tr> <td>Staff</td> <td>30,81</td> <td>31,43</td> <td>38,03</td> </tr> </tbody> </table>	AZORES				Average hours of training of the employees by gender	31,08	47,88	51,96	Men	36,23	51,67	57,57	Women	12,96	32,50	30,40	Average hours of training of the employees by category	31,08	47,88	51,96	Management	38,42	66,58	49,78	Staff	30,04	44,95	52,30	MADEIRA				Average hours of training of the employees by gender	32,10	32,82	37,40	Men	37,09	34,74	46,93	Women	20,32	28,28	15,69	Average hours of training of the employees by category	32,10	32,82	37,40	Management	52,90	55,95	27,82	Staff	30,81	31,43	38,03
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<p>GRI 404-2</p>	<p>Programs for upgrading employee skills and transition assistance programs</p>	<p>Carrying out assessments in cases of mobility and/or taking up duties with more responsibilities, training in different areas (e.g. OHS and the environment, diversity, equity and inclusion, operational, engineering and maintenance, business, legal, technical, leadership, behavioural, etc.), teambuilding, participation in female empowerment and leadership projects.</p>																																																								
<p>GRI 404-3</p>	<p>Percentage of employees receiving regular performance and career development reviews</p>	<table border="1"> <thead> <tr> <th></th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Percentage of employees receiving a regular performance and career development reviews by gender</td> <td>100,0%</td> <td>100,0%</td> <td>100,0%</td> </tr> <tr> <td>Men</td> <td>100,0%</td> <td>100,0%</td> <td>100,0%</td> </tr> <tr> <td>Women</td> <td>100,0%</td> <td>100,0%</td> <td>100,0%</td> </tr> <tr> <td>Percentage of employees receiving a regular performance and career development reviews by category</td> <td>100,0%</td> <td>100,0%</td> <td>100,0%</td> </tr> <tr> <td>Management</td> <td>100,0%</td> <td>100,0%</td> <td>100,0%</td> </tr> <tr> <td>Staff</td> <td>100,0%</td> <td>100,0%</td> <td>100,0%</td> </tr> </tbody> </table>		2019	2021	2022	Percentage of employees receiving a regular performance and career development reviews by gender	100,0%	100,0%	100,0%	Men	100,0%	100,0%	100,0%	Women	100,0%	100,0%	100,0%	Percentage of employees receiving a regular performance and career development reviews by category	100,0%	100,0%	100,0%	Management	100,0%	100,0%	100,0%	Staff	100,0%	100,0%	100,0%																												
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GRI 405 – Diversity and Equal Opportunity 2016

GRI 3 – Material Topics 2021 | 3-3- Management of material topics

ANA Aeroportos subscribes to VINCI's principles and policies, in particular the [Charter of Ethics and Conduct](#), where it undertakes to assure equal opportunities for all. The Company focuses on training that promotes diversity, equity and inclusion and it also has plans to create a gender salary equity index that will make it possible to monitor the salary gap and have 40% of leadership positions filled by women by 2025. Learn more at [RS22 ANA | Benchmark employer > Promoting development and recognition](#).

GRI 405-1

Diversity of governance bodies and employees

	2019	2021	2022
Percentage of individuals within the organisation's governance bodies			
Gender			
Men	88,9%	85,7%	85,70%
Women	11,1%	14,3%	14,3 %
Age group			
< 30 years	0,0%	0,0%	0,0%
>= 30 and <50 years	44,4%	57,1%	57,1%
>= 50 years	55,6%	42,9%	42,9%
Percentage of new employees by category			
Staff			
Gender			
Men	64,0%	64,3%	64,5%
Women	36,0%	35,7%	35,6%
Age group			
< 30 years	6,1%	3,6%	3,7%
>= 30 and <50 years	56,5%	55,2%	54,3%
>= 50 years	37,4%	41,2%	42,0%



GRI 405-1	Diversity of governance bodies and employees	Management			
		Gender			
		Men	69,7%	69,9%	65,7%
		Women	30,8%	30,1%	34,3%
		Age group			
		< 30 years	0,0%	0,0%	0,0%
		>= 30 and <50 years	54,2%	59,2%	59%
		>= 50 years	45,8%	40,8%	41%
GRI 405-2	Ratio of basic salary and remuneration of women to men		2019	2021	2022
		Technicians			
		Ratio of basic salaries	1,09	1,06	1,05
		Ratio of remuneration (basic salary + other financial compensations (commissions, bonus))	1,09	1,06	1,01
		Airport operations officers			
		Ratio of basic salaries	0,98	1,03	1,00
		Ratio of remuneration (basic salary + other financial compensations (commissions, bonus))	0,98	1,03	0,97
		Specialists			
		Ratio of basic salaries	0,85	0,89	1,00
		Ratio of remuneration (basic salary + other financial compensations (commissions, bonus))	0,86	0,89	0,96



GRI 413: Local Communities 2016

GRI 3 – Material Topics 2021 | 3-3- Management of material topics

Airports are fundamental for economic and social development. They are gateways for people, goods and services, facilitating connections between different regions and countries. Airports also generate jobs and income, contributing to making the local economy more dynamic. They also play a strategic role in tourism and provide essential services during emergencies, permitting the rapid mobilisation of resources and people to areas affected by natural disasters or other crises. The presence of an airport can be vital for the safety and well-being of local populations. The impact of an airport manager as a neighbour and influencer of a complex value chain can, in many cases, be decisive. ANA Aeroportos aims to play an increasingly active role in the communities where it operates and the society it is part of in economic, social and environmental terms, pursuant to the VINCI Manifesto, which defines the positioning of the Group companies in its relations with stakeholders and society in general. Learn about some of the local initiatives by ANA Aeroportos in [RS22 ANA | LAND DEVELOPMENT](#).

GRI 413-1

Operations with local community engagement, impact assessments and development programs

Considering a total of seven (six regions with airport operations plus the main office), 100% of ANA's operations have programmes for involvement with the community, assessing impacts and local development.

GRI 413-2

Operations with significant actual and potential negative impacts on local communities

ANA Aeroportos values the environment, an area that has always played a central role in its daily management. The company has undertaken a duty to act, developing solutions to help improve living conditions but also to reduce the impact of its activities. This environmental ambition is achieved through management measures implemented in the day-to-day running of the company, focusing on innovation, responsibility and proactivity. ANA Airports undertakes to monitor, control and reduce the impact of its activities on local communities and surrounding areas, making every effort to ensure responsible operation that is consistent with the principles of sustainable development, at micro and macro levels, and promote balance between the environmental, social and financial components. Thus, given the characteristics of its activities, the potential negative impact on the surrounding community could sometimes be associated with noise. In particular, the management of noise emissions is reflected in the Environmental Policy of ANA Airports. The mitigation of its impact around airports remains a priority action area, although this is heavily dependent on airlines as the surrounding noise is generated by aircraft flying over the city. In this context, ANA Airports maintains continuous noise monitoring, through the Noise Monitoring System installed in the airports where this environmental descriptor is more significant (Lisbon, Porto, Faro and Madeira Airports), as well as Porto Santo Airport, and the respective Noise Monitoring Reports were issued. Simulations/forecasts are also carried out through the regular preparation of Noise Maps which characterise the acoustic environment around larger airports, where the impact of increased expression in relation to the particular noise of the aircraft is expected. At airports considered Major Air Transport Infrastructures, and in coordination with the Portuguese Environment Agency, ANA Airports continues to implement the measures contained in the Noise Reduction Action Plans of Lisbon and Porto Airports, under the applicable legal provisions. To this end, different types of interventions were defined, aimed at noise management, control, minimisation and reduction, from a balanced approach perspective, which is in line with current best practices and international guidelines. Recently, with a view to adapting to the noise level impacts of Lisbon Airport, ANA Aeroportos began sharing operational and acoustic information associated with its aircraft movements using the WebTrak platform and continued with the preparation of the Bairro Programme, aimed at acoustic insulation for buildings near the airport. Learn more at [RS22 ANA | EXCELLENT ENVIRONMENTAL PERFORMANCE > Noise management](#).



GRI 3 – Material Topics 2021 3-3- Management of material topics		RS22 ANA LAND DEVELOPMENT > Managing the Supply Chain > Integration of social and environmental aspects when contracting and assessing suppliers.			
GRI 414-1	New suppliers that were screened using social criteria		2019	2021	2022
		Percentage of new suppliers that were screened using social criteria	39,6%	32,0%	42,1%
GRI 415-1	Political contributions		2019	2021	2022
		Total monetary value of financial political contributions or other made directly and indirectly by the organisation	0	0	0
GRI 416: Customer Health and Safety 2016					
GRI 3 – Material Topics 2021 3-3- Management of material topics		<p>Airport safety and security is one of the main areas of activity at ANA airports, which covers several areas and is aimed at protecting and safeguarding passengers. The Airport Safety and Security certified management system is an internal instrument that guarantees the safety and security of operations. The Security aspect is related to security standards and requirements and an appropriate response to threats and/or illegal interference with people and property, extending to operations on the landside and the airside, with the aim of ensuring the compliance of all the activities with the national and international technical requirements in place at each airport. In this way, security is an essential and decisive contribution to ensuring operational efficiency and also the general quality of the service provided by ANA airports. Learn more at RS22 ANA Aeroportos Benchmark employer > Guaranteeing health and safety.</p>			
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		2019	2021	2022
		Incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services	0	0	2
		... with regulations resulting in a fine or penalty	0	0	2
		... with regulations resulting in a warning	0	0	0
		... with voluntary codes	0	0	0
GRI 417 – Marketing and Labelling 2016					



GRI 417-3	Incidents of non-compliance concerning marketing communications		2019	2021	2022
		Incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship	0	0	0
		... with regulations resulting in a fine or penalty	0	0	0
		... with regulations resulting in a warning	0	0	0
		... with voluntary codes	0	0	0

Sectoral indicators

AO1	Total number of passengers annually, broken down by passengers on international and domestic flights, and broken down by origin-and-destination and transfer passengers, including transit passengers		2019	2021	2022
		Total number of passengers	59.120.408	24.896.475	55.712.630
		International flights	49.739.060	19.276.688	45.840.868
		Departure of passengers	24.712.897	9.518.204	22.713.615
		Arrival of passengers	25.026.163	9.758.484	23.127.253
		Domestic flights	9.381.348	5.619.787	9.871.762
		Departure of passengers	4.648.301	2.779.743	4.908.450
		Arrival of passengers	4.733.047	2.840.044	4.963.312
		LISBON	31.172.720	12.147.398	28.261.883
		International flights	27.654.523	10.293.144	24.816.771
		Departure of passengers	13.774.668	5.104.443	12.295.534
		Arrival of passengers	13.879.855	5.188.701	12.521.237
		Domestic flights	3.518.197	1.854.254	3.445.112
		Departure of passengers	1.742.433	921.238	1.713.429
		Arrival of passengers	1.775.764	933.016	1.731.683



AO1

Total number of passengers annually, broken down by passengers on international and domestic flights, and broken down by origin-and-destination and transfer passengers, including transit passengers

PORTO	13.105.166	5.841.169	12.637.645
International flights	11.230.430	4.876.851	10.853.089
Departure of passengers	5.563.754	2.399.882	5.377.827
Arrival of passengers	5.666.676	2.476.969	5.475.262
Domestic flights	1.874.736	964.318	1.784.556
Departure of passengers	916.792	468.201	877.765
Arrival of passengers	957.944	496.117	906.791
FARO	9.009.170	3.265.182	8.171.413
International flights	8.561.639	3.039.540	7.723.594
Departure of passengers	4.247.583	1.504.802	3.845.059
Arrival of passengers	4.314.056	1.534.738	3.878.535
Domestic flights	447.531	225.642	447.819
Departure of passengers	230.013	116.088	232.157
Arrival of passengers	217.518	109.554	215.662
BEJA	770	338	959
International flights	752	330	934
Departure of passengers	268	163	581
Arrival of passengers	484	167	353
Domestic flights	18	8	25
Departure of passengers	0	8	11
Arrival of passengers	18	0	14



AO1

Total number of passengers annually, broken down by passengers on international and domestic flights, and broken down by origin-and-destination and transfer passengers, including transit passengers

AZORES			
	2.463.101	1.616.223	2.546.679
International flights	475.910	132.589	369.115
Departure of passengers	224.346	56.253	169.850
Arrival of passengers	251.564	76.336	199.265
Domestic flights	1.987.191	1.483.634	2.177.564
Departure of passengers	984.472	729.072	1.079.074
Arrival of passengers	1.002.719	754.562	1.098.490
MADEIRA			
	3.369.481	2.026.165	4.094.051
International flights	1.815.806	934.234	2.077.365
Departure of passengers	902.278	452.661	1.024.764
Arrival of passengers	913.528	481.573	1.052.601
Domestic flights	1.553.675	1.091.931	2.016.686
Departure of passengers	774.591	545.136	1.006.014
Arrival of passengers	779.084	546.795	1.010.672

AO2

Total annual number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation, and state aviation flights

	2019	2021	2022
Total number of movements	443.219	253.443	423.536
Commercial passenger flights	414.494	222.692	391.543
Day	397.267	213.832	373.694
Night	17.227	8.860	17.849
Commercial cargo flights	6.527	8.719	6.666
Day	5.650	7.447	5.694
Night	877	1.272	972
State aviation flights	341	440	557
Day	318	424	536
Night	23	16	21
General aviation flights	21.857	21.592	24.770
Day	20.993	20.783	23.838
Night	864	809	932



AO2

Total annual number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation, and state aviation flights

LISBON	221.773	116.094	203.164
Commercial passenger flights	213.483	105.352	193.324
Day	203.378	100.030	183.566
Night	10.105	5.322	9.758
Commercial cargo flights	2.689	4.181	2.692
Day	2.475	3.631	2.399
Night	214	550	293
State aviation flights	50	96	53
Day	48	95	51
Night	2	1	2
General aviation flights	3.985	3.699	3.752
Day	3.906	3.581	3.642
Night	79	118	110
PORTO	98.992	54.224	92.494
Commercial passenger flights	91.796	46.886	85.454
Day	86.998	44.638	80.648
Night	4.798	2.248	4.806
Commercial cargo flights	3.161	3.543	3.235
Day	2.500	2.832	2.565
Night	661	711	670
State aviation flights	50	96	53
Day	48	95	51



AO2

Total annual number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation, and state aviation flights

Night	2	1	2
General aviation flights	3.985	3.699	3.752
Day	3.906	3.581	3.642
Night	79	118	110
FARO	62.872	35.475	59.671
Commercial passenger flights	56.077	29.253	51.810
Day	55.367	28.703	50.392
Night	710	550	1.418
Commercial cargo flights	2	0	0
Day	2	0	0
Night	0	0	0
State aviation flights	4	2	151
Day	4	2	148
Night	0	0	3
General aviation flights	6.789	6.220	7.710
Day	6.743	6.166	7.638
Night	46	54	72
BEJA	344	443	59.671
Commercial passenger flights	13	1	6
Day	13	1	6
Night	0	0	0
Commercial cargo flights	0	2	0



AO2

Total annual number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation, and state aviation flights

Day	0	2	0
Night	0	0	0
State aviation flights	0	0	0
Day	0	0	0
Night	0	0	0
General aviation flights	331	440	598
Day	331	440	598
Night	0	0	0
AZORES	31.251	26.541	34.559
Commercial passenger flights	27.799	23.447	30.942
Day	27.082	23.284	30.587
Night	717	163	355
Commercial cargo flights	175	463	228
Day	174	456	221
Night	1	7	7
State aviation flights	60	14	20
Day	57	14	20
Night	3	0	0
General aviation flights	3.217	2.617	3.369
Day	2.960	2.373	3.112
Night	257	244	257
MADEIRA	27.987	20.666	33.044



AO2	Total annual number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation, and state aviation flights	Commercial passenger flights	25.326	17.753	30.007	
		Day	24.429	17.176	28.495	
		Night	897	577	1.512	
		Commercial cargo flights	500	530	511	
		Day	499	526	509	
		Night	1	4	2	
		State aviation flights	0	0	6	
		Day	0	0	6	
		Night	0	0	0	
		General aviation flights	2.161	2.383	2.520	
		Day	2.068	2.300	2.377	
		Night	93	83	143	
AO3	Total amount of cargo tonnage		Units	2019	2021	2022
		Total amount of cargo tonnage	t	194.681,12	180.674,01	210.407,70
		Total amount of cargo tonnage arriving at the airport	t	95.576,90	90.366,65	98.755,36
		Total amount of cargo tonnage in cargo flights arriving at the airport	t	29.483,37	45.074,42	33.548,58
		Total amount of cargo tonnage in passenger flights arriving at the airport	t	66.093,53	45.292,24	65.206,78
		Total amount of cargo tonnage departing at the airport	t	99.104,22	90.307,36	111.652,34
		Total amount of cargo tonnage in cargo flights departing at the airport	t	21.049,64	38.925,68	25.576,70
		Total amount of cargo tonnage in passenger flights departing at the airport	t	78.054,58	51.381,68	86.075,64



AO3

Total amount of cargo tonnage

LISBON	t	141.715,31	126.711,59	155.817,68
Total amount of cargo tonnage arriving at the airport	t	66.958,96	61.774,46	69.700,03
Total amount of cargo tonnage in cargo flights arriving at the airport	t	10.278,28	23.067,07	12.239,44
Total amount of cargo tonnage in passenger flights arriving at the airport	t	56.680,68	38.707,39	57.460,59
Total amount of cargo tonnage departing at the airport	t	74.756,35	64.937,13	86.117,65
Total amount of cargo tonnage in cargo flights departing at the airport	t	5.749,00	20.341,91	8.322,63
Total amount of cargo tonnage in passenger flights departing at the airport	t	69.007,35	44.595,22	77.795,02
PORTO	t	41.599,98	42.320,55	43.207,57
Total amount of cargo tonnage arriving at the airport	t	22.045,42	22.119,68	22.427,22
Total amount of cargo tonnage in cargo flights arriving at the airport	t	18.099,78	20.345,76	19.707,13
Total amount of cargo tonnage in passenger flights arriving at the airport	t	3.945,64	1.773,92	2.720,09
Total amount of cargo tonnage departing at the airport	t	19.554,56	20.200,87	20.780,35
Total amount of cargo tonnage in cargo flights departing at the airport	t	14.381,57	17.519,56	16.454,24
Total amount of cargo tonnage in passenger flights departing at the airport	t	5.172,99	2.681,31	4.326,11



AO3	Total amount of cargo tonnage	FARO	t	114,52	1,96	7,49
		Total amount of cargo tonnage arriving at the airport	t	64,52	1,95	7,40
		Total amount of cargo tonnage in cargo flights arriving at the airport	t	6,10	0,00	0,00
		Total amount of cargo tonnage in passenger flights arriving at the airport	t	58,42	1,95	7,40
		Total amount of cargo tonnage departing at the airport	t	50,00	0,00	0,10
		Total amount of cargo tonnage in cargo flights departing at the airport	t	0,00	0,00	0,00
		Total amount of cargo tonnage in passenger flights departing at the airport	t	50,00	0,00	0,10
		BEJA	t	0,00	88,00	0,00
		Total amount of cargo tonnage arriving at the airport	t	0,00	44,00	0,00
		Total amount of cargo tonnage in cargo flights arriving at the airport	t	0,00	44,00	0,00
		Total amount of cargo tonnage in passenger flights arriving at the airport	t	0,00	0,00	0,00
		Total amount of cargo tonnage departing at the airport	t	0,00	44,00	0,00
		Total amount of cargo tonnage in cargo flights departing at the airport	t	0,00	44,00	0,00
		Total amount of cargo tonnage in passenger flights departing at the airport	t	0,00	0,00	0,00



AO3

Total amount of cargo tonnage

AZORES	t	6.877,81	7.688,80	7.405,45
Total amount of cargo tonnage arriving at the airport	t	3.881,51	4.017,80	3.885,85
Total amount of cargo tonnage in cargo flights arriving at the airport	t	127,99	476,30	322,23
Total amount of cargo tonnage in passenger flights arriving at the airport	t	3.753,53	3.541,50	3.563,62
Total amount of cargo tonnage departing at the airport	t	2.996,30	3.671,01	3.519,60
Total amount of cargo tonnage in cargo flights departing at the airport	t	81,70	169,03	30,50
Total amount of cargo tonnage in passenger flights departing at the airport	t	2.914,60	3.501,98	3.489,10
MADEIRA	t	4.373,51	3.863,11	3.969,50
Total amount of cargo tonnage arriving at the airport	t	2.626,49	2.408,76	2.734,87
Total amount of cargo tonnage in cargo flights arriving at the airport	t	971,23	1.141,28	1.279,79
Total amount of cargo tonnage in passenger flights arriving at the airport	t	1.655,26	1.267,48	1.455,08
Total amount of cargo tonnage departing at the airport	t	1.747,02	1.454,35	1.234,64
Total amount of cargo tonnage in cargo flights departing at the airport	t	837,36	851,18	769,33
Total amount of cargo tonnage in passenger flights departing at the airport	t	909,65	603,17	465,31



GRI 2-27	Compliance with laws and regulations				
			2019	2021	2022
		LISBON			
		Description of discharge points	There are 19 places where rainwater is discharged into municipal drainage systems and sent to wastewater treatment plants. There is one exception, where the discharge is into a watertight septic tank, with the effluent being sent to the WWTP by a septic tank cleaning lorry.		
	Sampling methods and parameters for measuring the quality of the rainwater in line with the applicable regulations	Discharge points in municipal drainage systems: Hydrocarbon separators are cleaned as often as necessary and the waste generated is duly sent to authorised waste management operators.			
	Results of sample data		<p>Point 1: Values for all parameters below 50% of the ELV.</p> <p>Point 2: The same severity values as the year prior to the assessment were used (due to lack of flow).</p> <p>Point 4: The TSP values above the ELV could be due to the collection of the sample; because of the low flow, detritus could have come from the bottom of the tank (the municipal council has been informed). (TSP: Total Suspended Particulates).</p>	<p>Point 1: An analysis was not possible due to lack of flow. The figures for 2021 were used (values below 50% of the ELV).</p> <p>Point 2: The same severity values as the year prior to the assessment were used (due to lack of flow).</p> <p>Point 5: Values for all parameters below 10% of the ELV, except hexavalent chromium, whose emissions are 75% of the ELV.</p> <p>Point 6: Values for all parameters below 10% of the ELV, except hexavalent chromium, which is higher than the ELV.</p> <p>Point 13: Sulphides and Chromium higher than the ELV.</p> <p>Point 16: Sulphides and Chromium higher than the ELV.</p> <p>Point 17: The value for hexavalent chromium is higher than the ELV; the ELV for sulphides is more than 75% of the ELV. The remainder are lower than 10% of the ELV.</p> <p>Point 18: The value for hexavalent chromium is higher than the ELV, TSP higher than 50% of the ELV.</p> <p>Point 19: The value for TSP and sulphides is higher than the ELV. The analyses done in December 2022 showed that both the TSP and sulphides had resumed their values. (TSP: Total Suspended Particulates).</p>	



GRI 2-27	Compliance with laws and regulations				
			2019	2021	2022
		PORTO			
		Description of discharge points	There are eight discharge points, two into municipal drainage systems and sent to Wastewater Treatment Plants (one of them on the internal drainage network is sent to the WWTP with a secondary treatment system, discharge of the treated effluent into the natural environment), and the remainder into the natural environment following treatment in the hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator.		
		Sampling methods and parameters for measuring the quality of the rainwater in line with the applicable regulations	A discharge point on the municipal network: Contract for discharge into the municipal drainage system with no need for monitoring. A discharge point on the municipal network: Optimisation of WWTP operation (WWTP (activated sludge with drying beds + hydrocarbon separators for the aprons); Monitoring the wastewater from the WWTP; WWTP maintenance; Cleaning and maintenance of the grease separators and hydrocarbon separators. Licensed discharge subject to self-monitoring and reporting to the competent authority. Discharge points in the natural environment: Hydrocarbon separators; Monitoring of discharge rainwater; Spillage control; Environmental monitoring of third parties; Regular checking and cleaning of the hydrocarbon separators.		
		Results of sample data		Point 6: All parameters are below the ELV.	Point 2: The analysis shows compliance with the ELV (all < 50% of the ELV or lower than the LOQ). Point 3: The annual analysis shows compliance with the ELV (all < 50% of the ELV). Point 4: All parameters are below 50% of the ELV. Point 5: All parameters are below the ELV. Point 7: The average of the monthly values measured for each parameter does not exceed 75% of the ELV; however the ELV of COD and BOD5 was exceeded in May and June. Point 8: The annual analysis shows compliance with the ELV (< 10% of the ELV or lower than the LOQ). (Parameter: mineral oils).
	FARO				
	Description of discharge points	There are 12 discharge points. Three of these discharge into municipal drainage systems and then on to the WWTPs, two into a watertight septic tank and the remainder into the natural environment following treatment in a hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator.			



GRI 2-27	Compliance with laws and regulations	<p>Sampling methods and parameters for measuring the quality of the rainwater in line with the applicable regulations</p>	<p>Monitoring system for effluent from the separators and sending the results to a competent body.</p>			
		<p>Results of sample data</p>		<p>Point 6: All parameters are below the ELV.</p>	<p>For three discharge points into the natural environment: Point 4: TSP > 10% of the ELV. Point 5: TSP 90% of the ELV. Point 7: COD >10% of the ELV. (TSP: Total Suspended Particulates; COD: Chemical Oxygen Demand).</p>	
		BEJA				
		<p>Description of discharge points</p>	<p>Rainwater in the airport is sent to the municipal drainage system. The airport has two separators and one decanter for treating the water from the parking apron, with discharge into the environment (Ribeiro do Álamo).</p>			
		<p>Sampling methods and parameters for measuring the quality of the rainwater in line with the applicable regulations</p>	<p>Discharge in the process of being licensed. There is no self-monitoring.</p>			
		AÇORES				
		<p>Description of discharge points</p>	<p>AHR: five discharge points; four into the natural environment after treatment in a hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator; one into a septic tank with licensed soil infiltration; the waste from cleaning the separator is sent to a licensed operator . AFL: four discharge points; two into septic tanks with licensed soil infiltration; the waste from cleaning the separator is sent to a licensed operator; two into the natural environment after treatment in a hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator. AJPIL: 13 discharge points; 11 into the natural environment after treatment in a hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator; one into a septic tank with licensed soil infiltration; the waste from cleaning the separators is sent to a licensed operator; one into the drainage network and sent to a WWTP with a secondary treatment system and UV effluent disinfection. ASM: four discharge points; three into the natural environment after treatment in a hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator; one into a septic tank with licensed soil infiltration; the waste from cleaning the separators is sent to a licensed operator.</p>			



GRI 2-27	Compliance with laws and regulations	<p>Sampling methods and parameters for measuring the quality of the rainwater in line with the applicable regulations</p>	<p>AHR: five discharge points; four into the natural environment after treatment in a hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator; one into a septic tank with licensed soil infiltration; the waste from cleaning the separator is sent to a licensed operator.</p> <p>AFL: four discharge points; two into septic tanks with licensed soil infiltration; the waste from cleaning the separator is sent to a licensed operator; two into the natural environment after treatment in a hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator.</p> <p>AJPIL: 13 discharge points; 11 into the natural environment after treatment in a hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator; one into a septic tank with licensed soil infiltration; the waste from cleaning the separators is sent to a licensed operator; one into the drainage network and sent to a WWTP with a secondary treatment system and UV effluent disinfection.</p> <p>ASM: four discharge points; three into the natural environment after treatment in a hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator; one into a septic tank with licensed soil infiltration; the waste from cleaning the separators is sent to a licensed operator.</p>		
		<p>Results of sample data</p>	<p>AFL: Point 1 all parameters < ELV; Point 3 pH 7.7 (<95% of 9)</p> <p>HR: Point 2 TSP>ELV</p> <p>JPII: Point 12 TSP>ELV</p> <p>ASM: Point 2 TSP>ELV</p>	<p>AFL: Point 1: all parameters < ELV; Point 2 HC-0.1 mg/L <10% ELV; Point 3 all parameters < ELV</p> <p>AHR: Point 2: 2.6 mg/L <ELV; Point 3: 6.1 mg/L <ELV; Point 4 0.1 mg/L <ELV; Point 5: 1.6 mg/L <ELV</p> <p>AJPIL: Point 2: 0.1 mg/L <ELV; Point 5: 10.9 mg/L <ELV; Point 6: 3.20 mg/L <ELV; Point 7: 0.3 mg/L <ELV; Point 8: 0.20 mg/L <ELV; Point 9: 0.20 mg/L <ELV; Point 10: 0.2 mg/L <ELV; Point 11: 0.2 mg/L <ELV; Point 12: pH, BOD5, COD, Phosphorus, Oil and Grease > ELV; Point 13: 0.1 mg/L <ELV</p> <p>ASM: Point 1: 0.18 mg/L <ELV; Point 2: all parameters < ELV; Point 3: 0.10 mg/L <ELV; Point 4: 0.10 mg/L <ELV</p>	<p>AFL: Point 1: Non-compliance with COD parameters (Result 270 mg/L and ELV 150) and BOD5 (Result 110 mg/L and ELV 40); Point 2: HC-0.1 mg/L <10% ELV; Point 3: pH 6.3, TSP 16 mg/L (26.7% of the ELV), Oil and Grease 5 mg/L (33.3% of the ELV), COD 54.5 mg/L (36.3% of the ELV) and BOD5 24 mg/L (60% of the ELV); Point 4 Mineral Oils -0.1 mg/L <10% ELV</p> <p>AHR: Point 1: Average 8.57 mg/L (<75% ELV); Point 3: Average 0.49 mg/L (<10% ELV); Point 4 Average 2.67 mg/L (<50% ELV); Point 5 Average 0.76 mg/L (<10% ELV)</p> <p>AJPIL: Point 1: Average = 3.7 mg/L; Point 2 Average = 0.30 mg/L; Point 3: all parameters < ELV; Point 4 Average = 0.5 mg/L; Point 5: Average 3.06 mg/L ELV 15 mg/L (<50% ELV); Point 6: Average 0.52 mg/L (< 10% ELV); Point 7 Average 0.14 mg/L (< 10% ELV); Point 8: 0.1 mg/L (<10% ELV); Point 11 Average 0.13 (<10% ELV); Point 12: Non-compliance with parameters for TSP, Oil and grease, Nitrogen, Phosphorus, COD, BOD5; Point 13: Average 0.56 (<10% ELV) ASM: Point 1: Average Mineral Oils 0.32 mg/L (<10% ELV); Non-compliance in Total Hydrocarbons 25.4 mg/L, limit 15 mg/L; Point 2: Non-compliance with BOD5 parameter (Result 68 mg/L and ELV 40) for the septic tank in the training field, Non-compliance with the TSP parameter (Result 150 mg/L and ELV 60), COD (Result 620 mg/L and ELV 150) and BOD5 (Result 180 mg/L and ELV 40) for the discharge point downstream from the airport drainage network; Point 3: 1 mg/L (<10% ELV); Point 4: Average 0.3 mg/L (<10% ELV).</p>



GRI 2-27	Compliance with laws and regulations	MADEIRA			
		Description of discharge points	<p>AM: three discharge points, two into municipal drainage systems and sent to the Santa Cruz WWTP, which has a preliminary treatment system using mechanical fine screens, desander/degreasers, grease separator and sieves. The treated effluent is discharged into the sea through an undersea pipeline; one with discharge into the natural environment following treatment in the hydrocarbon separator; the waste from cleaning the separator is sent to a licensed operator. Description of the licensed discharge points.</p> <p>ASP: four discharge points; one discharging into the natural environment (the sea); three discharging into the public drainage network and sent to a WWTP with an initial grading system in a process of activated sludge in prolonged aeration, including the process of denitrification/nitrification process and secondary decanting. The final effluent is also treated for reuse in farm irrigation or for watering the golf course and the surplus is discharged into the environment.</p>		
		Sampling methods and parameters for measuring the quality of the rainwater in line with the applicable regulations	<p>AM: both discharge points into WWTPs: Discharge of domestic wastewater into the municipal drainage system, subject to municipal licensing, but without the need to measure monitoring quality; discharging into the natural environment: Monitoring; Cleaning and maintenance of the hydrocarbon separators.</p> <p>ASP: discharge point into the sea: Spillage Control; two discharge points into WWTPs: Discharge of domestic wastewater into the municipal drainage system, subject to municipal licensing, but without the need for monitoring. Discharge into the public drainage system and sent to a WWTP.</p>		
		Results of sample data		<p>AM: Point 2: The separator flow is not measured. The project value was considered and a small separator was assumed, but with < 400 m3/year). There is no monitoring information.</p>	<p>AM: Points 1 & 2: Discharge into the municipal drainage system with no need for monitoring. As there is no information on the quantity discharged, the worst quantity scenario is assumed.</p> <p>ASP: Point 1: According to the rainwater monitoring reports, all the parameters are within the recommended values (less than the LOQ). Quantity estimated based on rainfall and the area covered (262,097 m3); Points 2 & 3: Discharge into the municipal drainage system with no need for monitoring.</p>
		Sampling methods and parameters for measuring the quality of the rainwater in line with the applicable regulations	<p>A discharge point on the municipal network: Contract for discharge into the municipal drainage system with no need for monitoring.</p> <p>A discharge point on the municipal network: Optimisation of WWTP operation (WWTP (activated sludge with drying beds + hydrocarbon separators, measuring the quality of the aprons); Monitoring the wastewater from the WWTP; WWTP maintenance; Cleaning and maintenance of the grease separators and hydrocarbon separators.</p> <p>Licensed discharge subject to self-monitoring and reporting to the competent authority.</p> <p>Discharge points in the natural environment: Hydrocarbon separators; Monitoring of discharge rainwater; Spillage control; Environmental monitoring of third parties; Regular checking and cleaning of the hydrocarbon separators.</p>		
AO6	Aircraft and pavement de-icing/anti-icing fluid used and treated by m3 and/or metric tonnes	No de-icing fluid/antifreeze is used for the aircraft and pavements in ANA airports.			



		2019	2021	2022	
AO8	Number of persons physically or economically displaced, either voluntarily or involuntarily, by the airport operator or on its behalf by a governmental or other entity, and compensation provided	LISBON	0	0	0
		PORTO	0	0	0
		FARO	0	0	0
		BEJA	0	0	0
		AZORES	0	0	0
		MADEIRA	0	0	0
AO9	Total annual number of wildlife strikes per 10,000 aircraft movements		2019	2021	2022
		BS/10,000 movements	n.a.	n.a.	28,83
		<i>Birdstrikes</i>	n.a.	n.a.	165
		Movements	443.219	253.443	423.536
		LISBON			
		BS/10,000 movements	n.a.	n.a.	1,72
		<i>Birdstrikes</i>	n.a.	n.a.	35
		Movements	221.773	116.094	203.164
		PORTO			
		BS/10,000 movements	n.a.	n.a.	5,08
		<i>Birdstrikes</i>	n.a.	n.a.	47
		Movements	98.992	54.224	92.494
		FARO			
		BS/10,000 movements	n.a.	n.a.	3,18
		<i>Birdstrikes</i>	n.a.	n.a.	19
		Movements	62.872	35.475	59.671



<p>AO9</p>	<p>Total annual number of wildlife strikes per 10,000 aircraft movements</p>	<table border="1"> <thead> <tr> <th colspan="4">BEJA</th> </tr> </thead> <tbody> <tr> <td>BS/10,000 movements</td> <td>n.a.</td> <td>n.a.</td> <td>n.a.</td> </tr> <tr> <td><i>Birdstrikes</i></td> <td>n.a.</td> <td>n.a.</td> <td>n.a.</td> </tr> <tr> <td>Movements</td> <td>344</td> <td>443</td> <td>604</td> </tr> <tr> <th colspan="4">AZORES</th> </tr> <tr> <td>BS/10,000 movements</td> <td>n.a.</td> <td>n.a.</td> <td>11,57</td> </tr> <tr> <td><i>Birdstrikes</i></td> <td>n.a.</td> <td>n.a.</td> <td>40</td> </tr> <tr> <td>Movements</td> <td>31.251</td> <td>26.541</td> <td>34.559</td> </tr> <tr> <th colspan="4">MADEIRA</th> </tr> <tr> <td>BS/10,000 movements</td> <td>n.a.</td> <td>n.a.</td> <td>7,26</td> </tr> <tr> <td><i>Birdstrikes</i></td> <td>n.a.</td> <td>n.a.</td> <td>24</td> </tr> <tr> <td>Movements</td> <td>27.987</td> <td>20.666</td> <td>33.044</td> </tr> </tbody> </table>	BEJA				BS/10,000 movements	n.a.	n.a.	n.a.	<i>Birdstrikes</i>	n.a.	n.a.	n.a.	Movements	344	443	604	AZORES				BS/10,000 movements	n.a.	n.a.	11,57	<i>Birdstrikes</i>	n.a.	n.a.	40	Movements	31.251	26.541	34.559	MADEIRA				BS/10,000 movements	n.a.	n.a.	7,26	<i>Birdstrikes</i>	n.a.	n.a.	24	Movements	27.987	20.666	33.044																	
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<p>AMB1</p>	<p>Chemical powder for fire extinguishing</p>	<table border="1"> <thead> <tr> <th></th> <th>Units</th> <th>2019</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Chemical powder for fire extinguishing</td> <td>t</td> <td>3.881,51</td> <td>4.017,80</td> <td>3.885,85</td> </tr> <tr> <td>Total</td> <td>kg</td> <td>n.a.</td> <td>857</td> <td>0</td> </tr> <tr> <td>Total</td> <td>l</td> <td>n.a.</td> <td>12.473</td> <td>10.030</td> </tr> <tr> <th colspan="5">LISBON</th> </tr> <tr> <td>Quantity of chemical powder used</td> <td>kg</td> <td>n.a.</td> <td>45</td> <td>0</td> </tr> <tr> <td>Quantity of foam used</td> <td>l</td> <td>n.a.</td> <td>480</td> <td>2.040</td> </tr> <tr> <th colspan="5">PORTO</th> </tr> <tr> <td>Quantity of chemical powder used</td> <td>kg</td> <td>n.a.</td> <td>295</td> <td>0</td> </tr> <tr> <td>Quantity of foam used</td> <td>l</td> <td>n.a.</td> <td>2.820</td> <td>4.525</td> </tr> <tr> <th colspan="5">FARO</th> </tr> <tr> <td>Quantity of chemical powder used</td> <td>kg</td> <td>n.a.</td> <td>342</td> <td>0</td> </tr> <tr> <td>Quantity of foam used</td> <td>l</td> <td>n.a.</td> <td>0</td> <td>575</td> </tr> </tbody> </table>		Units	2019	2021	2022	Chemical powder for fire extinguishing	t	3.881,51	4.017,80	3.885,85	Total	kg	n.a.	857	0	Total	l	n.a.	12.473	10.030	LISBON					Quantity of chemical powder used	kg	n.a.	45	0	Quantity of foam used	l	n.a.	480	2.040	PORTO					Quantity of chemical powder used	kg	n.a.	295	0	Quantity of foam used	l	n.a.	2.820	4.525	FARO					Quantity of chemical powder used	kg	n.a.	342	0	Quantity of foam used	l	n.a.	0	575
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METHODOLOGY NOTES

The GHG inventory calculation was carried out according to Airport Carbon Accreditation (ACA) guidelines, in line with the procedures of the Greenhouse Gas Protocol and ISO 14064-1. According to the GHG protocol, under the scope of the definition of organisational borders, all the infrastructure where ANA has operational control over the activities are taken into account; the operations where ANA makes a financial contribution (it has a share in the capital), but where it does not have operational control are excluded. The carbon footprint thus took into account the 10 airports operated by ANA in mainland Portugal and on the islands, as well as its main office in Lisbon. Therefore, there are no changes in the organisational boundaries compared to previous years. The GHG considered here are carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs) and sulphur hexafluoride (SF₆), according to the data available. The calculation of GHG can be simply described by the following equation:

$$\text{Emissions (CO}_2\text{e)} = \sum \text{Activity data} \times \text{EF}_{\text{GHG}} \times \text{GWP}_{\text{GHG}}$$

The activity data provided by the different focal points are used in response to the data collection list distributed, with the exception of leaks of fluorinated gas from climate control equipment, which assumed the processing of the data sent regarding the history of checks on this equipment in 2022. The emission factors (EF) and the remaining parameters necessary for calculation were adopted from the methods proposed by the Intergovernmental Panel on Climate Change (IPCC), adapted to the Portuguese reality by the Portuguese Environment Agency (APA) and presented in the National Inventory Report (NIR). When specific or national EF were unavailable, nationally or internationally recognised sources were used. The Global Warming Potential (GWP) used corresponds to the figures provided in the sixth IPCC assessment report (2021).

Perimeter of emission sources per scope:

- Scope 1 emissions are direct emissions from sources belonging to or controlled by the Company.
- Scope 2 emissions are indirect emissions that are solely and exclusive those arising from the production of electricity and heating/cooling consumed in the airports/main office and acquired

from an external supplier. This was how the CO₂ emissions associated with the production of the energy used by ANA, as well as the estimated or average electricity production, but not billed to third parties, were calculated. The emissions arising from the production of electricity were calculated using two calculation approaches: the location-based method and the market-based method. In the location-based method, the emissions calculation is done considering an emission factor for the electricity production stipulated for the national grid by a benchmark entity. In this case, the value used was the emission factor published by the Association of Renewable Energies (APREN) for 2022. In the market-based method, the emissions calculation is done by using a specific emission factor of the organisation's electricity supplier. Given that ANA began acquiring energy certified from a renewable source for all its airports and main office in 2021, the Scope 2 GHG emissions, calculated using the market-based method, were zero.

- Scope 3 emissions are indirect emissions from sources not belonging to or controlled by the Company. With regard to the calculation of total Scope 2 emissions, the GHG protocol location-based method was used. On the date of publication of the report, the emissions associated with Climb Cruise and Descent operations were being recalculated on account of the updating of the database for emissions data per aircraft.



Activities considered in the calculation of emissions per scope

			Lisbon	Porto	Beja	Azores					Madeira	
Scope	Activity	Main office	LIS	OPO	FAO	BYJ	PDL	SMA	HOR	FLW	FNC	PXO
1	Emergency generators											
	Boilers and other equipment											
	First aid training											
	Company fleet											
	Coolant gas leaks											
	Bird cannons											
2	Production of acquired electricity											



Activities considered in the calculation of emissions per scope:

		Main office	Lisbon	Porto	Beja	Azores					Madeira	
Scope	Activity		LIS	OPO	FAO	BYJ	PDL	SMA	HOR	FLW	FNC	PXO
	Complete flights (Climb Cruise and Descent e Landing and Take-Off)											

* No de-icing activities are carried out at any of the airports.

List of emission factors and calculation parameters:

	Parameter	Unit	Value	Source
Natural gas	CO ₂ EF	kg/GJ	56,4	APA - National Inventory Report 2023 Portugal
	CH ₄ EF	kg/GJ	0,001	
	N ₂ O EF	kg/GJ	0,0001	
	LCV	GJ/Nm ³	0,03844	APA - EU Emissions Trading System (EU ETS) 2013
	Oxidation factor	-	0,995	021: Lower Calorific Value of Emission and Oxidation Factor

	Parameter	Unit	Value	Source
Propane gas	CO ₂ EF	kg/GJ	63,1	APA - National Inventory Report 2023 Portugal
	CH ₄ EF	kg/GJ	0,001	
	N ₂ O EF	kg/GJ	0,0001	
	LCV	GJ/Nm ³	46,3	APETRO – Notice No. 60 – The differences between natural gas and LPG (May 2017)
	Oxidation factor	-	0,995	APA– EU Emissions Trading System (EU ETS) 2013- 2021: Lower Calorific Value of Emission and Oxidation Factor
	Density	kg/m ³	1,89	Gas Encyclopedia Air Liquide



	Parameter	Unit	Value	Source
Butane gas	CO ₂ EF	kg/GJ	63,1	APA - National Inventory Report 2023 Portugal
	CH ₄ EF	kg/GJ	0,001	
	N ₂ O EF	kg/GJ	0,0001	
	LCV	GJ/Nm ³	45,80	APETRO – Notice No. 60 – The differences between natural gas and LPG (May 2017)
	Oxidation factor	-	0,995	APA– EU Emissions Trading System (EU ETS) 2013- 2021: Lower Calorific Value of Emission and Oxidation Factor
	Density	kg/m ³	2,54	Gas Encyclopedia Air Liquide

	Parameter	Unit	Value	Source	
Liquid fuels	LCV Petrol	GJ/t	44,77	APA - National Inventory Report 2023	
	LCV Diesel	GJ/t	43,31		
	LCV JET A1	GJ/t	43,00		
	Density Petrol	kg/l	0,746	DGEG – Density of petroleum products 2019	
	Density Diesel	kg/l	0,84		
	Density JET A1	kg/l	0,80		
	Oxidation Factor (JET A1, petrol and diesel)	-	0,99	APA– EU Emissions Trading System (EU ETS) 2013- 2021: Lower Calorific Value of Emission and Oxidation Factor	
	Movable Sources				
	Petrol CO ₂ EF	kg CO ₂ /GJ	71,2	APA – National Inventory Report 2023 Portugal	
	Petrol CO ₄ EF	g CH ₄ /GJ	10,1		
	Petrol N ₂₀ EF	g N ₂ O/GJ	1,2		
Diesel CO ₂ EF	kg CO ₂ /GJ	69,2			



	Parameter	Unit	Value	Source	
Liquid fuels	LCV Petrol	GJ/t	44,77	APA - National Inventory Report 2023	
	LCV Diesel	GJ/t	43,31		
	LCV JET A1	GJ/t	43,00		
	Density Petrol	kg/l	0,746	DGEG - Density of petroleum products 2019	
	Density Diesel	kg/l	0,84		
	Density JET A1	kg/l	0,80		
	Oxidation Factor (JET A1, petrol and diesel)	-	0,99	APA- EU Emissions Trading System (EU ETS) 2013- 2021: Lower Calorific Value of Emission and Oxidation Factor	
	Movable Sources				
	Petrol CO ₂ EF	kg CO ₂ /GJ	71,2	APA - National Inventory Report 2023 Portugal	
	Petrol CO ₄ EF	g CH ₄ /GJ	10,1		
	Petrol N ₂₀ EF	g N ₂ O/GJ	1,2		
	Diesel CO ₂ EF	kg CO ₂ /GJ	69,2		
	Diesel CO ₄ EF	g CH ₄ /GJ	1,1		
	Diesel N ₂₀ EF	g N ₂ O/GJ	2,7		
	JET A ₁ CO ₂ EF	kg CO ₂ /GJ	71,5	IPCC Guidelines for National Greenhouse Gas Inventories (2006)	
	JET A ₁ CH ₄ EF	g CH ₄ /GJ	0,5		
	JET A ₁ N ₂₀ EF	g N ₂ O/GJ	2,0		
	Stationary Sources				
	Petrol CO ₂ EF	kg CO ₂ /GJ	69,3	APA - National Inventory Report 2023 Portugal	
	Petrol CO ₄ EF	g CH ₄ /GJ	9,9		



	Parameter	Unit	Value	Source
Liquid fuels	Petrol N ₂₀ EF	g N ₂₀ /GJ	0,6	APA – National Inventory Report 2023 Portugal
	Diesel CO ₂ EF	kg CO ₂ /GJ	74,1	
	Diesel CO ₄ EF	g CH ₄ /GJ	3	
	Diesel N ₂₀ EF	g N ₂₀ /GJ	0,6	

	Parameter	Value	Source
Coolant gases	Installation losses (chillers and splits)	1%	IPCC Good Practice Guidance and Uncertainty Management in National Greenhouse Gas Inventories. Note: values used if there are no leak check files.
	Annual losses (chillers)	5%	
	Annual losses (splits)	5%	
	Annual losses (cooling equipment)	5,5%	

	Distributor	Unit	Value	Source	
Electricity	Location method - Azores Airports	kg CO ₂ /kWh	0,457	EDA (Energy Labelling for 2022) – 2022	
	Location method - Madeira Airports (AM)	kg CO ₂ /kWh	0,480	EEM (Specific emissions referred to in the monthly production mix) – 2022	
	Location method - Madeira Airports (APS)	kg CO ₂ /kWh	0,617	EEM (Specific emissions referred to in the monthly production mix) – 2022	
	Location method - Mainland Airports	kg CO ₂ /kWh	0,137	APREN – Changes in specific emissions in the Portuguese Electricity Sector (2022)	
	Market method - Mainland Airports		kg CO ₂ /kWh	0,200	GALP – Changes in the electricity production mix: Specific CO ₂ emissions(2021)
			kg CO ₂ /kWh	0,147	EDP Comercial – EDP Sustainability Report 2022
			kg CO ₂ /kWh	0,088	Iberdrola – Intensity of emissions



GHG	PAG	Source
CO ₂	1	IPCC Sixth Assessment Report: Climate Change 2021 (6AR)
CH ₄	29,8	
N ₂₀	273	
HFC-134A	1.530	
R-407C	1.624	IPCC Fifth Assessment Report: Climate Change 2015 (5AR)
R-410A	1.924	
R-417A	2.127	
R-404A	3.573	
R-422D	2.473	
R-424A	2.011	
R-452A	2.140	ASHRAE Standard 34
R-407A	2.107	



TAXONOMY

Anticipating the sustainability reporting requirements applicable to its business, ANA began the exploratory application of the criteria provided for in the EU Taxonomy Regulation in 2022, voluntarily disclosing the degree of eligibility and the potential alignment of its economic activities in terms of the climate goals of mitigation and adaptation with regard to its capital expenditure (CAPEX). The results of this exercise, with reference to 31 December 2022, are presented in the [2022 Annual Report](#).



TECHNICAL INFORMATION

Title: ANA Sustainability Report ANA 2022 – Together for Positive Mobility

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