

# SUSTAINABILITY REPORT 2023



## **TECHNICAL DETAILS**

### **Title**

Sustainability Report  
ANA 2023 - Together,  
for Positive Mobility

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<https://www.ana.pt/pt/institucional/home>

### **Contact**

geral.ambiente@ana.pt

# **Sustainability Report**

ANA 2023



Do you remember  
what it feels like to come home?  
We remember it well.  
We're always there.  
We're there too  
at the beginning of every adventure.  
At every goodbye hug  
or early return.  
Every round trip. Every 'I'll be right back'.  
We're in the aroma of the  
freshly ground coffee.  
Every gift you buy  
and every time you get jet lag.  
Every connecting flight and meal. Baggage  
and journey. We're there. There. And here.  
In our commitment to the community.  
In our desire to take  
the whole country further.  
In every action towards a  
more sustainable world.  
At the origin and the destination.  
Now and tomorrow.  
We're always there.  
**Together for positive mobility.**



# Opening message

**Thierry Ligonnière**

Chairman of the Executive Committee

The goal of sustainable and inclusive airport management is, in principle, a collective responsibility and a duty to present and future generations. This is why at the end of 2022 we put together a Sustainability Strategy based on the four ambitions that guide our journey: environmental excellence, being a employer of reference, supporting the development of the countries and communities in which we operate and driving the transition of the aviation sector.

The year 2023 confirmed that we are making progress towards our goals with a firm, multidimensional and collaborative approach. It is therefore with great enthusiasm that we are reporting on the second year of the *ANA - Aeroportos de Portugal* Sustainability Journey.

We are aware of the role that the VINCI Group and ANA play in actively promoting the connection between worlds through sustainable mobility. We are positioning ourselves at the service of responsible human development for the communities and countries in which we operate. This is not out of obligation, but because of the values that guide our daily operations.

We have an inexhaustible will to excel that enables us to lead the energy transition in the civil aviation sector, in our commitment to decarbonising our operations, the use of alternative fuels, renewable electricity production and intermodal transport. We are proud of our progress, but aware of the permanent effort that the Sustainability Journey requires.

We have achieved level 5 (maximum) of the Airport Council International's Voluntary Carbon Management Programme - Airport Carbon Accreditation, at three of our airports - Funchal, Ponta Delgada and Beja - and level 4+ at the other seven. This result reflects a joint dedication to reducing our carbon footprint and our commitment to achieving net zero emissions, Scopes 1 and 2, by 2030.

This was also the year in which we supported more than a dozen initiatives as part of the VINCI Programme for Citizenship. Due to its network and scale effects, this project broadens our approach to society with clear repercussions in terms of the number, geographical diversity and different areas of intervention, from integration through housing to support for people in situations of social exclusion and isolation.

The year 2023 was also marked by accelerating changes in the European ESG context. This was an additional challenge for all companies, including the VINCI group and ANA. There is clearly an urgent need to incorporate sustainable criteria into our agenda and activities, so we are preparing for the new set of requirements, and accept them as opportunities for improvement, adaptation and growth.

I would like to emphasise my deep gratitude for the tenacity and courage of our teams and all our partners, who together have made it possible to achieve our mission: to connect Portugal to the world in a more sustainable way.

**We're counting on everyone. Together for positive mobility.**

**'The year 2023 confirmed that we are making progress towards our goals with a firm, multidimensional, collaborative approach.'**

**'We are proud of our progress, but aware of the permanent effort that the Sustainability Journey requires.'**

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# Committed to positive mobility

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

## Delivering our mission

To manage airport infrastructures efficiently, connecting Portugal to the world and contributing to the economic, social and cultural development of the countries in which it operates; to offer customers a high-quality service, creating value for shareholders and stakeholders and ensuring high levels of professional qualifications and motivation for its employees.

### *Foundations*

Airport security | Quality and service levels | Business Ethics



**Ensuring excellence in environmental performance**

Reducing direct and indirect GHG emissions, promoting the circular economy, the sustainable use of water, sustainable mobility, monitoring and minimising the noise inherent in operations and preserving biodiversity.

## For Positive Mobility

## Together

### Being a leading employer

Attracting, retaining and promoting the development and training of employees, generating opportunities for all, encouraging intergenerational integration and the sharing of knowledge, and providing the best conditions for health, safety and well-being.

### Playing a key role in other countries' success

Contributing to the prosperity of the country, regions and communities in which we operate, through robust financial performance and by encouraging resilient value chains.

### Accelerating the transition in the aviation industry

Encouraging collaborations in the aviation sector and in the airport community with a view to economic recovery and ecological transition.

# 2023 at a glance

## General indicators<sup>1</sup>



<sup>1</sup>To find out more, see [Management Report and Accounts 2023](#)

\*source - RGC23 page. 175

\*\* source RGC page. 11 | \*\*\* source RGC page. 11



# 2023 at a glance

## The business



<sup>2</sup> In the Lisbon region there are still 343 employees at the head office

## Lisbon<sup>2</sup>

**260**  
employees

**33.6** million  
passengers

**222,800**  
aircraft movements

**160,200** t  
of cargo

**4.72** km<sup>2</sup>

**51** scheduled  
airlines

**181** non-aviation  
customers

## Porto

**121**  
employees

**15.2** million  
passengers

**101,700**  
aircraft movements

**38,700** tonnes  
of cargo

**3.35** km<sup>2</sup>

**34** scheduled  
airlines

**98** non-aviation  
customers

## Faro

**127**  
employees

**9.6** million  
passengers

**62,700**  
aircraft movements

**51** t  
of cargo

**2.35** km<sup>2</sup>

**28** scheduled  
airlines

**64** non-aviation  
customers

## Beja

**7**  
employees

**5,000**  
passengers

**343**  
aircraft movements

**0** t  
load

**1.10** km<sup>2</sup>

**0** scheduled  
airlines

**13** non-aviation  
customers

## Azores

**95**  
employees

**3.0** million  
passengers

**35,100**  
aircraft movements

**7,500** tonnes  
of cargo

1.44 km<sup>2</sup> Ponta Delgada  
3.07 km<sup>2</sup> Santa Maria  
0.55 km<sup>2</sup> Horta  
0.27 km<sup>2</sup> Flores

**14** scheduled  
airlines

**72** non-aviation  
customers

## Madeira

**169**  
employees

**4.8** million  
passengers

**34,100**  
aircraft movements

**4,000** tonnes  
of cargo

1.03 km<sup>2</sup> Madeira  
1.36 km<sup>2</sup> Porto Santo

**25** scheduled  
airlines

**75** non-aviation  
customers

# The milestones



## Leading employer

- Investing in the younger generations, recruiting **36 professional trainees and 15 VIP trainees**
- **Professional retraining** of employees for the position of **Airport Operations Officer**, as part of *reskilling*
- Another edition of **Safety Week** under the motto **'Together we Care'**
- New **Health and Wellness Plan** and **psychology consultations** for employees

- **3 ANA airports** classified as **level 5** under **ACI's Airport Carbon Accreditation** and the rest with level 4+
- **Adaptation to Climate Change Study** of Faro Airport
- **Biodiversity Diagnostics** at all airports
- League Table - **Environmental Ranking of Airlines** at Lisbon Airport

## Excellence in environmental performance





## Development of territories

- Start-up of **key project** dedicated to **Sustainable Purchasing**
- Fifth edition of the **VINCI Programme for Citizenship**, which received more than 100 project applications and awarded more than €372,000 to 17 associations
- Award of 3 **EPIS Scholarships**
- Organisation of **Consultative Councils with stakeholders** at each airport

- Start of **Pilot Project on alternative fuel HVO** (hydrotreated vegetable oil) for ANA fleet vehicles and those of strategic partners, at Faro Airport
- Development of the **EGoana Project**, airside electrification - decarbonisation of land-based activities and submission of its application for European funding.
- Continued implementation of the **Lisbon Airport Mobility Plan**
- **Moonset project application** - pilot project for sustainable mobility at night, of ANA workers and stakeholders at Lisbon Airport

## Transition in the aviation industry



# The milestones



## Governance

- Involvement of the entire organisation in the **Integrity, Transparency and Compliance Programme with the General Regime for the Prevention of Corruption**, through an awareness-raising campaign and a training programme
- **Review of the Corporate Risk Management Model**, with the involvement of all company departments

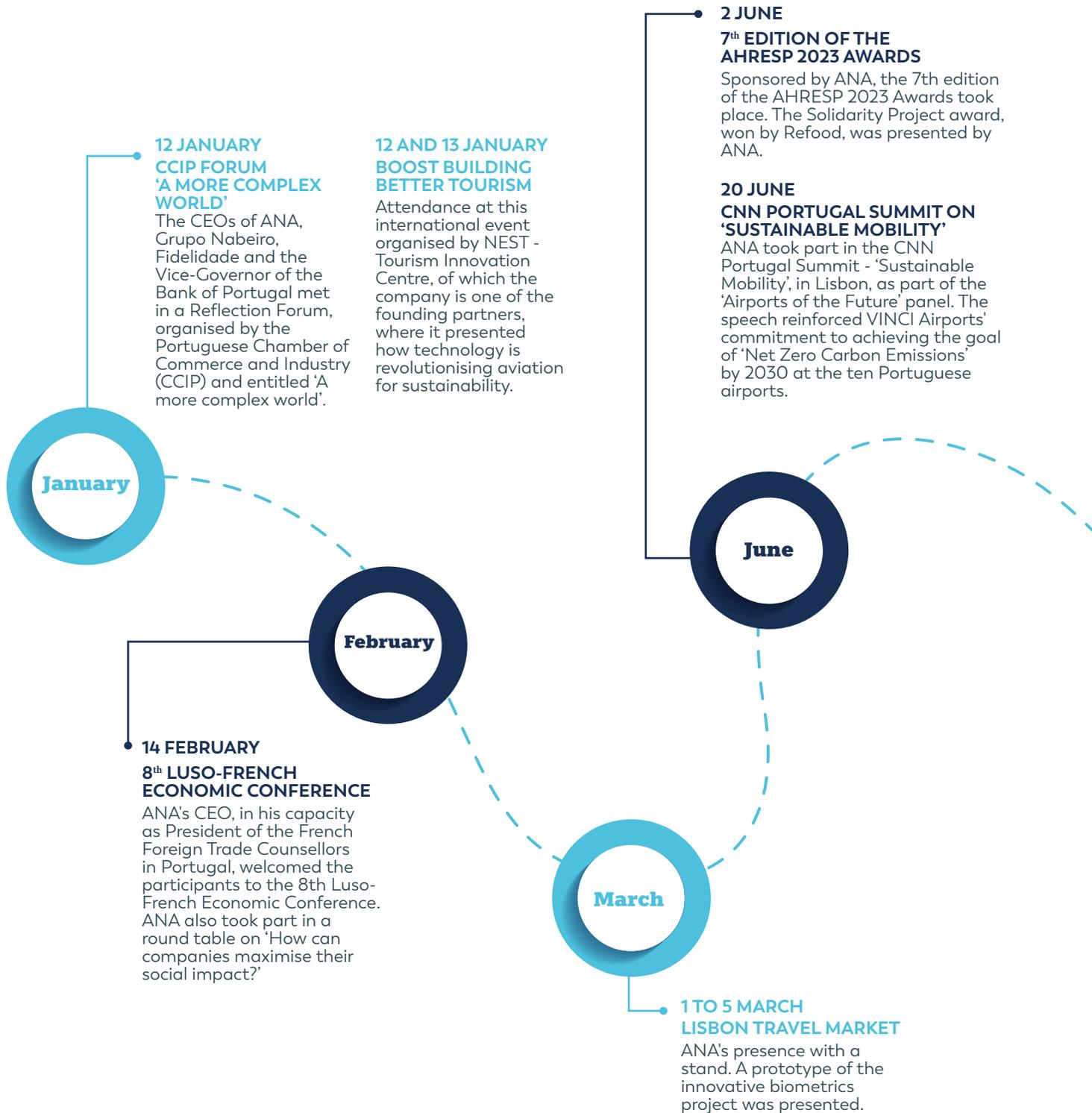
- Presentation of the **new Porto Santo Terminal** which is scheduled for completion by the end of 2025 and will combine sustainability with operability
- New **automatic waiting time monitoring system**
- New **cabin and hold baggage screening systems**, for greater security and operational efficiency

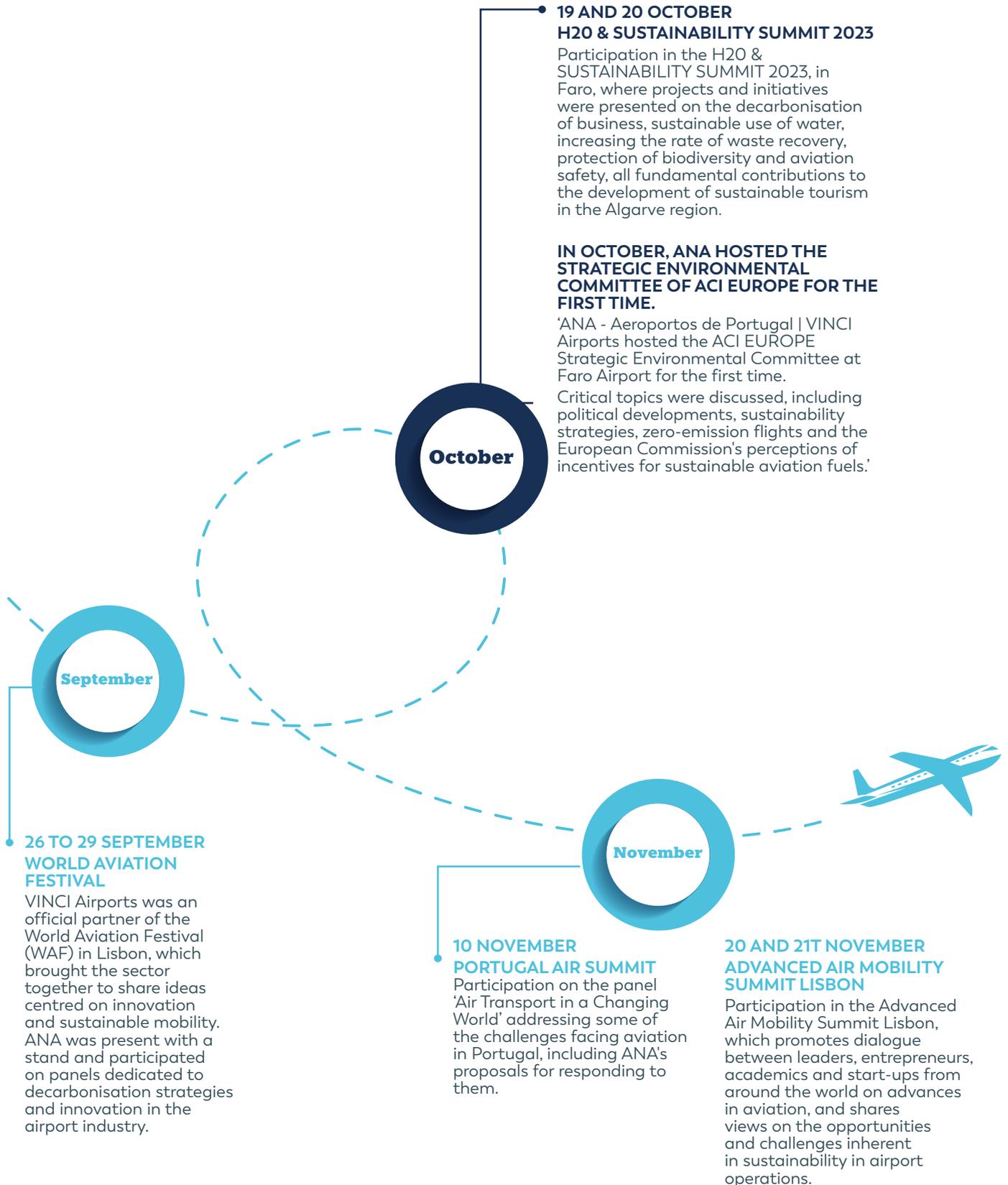
## Passenger experience





# Attendance 2023





# Awards and Recognition

These prestigious awards are for company merit in the performance it has achieved and for the quality of its employees and partners in various fields.



## Award for 'Company of the Year' and best 'Transport and Logistics' company

At the 500 Biggest & Best Companies 2023 awards ceremony, organised by Exame.

## LinkedIn Top Companies 2023

It highlighted ANA in the [ranking](#) which classifies the 25 best companies for those looking to develop their career in Portugal.

## Clean & Safe Seal by ACI

Renewal of the Clean & Safe Seal, guaranteeing excellence in hygiene, health and safety performance and improving the passenger experience at all airports in the ANA network.

## 'Best European Airport'

by the Airports Council International (ACI)  
Madeira Airport

For new routes and airlines. The airport was also praised for its commitment to sustainability, demonstrated by significant investments to improve accessibility and the passenger experience.

## 'Highly Commended'

by ACI / Porto Airport

For the quality of service provided to passengers.



# **ANA**

by VINCI Airports

*‘ANA remains committed to implementing its sustainability strategy through the introduction of the Action Plans drawn up for each of its 4 ambitions.’*

**Alexandre Lapeyre**





We are there at the start of every adventure.

# ANA

by VINCI Airports

## ANA Passport

ANA Aeroportos de Portugal, S.A. ('ANA' or 'Company') is dedicated to operating a concession for the public airport service to support civil aviation in Portugal. It is 100% owned by VINCI Airports and has a 100% stake in Portway, S.A., its handling subsidiary. It also holds minority stakes in other companies.

ANA's operations cover the Aviation business area, which includes provision of Airport Security and Assistance to Passengers with Reduced Mobility, and Non-Aviation services.

ANA's **mission** is to efficiently manage the airport infrastructures in its charge, connecting Portugal to the world and contributing to the economic, social and cultural development of the regions in which it operates. Its mission is also to offer its customers a high-quality service, creating value for shareholders, managing its environmental impacts and ensuring high levels of professional qualifications and motivation for its employees.

[Find out about our mission, vision and values, structure and composition of the governing bodies on the website.](#)

ANA is responsible for managing 10 airports in mainland Portugal and the Azores and Madeira archipelagos, which are very different in size and context. The daily challenge is to fulfil the company's responsibilities in each of them, following the highest standards of quality, efficiency, respect for the community, the environment and stakeholders, adjust its activity to the different local circumstances and share experiences and learning.



<sup>3</sup> There is also an Aerodrome Certification since, being a regulated sector, it must comply with European Regulations. Our airports are audited and inspected by ANAC - the National Civil Aviation Authority.

## Business management

The Integrated Management System ensures that the entire organisation has the satisfaction of its stakeholders' needs as a priority, covering numerous efficiency, continuous improvement and development initiatives within the following areas:

Certified domains<sup>3</sup>

- Quality
- Environment
- Health and Safety at Work
- Airport Security (Safety and Security)
- Social Responsibility
- Research, Development and Innovation



[Find out about ANA policies](#)

## RISK MANAGEMENT

Risk management is an integral part of ANA's processes: it is supported by a functional organisation in which the different risk categories are monitored by different areas, supervised by Senior Management and independently assessed by the Internal Audit body. For more information, see the [Management Report and Accounts](#).

### Review of the Corporate Risk Management Model

The review of the Corporate Risk Management Model began in 2023 and is expected to be finalised in the third quarter of 2024.

This revision included an initial phase of adjusting the methodology itself, in order to ensure alignment with the VINCI Group's procedures (in terms of risk management), as well as those of COSO (Framework 2017) and the ISO 31000:2018 standard.

The second phase, which began in November, involves all of the company's departments, in order to incorporate the challenges of the current situation, especially ESG, into the Corporate Risk Management Model. In the ongoing review, one of the main points of analysis has been the mapping of ESG challenges in the adjustment of risks and/or risk sources, especially with the incorporation of non-financial reporting into the risk categories Compliance and Reporting (Reporting Risk) and Fraud (Fraudulent Reporting Risk).

## ETHICS AND CONDUCT

The principles of Ethics and Conduct are regarded by ANA as a fundamental pillar for the development of its activity, within the scope of all the relationships it establishes with its various stakeholders. In fact, ANA has an **Integrity, Transparency and Compliance Programme within the General Regime for the Prevention of Corruption**, monitored by the Ethics and Surveillance Committee.

The values reflected in the aforementioned programme are set out in various commitments made in terms of corruption prevention, privacy, ethical conduct, human rights,

health and safety at work and environmental protection, and they reflect the strategic guidelines for global performance enshrined in the VINCI Manifesto.

In 2023, the entire organisation was involved in the programme through an awareness campaign and a training session.

This programme includes internal control mechanisms and other measures that transparently ensure the effectiveness and efficiency of processes and operations. More details are available on the ANA website, under [Ethics and Conduct](#).

## Airport activity

On a day-to-day basis, airport management entails orchestrating a very wide range of businesses and partners, whose combined operations must result in the best experience for the passenger and other stakeholders. Each airport functions as a complex and delicate ecosystem, made up of interdependent components in an extensive chain of players. As the company responsible for airport management, ANA coordinates the entire ecosystem that involves the passenger: suppliers, partners, Aviation customers and Non-Aviation customers.

ACCESS	CHECK-IN	SECURITY CONTROL	PASSPORT CONTROL
<p>ANA works on airport access conditions to guarantee smooth intermodal transport for arriving and departing passengers. It manages the connections between public and private transport, creates the conditions for parking private vehicles and organises access to car rental agencies and tour operators.</p>	<p>ANA manages airport departure areas, with their airline check-in and baggage drop-off counters (in person and self-check-in kiosks) and restaurant and retail areas. It also provides areas for the Agency for Integration, Migration and Asylum (AIMA), counters for tourist agencies and other services. This busy area provides a stage for welcomes and farewells.</p>	<p>Beginning with an initial check of boarding passes, the security screening area works in close partnership with airport security service providers. In these areas, ANA has invested in automated measurement systems for waiting times, liquid disposal areas and drinking fountains to improve the travelling experience.</p>	<p>For those leaving the Schengen area, there is also passport control, managed by AIMA. Solutions have also been tested here to make the passenger experience more fluid and pleasant, for example the Biometrics Experience.</p>

STAKEHOLDERS INVOLVED			
<ul style="list-style-type: none"> <li>• Non-aviation customers, namely car rental firms</li> <li>• Municipal transport (underground and buses)</li> <li>• Private transport: public and private concerns (parking lots)</li> <li>• Tour operators</li> </ul>	<ul style="list-style-type: none"> <li>• Handling partners</li> <li>• Non-aviation partners, particularly retail</li> <li>• Tour operators</li> <li>• AIMA</li> </ul>	<ul style="list-style-type: none"> <li>• Security service providers</li> </ul>	<ul style="list-style-type: none"> <li>• AIMA</li> <li>• Customs</li> </ul>

All these groups are part of the airport community's stakeholders and contribute to development of territories, in partnership with local entities, Non-Governmental Organisations (NGOs) and, of course, neighbouring communities. To understand ANA's role, it is important to have a complete view of the airport experience from the passenger's perspective.

SERVICES AND FACILITIES (SHOPPING/DINING)	BOARDING	BAGGAGE COLLECTION
<p>Once through security, it is time to take advantage of all the services the airport has to offer. ANA manages the facilities in the shopping and dining areas, where passengers can also find information services and areas for hygiene and worship. During this waiting period, the airport manager works to ensure: that the passenger has the necessary information before boarding, through signage, information monitors with waiting times and walking distances and mobile applications (link); the accessibility of the infrastructure to everyone through initiatives such as the MyWay Forum (link); comfort and rest options; the cleanliness of these areas; and noise control inside the terminal.</p> <p>It is also committed to making the space more dynamic, where it works together with its non-aviation customers (shopkeepers and retailers) to promote culture and regional products.</p>	<p>ANA also manages the boarding areas, in close partnership with the airlines. To ensure that this last stage before boarding the aircraft runs smoothly, ANA works to coordinate passenger transfer from the terminal to the aircraft.</p>	<p>For passengers arriving at the airport, ANA is also responsible for managing the baggage reclaim area, together with the airport's handling partners.</p>

STAKEHOLDERS INVOLVED		
<ul style="list-style-type: none"> <li>• Non-aviation customers, particularly retail customers</li> <li>• Cleaning service providers</li> </ul>	<ul style="list-style-type: none"> <li>• Airlines</li> </ul>	<ul style="list-style-type: none"> <li>• Handling partners</li> </ul>

There are also a number of jobs that are undertaken throughout the airport, both on the airside and the landside, which, although invisible to passengers, are of the utmost importance, namely air traffic control management and firefighting services. To this end, ANA liaises with its partners to guarantee safety, efficient operations and the best possible passenger experience.

ANA is recognised as a crucial bridge connecting Portugal to the world and integrating the country's various regions. It plays a fundamental role in the success of national economic agents, exerting a significant direct and indirect influence on the Portuguese economy. In terms of direct impacts, it is worth highlighting its contribution to the local communities in which it operates, its quality as an employer, the environmental impact of its infrastructures and the management of adjacent activities, as well as the importance of its purcha-

sing and supplier contracting. In the case of indirect impacts, it is worth highlighting the dependence that many public and private organisations have on airports, since their operations are affected by airport management. In sectoral terms, the issue of accelerating the transition of the aviation industry is undoubtedly the most important and emerging. The chapter 'Transition of the aviation industry' in this report goes into more detail.

At an operational level, there are also the challenges of airport capacity, pressure on the efficiency of resource management and the incorporation of new risks into the company's assessment matrix, where social, environmental and governance aspects take centre stage.



# Passenger experience

## SAFETY AND OPERATIONAL EFFICIENCY

Promoting a culture of safety is crucial for international civil aviation. To this end, ANA has developed a comprehensive security policy, which includes Operational Security (Safety), Security Management and Security against Unlawful Acts (Security) and Occupational Health and Safety (OSH), through which it undertakes to formally manage the security management systems at its airports to minimise accidents, provide resources for effective security management and adopt measures to reinforce airport security.

Within *Security*, the implementation of the policy is based on **4 strategic pillars:**

- 1. Responsibility**
- 2. Operational efficiency**
- 3. Customer experience**
- 4. Developing competences**

In 2023, there were three major projects: installation of the automatic waiting time monitoring system to optimise passenger flow management; implementation of the HBS III Project to improve security in hold baggage screening with automatic explosives detection; and upgrading of the cabin baggage screening equipment with the installation of new line configurations to increase processing capacity and efficiency.

### Initiatives in the spotlight for safety and operational efficiency

- **New automatic waiting time monitoring system**

Monitoring waiting times at Security Control is mandatory under the Concession Contract and there are service levels which ANA is obliged to meet. With the focus on increasing efficiency, a monitoring system was therefore installed at the network's five largest airports, which is already being used at around 110 airports worldwide. The implementation process was gradual and was completed in the second half of 2023. It was initially planned for Security Control, but its advantages led to its expansion to Border Control at Lisbon and Faro airports. Using 3D optical sensors, the system offers higher levels of passenger satisfaction by displaying strict waiting times on the screens available in 2023, only at Faro airport.

- **New hold baggage screening technologies**

A project has been implemented at Lisbon, Porto and Faro Airports to introduce new hold baggage screening machines with automatic explosives detection, as a result of regulatory requirements. This equipment offers an improved capability to identify prohibited items, with HBS Standard III equipment, and offers operators 3D images for more accurate analysis. The security process has therefore become more efficient and effective. The installation of this equipment required changes to the infrastructure of the baggage terminals, including reinforcing the floors to support the weight and size of the new machines.

- **New cabin baggage screening technologies**

To improve security and efficiency, conventional X-ray cabin baggage screening equipment has been replaced by advanced technology at Lisbon, Porto and Azores airports. A new configuration of these control areas, already tested and implemented in Madeira, was also installed in Porto. This solution makes it possible to increase processing capacity by around 30% with three passenger preparation positions in parallel and two RX exit lines with baggage sorting.

## QUALITY OF SERVICE

Since the beginning of its activity, ANA has aimed to constantly improve the quality of the services it provides. To this end, it has worked over the years to adapt processes and modernise monitoring and data collection systems.

### Initiatives in the spotlight to improve service quality

#### Lisbon

As part of the MyWay forum, which aims to improve the service provided to Passengers with Reduced Mobility, braille orientation maps have been made available for priority access toilets. The MyWay lounge was also inaugurated to ensure the comfort of these passengers during the waiting period until boarding begins, and new vehicles were acquired to provide assistance in accessing the aircraft. Also at this airport, as part of the Quality of Service Improvement Plan, numerous improvements were carried out, including the refurbishment of the flooring of the Cylindrical Body and P1 entrance, as well as the renovation of the arrivals public area and the entire refurbishment and re-surfacing of the Central Piers, including the refurbishment, expansion and creation of new toilet facilities.

#### Madeira

The project for the new Porto Santo Terminal was presented, with completion scheduled for the end of 2025. The new terminal is integrated into the island's surroundings and natural resources, and will combine sustainability with operability. It has been designed to provide fluidity in boarding and disembarking routes, focusing on comfort and quality of service for passengers and the airport community. Sustainable construction options were included (solar protection and natural ventilation, water reuse and the choice of environmentally sustainable materials) and natural lighting and green spaces were a priority. The project complies with European NZEB requirements.

#### Porto

Various improvements were made to the curbsides (flooring and lighting) and existing relaxation areas were renovated.

#### Faro

Investments were made in communication and signage to make the passenger experience and journey more intuitive, including a live chat channel for personalised service.

#### Ponta Delgada

On the Landside, car parking spaces and road accesses were redesigned and, on the Air Side, a new domestic arrivals channel (Schengen) was established with the option of a passenger transfer circuit. A smoking area was provided to the international boarding area for greater passenger convenience.

Find out about other initiatives linked to improving service quality in the [Management Report and Accounts 2023](#)

## INNOVATION AND TECHNOLOGY

In the search for innovative solutions to improve airport efficiency and the passenger experience, ANA has an ambitious innovation agenda focused on implementing initiatives around automation, process optimisation, energy transition and smart facilities.

The year 2023 was marked by new ideas, tests and disruptive initiatives, including the Biometric Experience programme. This project started in the second quarter and was driven by the Recovery and Resilience Programme. It involved the contribution of several multidisciplinary ANA teams in order to implement a technological solution at the five main concession airports.

For 2024, ANA's teams are committed to following through on the innovation projects now under way, expanding the positive results already achieved to other regions and involving a growing number of stakeholders in order to encourage the emergence and debate of new

ideas and solutions with a view to creating value.

For example, we aim to get the Biometric Experience up and running at all five of the country's main airports. More specifically, 2024 will see a continued focus on digitalisation, involving employees and partners, the development of new community-focused digital tools at the main airports and predictive maintenance supporting the adoption of greener solutions. Our computerised vision will come into focus in the first half of 2024, with the launch of various tests to replace manual and paper-based operations. A new Innovation Lab will be developed in 2024 and is intended to be a central focus for teams to share, devise, test and leverage new innovations for our employees and partners, in alignment with the global *VINCI Concessions and Airports Innovation* programme. Another project worthy of mention was the launch of *The Journey* in 2023.

### Pioneering digitalisation projects

#### Chatbot

This solution, which provides passengers with operational information via WhatsApp, Facebook or the website, continued to operate in 2023, with continuous improvements and collaboration between teams. With more than 5.3 million messages, digital demand has been demonstrated for reliable flight and airport information, offering travellers a more positive experience.

#### Robotics

Various tests have been carried out to assess the feasibility of robotics with humanoids in the airport space, and their interaction with passengers. These conclusions culminated in the testing of a solution in real time at the end of the third quarter, in parallel with other companies in the industry with the same focus. The Robotics roadmap at ANA has been updated, based on the findings and results of the tests.

#### Tagless flight

A pilot project was successfully carried out for the first planned commercial flight without the use of hold baggage tags. This involved sending 37 suitcases between Eindhoven and Faro using the system developed by BagsID with the support of ANA.

This project presents a promising opportunity for aviation, which will translate into increased operational efficiency and environmental benefits by minimising the use of paper and disposable materials.

Find out more in the chapter [‘Accelerating the aviation industry’s transition’](#)

# Ecosystem involvement

ANA encourages and maintains close collaboration with its stakeholders through various mechanisms for communicating, working with and collecting feedback from the different groups. These are essential in developing sustainability issues, given the scope of the impacts and the complexity inherent in the solutions.

In fact, in addition to the regular dialogue channels (website, social media profiles, meetings), in recent years the company has invested in digitising processes and equipment to share up-to-date information in real time.

## ANA's stakeholders

- **Shareholders**
- **Employees**
- **Passenger customers**
- **Airline customers**
- **Ground handling customers**
- **Non-Aviation Customers**
- **Suppliers** (private security, fire brigade) **and Business Partners (others)**
- **Security Forces and Services (Public Security Police, National Republican Guard - Fiscal Action Unit; Judicial Police)**
- **AIMA (Agency for Integration, Migration and Asylum)**
- **State and Regulator**
- **NAV**
- **Health Authority**
- **General Directorate of Food and Veterinary Affairs**
- **City Councils**
- **Portuguese Tourist Board**
- **Neighbouring communities**
- **Social welfare organisations**
- **Employers' associations**
- **Media**
- **Experts**



## We take note of some of these initiatives.

TYPE OF INVOLVEMENT	INITIATIVES
<p><b>COLLECTING FEEDBACK &amp; EVALUATION OF CUSTOMER SATISFACTION</b></p>	<p><b>PASSENGERS</b>            Passenger surveys were carried out as part of the ACI Airport Service Quality (ASQ) programme, on departure and arrival at the 5 main airports. Positive results were obtained in most of the service quality indicators, except for baggage delivery on arrival, where we have minimum service levels to comply with under the Concession Contract. The results of this action were regular follow-ups with the handling companies, highlighting the need to adjust teams according to traffic. Find out more in the <a href="#">Management Report and Accounts 2023</a> and on the ANA website (Service Quality).</p> <p><b>AIRLINES</b>            Process of evaluating airline satisfaction using an online tool. Overall airline satisfaction was very positive at Porto, Faro, Madeira and Ponta Delgada airports, with scores above 4 points (on a scale of 1 to 5).</p> <p><b>NON-AVIATION CUSTOMERS</b>            Regular meetings to monitor and share <i>feedback</i>, the Digital Hub communication portal and the app for recording operational incidents.</p>
<p><b>ACTIVE COMMUNICATION ABOUT THE AIRPORT</b></p>	<p><b>AIRPORT COMMUNITY</b></p> <p><b>Chatbot</b> (via WhatsApp, Facebook or website) with information about each airport, and the <b>Go Customer Experience</b> to collect real-time feedback on service quality at airports on mobile devices, obtained by scanning QR Codes at airports.</p> <p><b>Airport Community App</b>, designed to improve airport operations, maintains constant collaboration between all those involved and facilitates communication and the sharing of challenges and problems. This application went live in 2023 at Lisbon, Porto and Faro airports. Instagram and LinkedIn were also used as a way of publicising the company's initiatives to the community.</p>
<p><b>CONSULTATION &amp; INFORMATION SHARING</b></p>	<p><b>AIRPORT NEIGHBOURHOOD</b></p> <p><b>Advisory Councils</b> are consultative and support bodies for the development of the airports' strategy, which meet once a year and are attended by different stakeholder groups, such as companies and local associations representing the interests of the region.</p>
<p><b>SHARING AND CO-CONSTRUCTION</b></p>	<p><b>AIRPORT PARTNERS</b></p> <p><b>ANA Stakeholder Forums</b> consist of meetings of the Mobility, Aviation, Handlers and Energy working groups, where joint commitments and action plans are devised to achieve common targets for reducing operations emissions. The <i>stakeholders</i> involved include airlines, energy suppliers, <i>handlers</i>, non-aviation customers, local councils, transport operators and other regional entities.</p> <p><b>These result in:</b></p> <ul style="list-style-type: none"> <li>• Implementation of the measures devised within each group;</li> <li>• Sharing of experiences and projects;</li> <li>• Development of collaborative processes with key stakeholders;</li> <li>• Greater involvement of <i>stakeholders</i> in ANA projects and vice versa.</li> </ul>

## PARTICIPATION AND PRESENCE IN SOCIETY

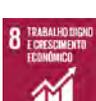
ANA is committed to sustainability, and recognises that real positive change is only possible through the implementation of sustainable practices in its internal activities and active participation in global environmental and social awareness initiatives. The company is therefore committed to adhering to national protocols and commitments, to joining working groups dedicated to finding new approaches to the issue and to signing up to programmes that reflect its commitment and concern for sustainable development.

### In 2023, ANA:

- reaffirmed its adherence to the **Charter of Principles - Business for Sustainability of BCSD Portugal** (Business Council for Sustainable Development), of which it has been a member since 2004; renewed its adherence to the Business Mobility Pact for the City of Lisbon, an initiative promoted by Lisbon City Council, WBCSD (World Business Council for Sustainable Development), and BCSD Portugal; and continued to implement the action plan drawn up within the scope of BCSD Portugal's Act-4Nature initiative.
- As part of the **Green Commitment, Lisbon** it continued its participation by sharing the development of ongoing projects in the areas of energy, mobility, water, the circular economy, citizenship and participation.
- It continued its collaboration protocols with **various environmental associations** (CERVAS, RIAS and QUERCUS) for support in different areas.
- It has taken part in **working groups organised by other bodies**, such as the working group on Adapting European Aviation to Climate Change, which was set up following the publication of the EUROCONTROL study on the risks of climate change for European aviation and the ICAO Guidelines for Risk Assessment, Adaptation and Resilience. The company is also represented by employees from various directorates on the sub-working groups responsible for the process of creating the Flying Green tool - under development by EUROCONTROL - designed to support ECAC member states and operational stakeholders in decarbonisation efforts.
- It has also joined the **'More and Better Jobs for Young People' Pact**, an initiative that aims to bring about real change in the current situation of vulnerability associated with youth employment.
- **It signed up to the Porto Climate Pact** - As part of the Smart Cities Mission, Porto was one of 100 cities chosen by the European Commission to combine the commitments of the city's various stakeholders with a concrete action and investment plan to achieve carbon neutrality by 2030. ANA, along with more than 40 city entities, has signed this pact which aims to make Porto - together with its citizens and organisations - the leading city at national level in carbon neutrality and climate action.
- **It participated in the SOL Energy Transition** one of the vertical programmes of Smart Open Lisboa, an open innovation initiative run by the Lisbon City Council and managed by Beta-i, with a focus on validating and integrating innovative solutions created to improve life in cities. ANA has launched three pilot projects, all focussing on sustainability, which will be implemented by 2024.

## ON ALIGNMENT WITH THE 2030 AGENDA

ANA is committed to sustainable development at a global level and is aware of the importance of coordinated actions between governments, the private sector, civil society and academia to achieve the goals proposed by the Sustainable Development Goals. It has deepened its alignment exercise with the goals of Agenda 2023. The main objectives and targets to which the company seeks to make a direct contribution, in line with its strategy, have therefore been identified.

Ambitions	Targets
<p><b>EXCELLENCE IN ENVIRONMENTAL PERFORMANCE</b></p>	<p><b>7</b> ENERGIAS RENOVÁVEIS E ACSSUSTIVAS </p> <p><b>SDG 7 Ensure access to reliable, sustainable and modern energy for all</b>  <b>7.2</b> By 2030, substantially increase the share of renewable energies within the global energy mix  <b>7.3</b> By 2030, double the global rate of improvement in energy efficiency</p> <p><b>13</b> AÇÃO CLIMÁTICA </p> <p><b>SDG 13 Take urgent action to combat climate change and its impacts</b>  <b>13.1</b> Strengthen resilience and adaptive capacity to climate-related risks and natural disasters in all countries</p>
<p><b>PERFORMING A KEY ROLE IN COUNTRY SUCCESS</b></p>	<p><b>11</b> CIDADES E COMUNIDADES SUSTENTÁVEIS </p> <p><b>SDG 11 Make cities and human settlements inclusive, safe, resilient and sustainable</b>  <b>11.6</b> By 2030, reduce the negative environmental impact per capita in cities, including paying special attention to air quality, municipal waste management and others</p>
<p><b>BEING A LEADING EMPLOYER</b></p>	<p><b>8</b> TRABALHO DIGNO E CRESCIMENTO ECONÔMICO </p> <p><b>SDG 8 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b>  <b>8.8</b> Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and people in precarious employment</p>
<p><b>ACCELERATING THE TRANSITION IN THE AVIATION INDUSTRY</b></p>	<p><b>7</b> ENERGIAS RENOVÁVEIS E ACSSUSTIVAS </p> <p><b>SDG 7 - Ensure access to reliable, sustainable and modern energy for all</b>  <b>7.2</b> By 2030, substantially increase the share of renewable energies within the global energy mix  <b>7.3</b> By 2030, double the global rate of improvement in energy efficiency  <b>7.a</b> By 2030, strengthen international co-operation to facilitate access to clean energy research and technologies, including renewable energy, energy efficiency and advanced and cleaner fossil fuel technologies, and promote investment in energy infrastructure and clean energy technologies</p> <p><b>9</b> INDÚSTRIA, INOVAÇÃO E INFRAESTRUTURAS </p> <p><b>SDG 9 Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation</b>  <b>9.4</b> By 2030, modernise infrastructure and rehabilitate industries to make them sustainable, with greater efficiency in the use of resources and greater adoption of clean and environmentally sound technologies and industrial processes; with all countries acting in accordance with their respective capacities in energy infrastructure and in clean energy technologies</p> <p><b>17</b> PARCERIAS PARA A IMPLEMENTAÇÃO DOS OBJETIVOS </p> <p><b>SDG 17 - Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development</b>  <b>17.16</b> Strengthen the global partnership for sustainable development, complemented by multisectoral partnerships that mobilise and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, particularly developing countries  <b>17.17</b> Encourage and promote effective public, public-private and civil society partnerships, based on the experience of the resource mobilisation strategies of these partnerships</p>

*The dual materiality analysis is currently under way in preparation for the implementation of the Corporate Sustainability Reporting Directive (CSRD). A gap analysis is still being developed, which will make it possible to understand the changes needed in terms of reporting, to respond to this new directive.*

## Strategic Cycle 2023-2025

For each of the ambitions in Vision 2030, ANA has drawn up an Action Plan 2023-2025<sup>2</sup> focused on the material issues considered to be priorities in the materiality analysis carried out, and has identified a series of actions that will contribute, in the long term, to achieving the proposed goals. Monitoring these plans is essential to ensure their success. In each chapter dedicated to ambitions, the objectives, key-performance indicators (KPIs) and targets to be achieved during this strategic cycle are presented. The definition of its strategy was based on a systematic process of reflection on ANA's role in contributing to Sustainable Development and Positive Mobility. For more information on the process of devising the strategic cycle, analysing materiality and ANA's governance for sustainability, please consult the [Sustainability Report 2022](#).

### SPONSORSHIP CEO Sponsor

- the CEO is the sponsor, guiding the sustainability strategy, validating proposals from the Sustainability Committee and evaluating the recommendations of the Task Forces on specific topics, together with the members of the Executive Committee.
- **It delegates coordination of the 2022/2025 Plan to the Sustainability and Environment Department**

### DEPARTMENT OF SUSTAINABILITY AND ENVIRON- MENT Transversal Coordination

This is made up of key management (director and focal point) from areas such as :

- **Communication,**
- **Human Resources,**
- **Environment,**
- **Innovation,**
- **Engineering and Asset Management,**
- **Aviation and Non-Aviation,**
- **Purchasing and Finance,**
- **Sustainability Committee**

its main responsibilities are to monitor the company's Sustainability Strategy and Plan and validate sustainability reports.

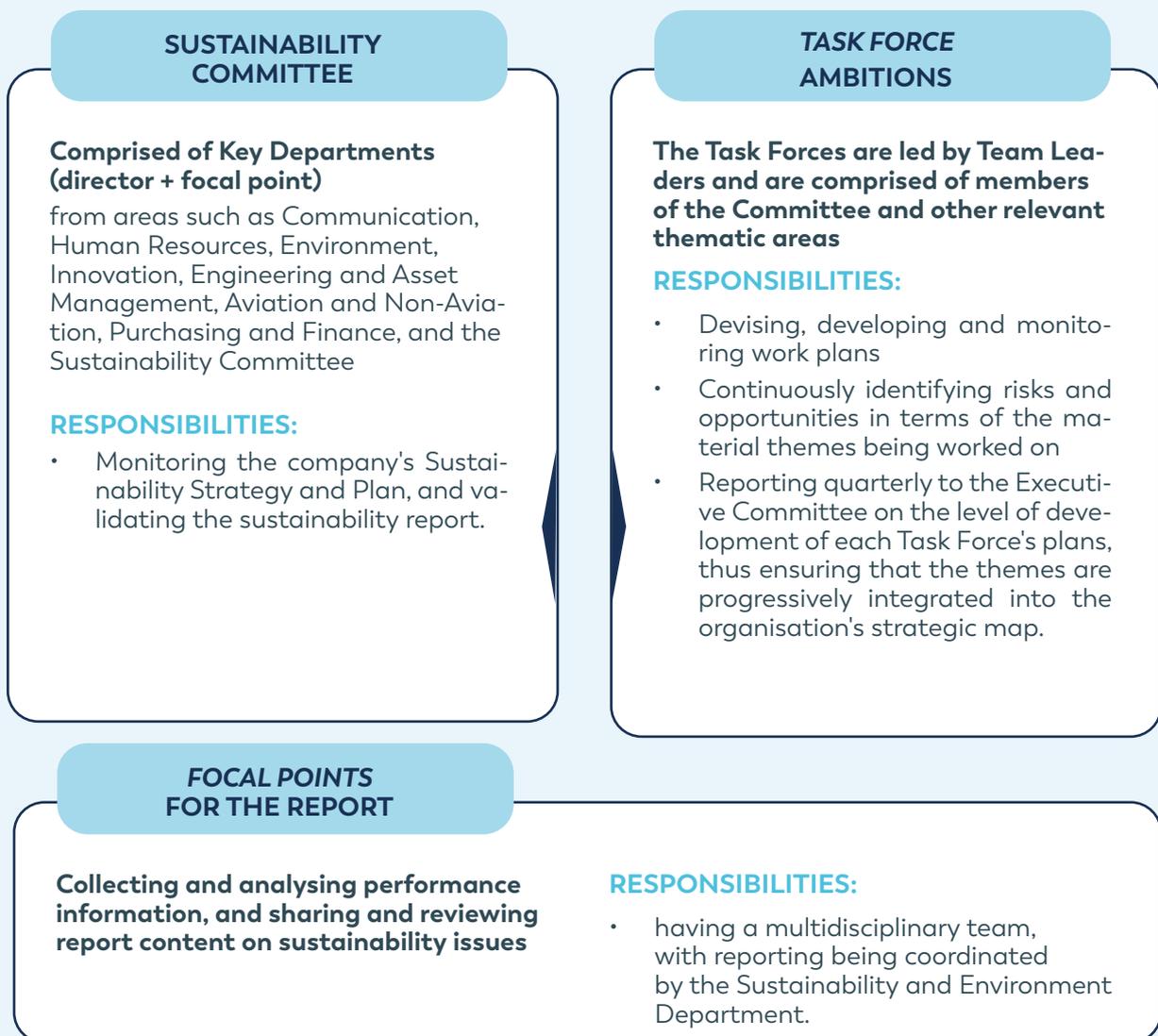
## VINCI AIRPORTS STRATEGIC ALIGNMENT

<sup>2</sup>This Action Plan is a simplified version. This plan will be monitored annually during the sustainability report. Since some targets are dependent on the drafting of programmes, these developments will be analysed in the next reporting years.

## On ANA's governance model for sustainability

For this strategic cycle, ANA's governance model for sustainability aims to reflect three principles: the direct involvement of the company's top management; the interdisciplinary nature of the issues that impact the company's structures; and the reconciliation between the corporate approach and the local approach (the airports).

Organising sustainability, reconciling a corporate approach with a local one.



# Employer of Reference

*‘Creating a positive culture is a commitment to our employees’*

*Isabel Heitor*

We are there

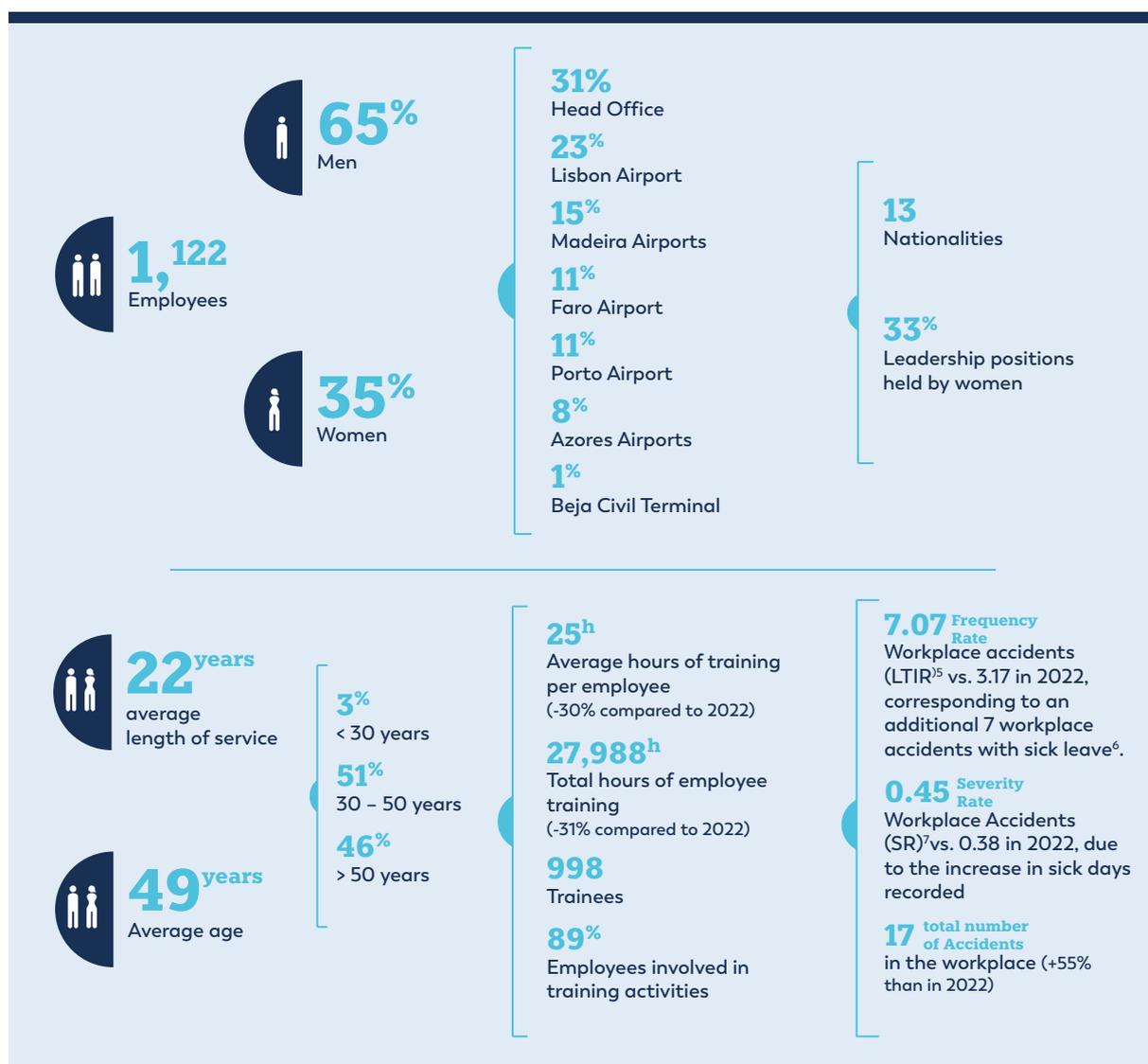


in our commitment to the community

**AIRPORT  
AUTHORITY**

# Employer of Reference

ANA is recognised as a employer of reference in Portugal, and its employees are the driving force behind its business. The company's priority is to continue to invest in the recruitment, integration, health, well-being, training and development of its teams.



<sup>5</sup> No. of workplace accidents with sick leave for ANA employees\*1,000,000/total number of hours actually worked  
<sup>6</sup> Compared to last year, we registered 7 more workplace accidents with sick leave (6 in 2022), which represents an increase of 116.7%. In terms of accidents in itinere with sick leave, there were 3 fewer accidents, which represented a decrease of 50% compared to 2022 (with 6 accidents recorded). As for working days lost due to workplace accidents, there was a decrease of 31 days compared to 2022, which translates into a decrease of 3.6%. <sup>7</sup>(SR): No. of days lost to workplace accidents\*1,000/total number of hours actually worked.

## Promoting development and recognition

ANA is aware of the importance of matching the training of its employees with their roles and responsibilities, and carries out a process of listening to training needs, which are then consolidated into a Training Plan produced every year and revised every six months.

The training has a strong practical component which is decisive for the acquisition of competences and alignment with the company culture.

### Integrating the younger generations - trainees

Another edition of the VIP trainee programme kicked off in October 2023. After receiving more than 1,000 applications and a selection process with several demanding stages, including an Assessment Day attended by around 80 young talents, 15 recent graduates were selected to take part in the programme. Participants pass through two business areas where they work on specific ANA cases, and have the opportunity to make contact with different business areas in different roles. Each trainee has a mentor who closely monitors their journey, supporting and encouraging their contribution during the 12 months of the programme.

The VIP programme encourages the transfer of knowledge and know-how, and the exchange of experiences between different generations of ANA employees. It also gives young people the chance to experience the world of work and paves the way for the most promising members of staff to join the company.



## The training initiatives carried out include:

### AIRPORT BUSINESS

The **Airport Management Professional Accreditation Programme (AMPAP)** which aims to develop and recognise airport managers around the world. It covers all functional areas of airport activity and encourages the achievement of the highest professional standards.

The 2023 edition was attended by 9 employees, whose training continued in 2024.

Since 2009, 44 employees have taken part.

In order for the new team members to broaden their knowledge of the airport business and be able to fit their roles into the overall operation, several **airside visits** to Lisbon Airport were organised. In addition to the operational perspective, the concept of the 'airport city' was explored, encompassing the various different types of entities that operate within the perimeter. These initiatives enable work processes, infrastructures and equipment to be visualised in situ and encourage networking between ANA's different business and support units. Its role in strengthening the connection between employees and the airport world is also noteworthy.

### WOMEN IN LEADERSHIP POSITIONS

ANA remains firmly committed to developing training programmes aimed at women's professional advancement. To this end, it has joined various international programmes, such as those proposed by the VINCI group, but also national ones, such as **Promova** and **Progrida**, both organised by the Portuguese Business Confederation (CIP). These are programmes designed specifically for women to acquire and enhance essential skills for leadership positions, and benefit from and exploiting their full potential.

Promova lasts one year and was developed in partnership with NOVA School of Business & Economics. In 2023, one employee took part in the Promova programme, and in 2024 another employee (director) is expected to take part.

Progrida is organised in partnership with Porto Business School and lasts nine months. In 2024, two employees (middle managers) will take part.

### CORPORATE SUSTAINABILITY

With the aim of broadening awareness and knowledge of sustainability issues, **21 training sessions** were organised **in e-learning format**, involving a total of 416 trainees and totalling 428 hours. There was also a high level of participation and interest in the **webinar on Corporate Sustainability** held by a consultancy specialising in this area in December, which had 137 participants.

The R Challenge is a training event based on the 'learning by doing' methodology, combining a management simulator with experiential dynamics as a way of working on all the competences and areas of knowledge defined. It aims to stimulate the analytical capacity of individuals in the field of Sustainability, through a collective challenge in which the collaborative component of learning and development is emphasised, while at the same time recognising and reinforcing the employer brand. One session has already been held, with 33 employees taking part.

A series of Financial Literacy programmes have been set up to support employees' personal lives and help them make more informed and conscious decisions about their finances now and in the future. The programme also aims to help employees understand and manage their personal finances in order to reduce the stress related to money management. In 2023, we had 630 hours of training in three sessions, involving more than 170 employees.

## CHANGE, EXPERIMENT, ADAPT

ANA encourages internal and external mobility, since both help to motivate employees and increase their breadth and depth of skills. To this end, work was carried out to review, validate and communicate the mobility policy, at a functional and geographical level.

During 2023 there were 26 internal moves, with employees taking up positions in a different department from the one where they carried out their daily tasks.

Employees who want an international mobility experience can do so through the VINCI Group's Talent Energizer programme. After successful cases in 2022, the programme continued in 2023: two professionals from other countries were received in Portugal and one ANA employee travelled to Cape Verde.

- **Upgrading to AOO**

As part of the Reskilling Programme, 10 employees were given the opportunity to retrain through a demanding training programme, enabling them to take on the role of AOO (Airport Operations Officer). This course lasted 393 hours.





## ATTRACT, INTEGRATE, MOTIVATE

ANA recognises the importance of the process of recruiting new talent and integrating it properly into the various functional areas. It is crucial to be familiar with and operate within the dynamics of the market so that the company is recognised as attractive, can broaden the spectrum of candidates and, consequently, its ability to move forward with the best choices in line with corporate needs.

There are currently two constraints that present challenges and require the adoption of specific initiatives: the first relates to the difficulty in recruiting for certain roles and specific areas of the country, namely technical roles (maintenance technicians, electricians, HVAC...) and particularly in the Faro and Azores regions due to a lack of qualified labour; the second is related to the age pyramid that is typical of collaborative network, which could make it more difficult to integra-

te younger talent at an early stage.

Internship programmes have the advantage of taking a structured approach to the selection and monitoring of new employees on two fronts: the company benefits and provides important synergies by welcoming a large number of participants together; and the newcomers foster a spirit of companionship and mutual help that makes it easier for them to enter the world of work.

It should also be noted that a large number of new hires were made during the year, filling 80 vacancies, with an average age of 38, which contributed to corporate rejuvenation.

Upgrading to AOO  
**Integrating the  
 younger  
 generation  
 apprenticeships**

ANA has been investing in an internship programme. In 2023, following the completion of the internship programme, 12 of these staff members were invited to move on to an employment contract, thus enabling knowledge to be shared and retained.

In 2023, 36 internships were started. In 2024 the company will continue to invest in young talent, and the number is expected to be even higher.

**Partnerships with vocational schools** were also strengthened in 2023. It is worth highlighting our presence at 8 job fairs and an Open Day in Lisbon, attended by around 80 young people. These events generated significant interest from participants, resulting in a high volume of applications for the Trainee Programme. In 2024, it is planned to maintain existing partnerships with vocational schools, and expand and develop new contacts for future collaborations in different areas of knowledge and innovation.

In the area of recruitment, a new ANA careers website was also launched, offering greater visibility to the community. A new recruitment campaign will be launched in 2024.

In terms of employer branding, ANA has gone further and even joined **the Networkme platform**, which has than 80,000 young people registered. This platform enables short videos to be created exploring the various aspects of airport management and bringing candidates closer to the professional reality of ANA. At the same time, the platform gives young people the chance to take part in various tests and gauge their possible career path, picking

out the candidates who best meet the company's needs in a win-win context.

LinkedIn has highlighted ANA in its list of **Top Companies 2023**, a ranking which lists the 25 best companies for those looking to develop their career in Portugal. For LinkedIn, these are the organisations that foster their employees' professional growth and long-term career progression.

Finally, ANA has also joined the **More and Better Jobs for Young People Pact**. The aim of the signatory companies is to help improve youth employment conditions by implementing the measures they consider most appropriate to their circumstances. In 2023, the integration of 12 young people into ANA's staff after completing their professional internship and the selection of 15 young graduates for the Trainee Programme reinforce ANA's commitment to this goal.



# Contributing to well-being

## MENTAL HEALTH AND WELL-BEING

ANA is aware of its responsibility as an employer in promoting the balance and emotional stability of its employees, as well as their physical integrity, and so has been strengthening its approach to health and well-being.

To this end, a **programme of online psychology consultations** has been introduced. Employees who wish to access the consultations complete a voluntary self-assessment as an initial diagnosis, and then enjoy free access to eight psychology consultations.

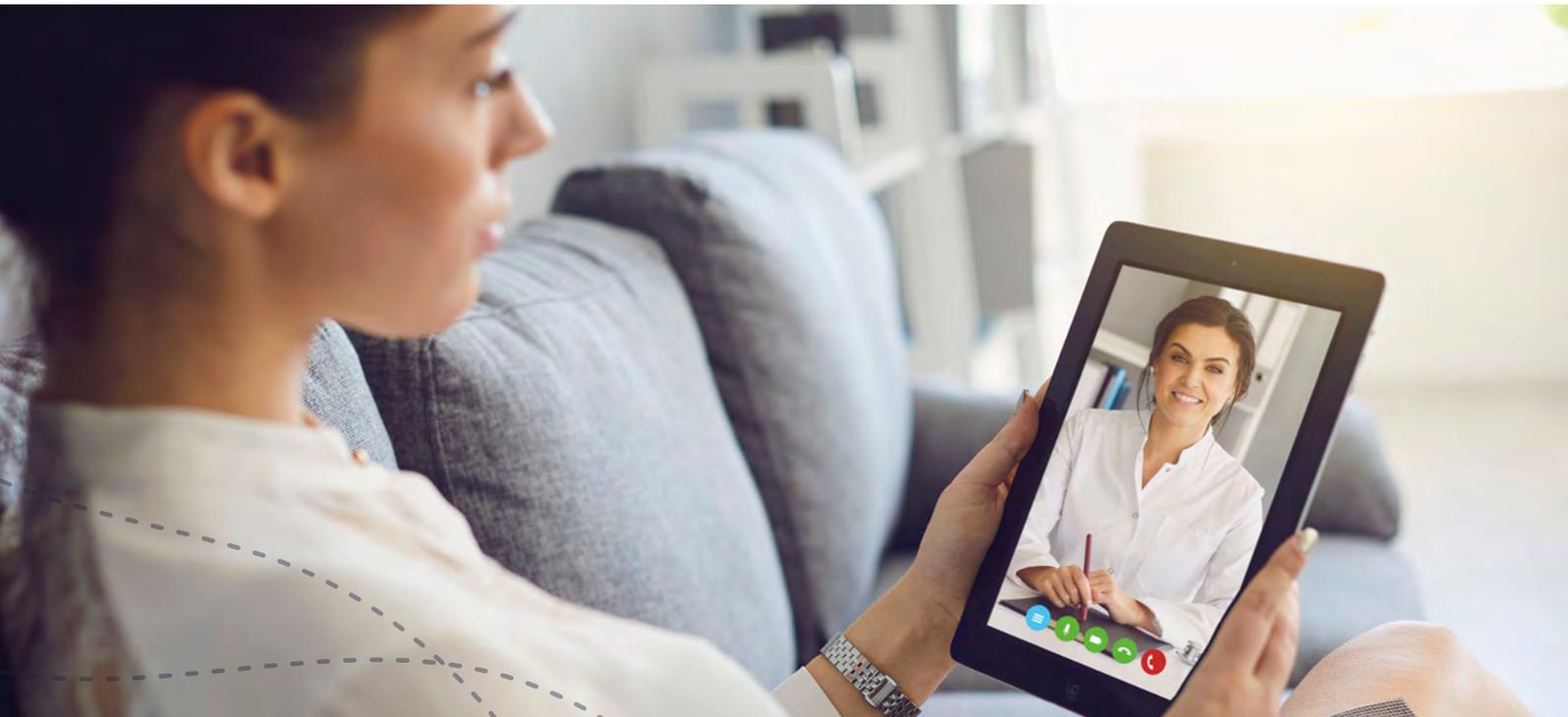
Throughout the year, there were also **activities to support employees in leading an active and balanced lifestyle and safeguarding their health**, such as taking part in the Women's Race and organising webinar sessions

on mental health, breathing and emotional regulation, relaxation and stress management, mindfulness and meditation. In terms of health, we would also like to highlight the flu vaccination campaign and the Médis open day, in which a professional from this insurance company visits the company's premises to answer any questions employees may have about the services.

A **discount platform** was also made available, giving employees access to more than 250 services and goods from different brands, all close to the airports, at lower prices.

**Health and Wellness Plan**

Development of the ANA Health and Well-being Plan (published in the 2nd half of the year) with 4 areas: emotional, family, financial and physical. The corresponding action points began in 2023 (see below). There is an activity plan for 2024.



## ENSURING HEALTH AND SAFETY

In line with the VINCI Group's strategy, which sets the goal of Zero Workplace Accidents-ANA is strongly committed to health and safety in the workplace.

Policy in this area, along with the respective certified management system and legislation, covers all the work involved in drawing up occupational risk prevention and employee health protection programmes. Its approach to regulation is proactive and preventive, which allows it to respond in a robust way and is applied across the board to all activity, including ANA employees and all service providers. The constant sharing of information and communication between the various airports should be emphasised, which ensures that best practices are adopted at all times.

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### Safety Week 2023

"Together we Care" was the motto of the 2023 edition of Safety Week, which took place simultaneously for the first time in all VINCI Group companies. The event was held in May, and was another important opportunity to publicise and promote the safety culture within the Group and to reaffirm its aim of achieving Zero Accidents.

One initiative involved issuing an open challenge to workers and service providers in the airport community: to photograph examples of good practice in the field of Health and Safety at Work, which would enhance safety and well-being when carrying out professional activities in all airport locations.

An 'open room' called 'Conversations about Legionnaire's Disease' was also held in May, where a film made by the ANA teams was shown. This was followed by a quiz for participants and a chat about questions and doubts that arose during the session, which involved 70 participants.

The usual meeting between third party safety technicians and ANA airport liaison staff took place, involving 37 participants. It addressed the theme 'How we work'. It aimed to encourage active involvement and thus foster joint, positive and innovative changes in this area. Workers' testimonies were also shared and there were opportunities to discuss improvements in health and safety at work.

### NATIONAL DAY FOR PREVENTION AND SAFETY AT WORK

On 28 April, the national day for prevention and safety at work was celebrated at ANA with a webinar event and the launch of an information leaflet warning of the need to introduce a proper skin protection routine, both at work and during leisure time.

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### Indoor Air Quality

An indoor air quality monitoring campaign was carried out in 2023, with assessments in the administrative buildings and passenger terminals. The aim was to check compliance with the requirements by measuring, describing and analysing pollutants in accordance with the legal benchmarks.

Radon<sup>8</sup> was also monitored in Porto and the Azores, together with volcanic gases in the Azores. ANA took advantage of this study to establish a monitoring programme for this gas at all its facilities, in anticipation of meeting the legal requirements on the matter.

<sup>8</sup> Radon is a naturally occurring radioactive gas that has no colour or smell and is present outside and inside buildings. It produces radioactive particles in the air that are trapped in the respiratory tract and emit radiation there, causing damage to the lungs and increasing the risk of lung cancer for prolonged exposure over time

## NEXT ROUTES

MATERIAL THEME	OBJECTIVES	KPIs	2022
Development and recognition <b>Training</b>	Strengthening the training of employees	Average number of training hours per employee	<b>35</b>
		Employees with at least 1 course or 25 hours of training per year (%)	<b>63%</b>
Development and recognition <b>Attractiveness</b>	Strengthening the attractiveness of the company	No. of attendances at trade fairs	<b>5</b>
		No. of ANA open days for students	No information
Development and recognition <b>Awareness-raising and empowerment on the theme of sustainability</b>	Promoting knowledge of sustainability issues	Employees participating in awareness-raising and training on sustainability (%)	No information
		No. of internal initiatives to introduce and integrate the sustainability theme	No information
<b>Health &amp; safety</b>	Achieving zero workplace accidents	Workplace Accident Frequency Rate (LTIR) <sup>6</sup> (%)	<b>7.07%</b>
		Workplace Accident Severity Rate (SR) <sup>7</sup> (%)	<b>0.45%</b>
Diversity, Inclusion and Equal Opportunities <b>Gender</b>	Promoting equal opportunities for women in leadership positions	Leadership positions held by women (%)	<b>33%</b>

<sup>6</sup> No. of workplace accidents with sick leave for ANA employees\*1,000,000/total number of hours actually worked.

<sup>7</sup> No. of days lost due to workplace accidents among ANA employees\*1,000/total number of hours actually worked.

ANA will continue to work to support its staff, with initiatives planned in various areas.

In the **area of well-being and quality of life**, there are plans to develop a flexible benefits system, adjustable to the needs and preferences of each employee, and to devise a sports competition programme.

As part of **attracting and retaining talent**, an Organisational Satisfaction Study is to be carried out.

In terms of **raising awareness and training on the subject of sustainability**, it is planned

to create a sustainability training programme taught by internal ANA trainers and to hold a series of roadshows at each airport (one for each Ambition - three face-to-face at the airports and one online), to promote ANA's sustainability strategy. In addition, there are other significant themes for which targets and initiatives to achieve them are still being devised.

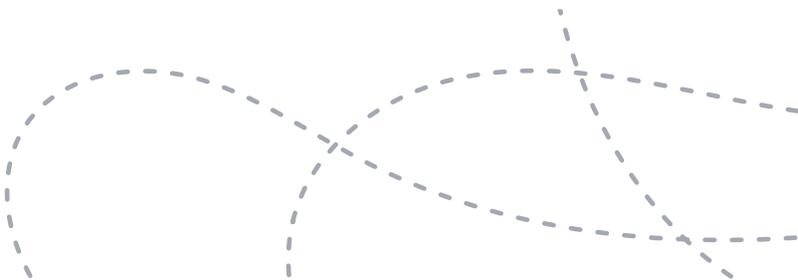
TARGET 2023	2023	About the 2023 performance	TARGET 2024	TARGET 2025
36	 25	This result was due to the fact that we had e-learning training programmes with a shorter duration.	37	38
65%	 82%	The training offered in e-learning format enabled more employees to complete at least one course	67%	70%
Minimum 5, of which 2 are professional	 8	The target was exceeded, and it was possible to attend 3 more fairs than planned.	Minimum 5, of which 2 are professional	Minimum 5, of which 2 are professional
1 pilot Lisbon	 1	An Open Day was held in Lisbon, as planned.	1 Lisbon + 2 Airports	1 in each country
No information	21%	A wide-ranging training offer with specific themes, which will be a focus in 2024.	60%	80%
2	 2	The Climate Wall event was held, as well as an online training session for all employees dedicated to the Essentials of Sustainability.	3	4
<3.17%	 7.07%	In 2023 there were 7 more workplace accidents with sick days than in 2022.	<3.15%	<3.13%
<0.45%	 0.45%	Although there were 7 more workplace accidents with sick leave, the SR remained the same, which indicates fewer days off work and a consequent reduction in the severity of accidents	<0.43%	<0.43%
33%	 33%	The proportion of leadership positions held by women in 2023 was maintained, in line with the forecast.	34%	34%

 Not reached    
  Achieved    
  Surpassed

The integration into the company of people with disabilities or other vulnerable situations is an imperative objective for ANA. Compliance with the legal minimum of 2% is already a reality in the company. However, efforts are being made to go further for the group of people with more than 60% disability. In order to formally address this issue, a diversity, equality and inclusion policy is being devised, a multi-year action plan is being prepared and an Inclusive Recruitment Programme is being put together.

With regard to active ageing, the aim is to create a set of differentiated conditions for employees at the end of their careers in terms of the number of hours they work and the transfer of knowledge to the younger generation.

There is also a need to plan for this transition stage, which could involve, for example, mentoring or volunteering activities from the age of 60 onwards.



# Excellence in environmental performance

*‘Nowadays it’s not enough to be the best in the world, we have to be the best for the world’*

*Andreia Ramos*



Voo  
Flight

Destino  
Destination

Via  
Via

Lisbon

Madrid

Malta, Luqa

Lisbon

Munich

Istanbul

Amsterdam

London

Paris

Barcelona Beau

In every action for a more sustainable world.

# Excellence in environmental performance

ANA is committed to tackling the climate emergency and promoting environmental sustainability in its operations, by acting as an agent for positive change in the aviation industry, its supply chain and the community. This purpose is being developed in conjunction with stakeholders, with whom it shares its best practices and collaborates in finding the most appropriate solutions. The company is committed to continually improving its practices, focusing on priority areas such as reducing greenhouse gas (GHG) emissions, promoting the circular economy, optimising the sustainable use of water, preserving biodiversity and managing noise.

ANA is committed to the applicable environmental strategy defined by VINCI Airports and applied to the group's entire airport network, which includes, among other things, the climate targets set out in the '[ANA Climate Action Plan 2021-2030](#)'. These objectives are

central to the company's actions in this area. ANA also subscribes to various public commitments and participates in working groups dedicated to environmental issues.

Air traffic in 2023 marked the definitive exit from a period of sharp decline as a result of the COVID-19 pandemic, and reached new record figures. The number of passengers at national airports increased by 18.9% in 2023 compared to 2022, corresponding to 67.5 million<sup>8</sup>. Despite the large throughput, the measures implemented by ANA throughout the year, presented in this report, have led to significant improvements in airport performance in several key areas, including energy efficiency, water consumption and waste management.



<sup>8</sup>According to preliminary data from Statistics Portugal

## REDUCING ENERGY CONSUMPTION AND EMISSIONS

ANA seeks to minimise the impact that the aviation sector has on energy consumption and global GHG emissions by working every day to improve energy efficiency through the implementation of innovative measures, namely the use of renewable energies, the electrification of its fleet and its commitment to innovative technologies that allow for greater energy efficiency.

### Level 5 ACA accreditation

Madeira, Ponta Delgada and Beja airports were among the first 10 airports in the world to reach level 5 of ACI Europe's Airport Carbon Accreditation (ACA) programme, an international system that assesses and recognises efforts to manage and reduce carbon emissions.

This recognition was the result of ANA's environmental strategy and meant that Portugal now has 3 airports with the highest accreditation, while the remaining 7 have level 4+ accreditation. Portugal is therefore the first country to have all its airports ACA 4+ certified, leading the way in decarbonisation in Europe.

*The ACA is the only global carbon management certification programme for airports based on internationally recognised methodologies. [Find out more here.](#)*

### How was level 5 achieved?

The airports accredited at this new level have demonstrated:

- Reduction of their carbon footprint (Scopes 1 and 2) by 90% or more compared to 2014;
- Offsetting residual carbon emissions (<10% of Scope 1 and 2 emissions + emissions associated with business travel) with removal projects;
- Extending the calculation of their Scope 3 carbon footprint to their value chain and their commitment to reducing this footprint as much as possible, in line with the development of the sector (in the case of ANA: reductions of more than 70% by 2050, with 2022 as the base year);
- Close collaboration with their value chain to achieve Scope 3 footprint reduction. In the case of ANA - since all its airports at level 4 were already collaborating with stakeholders, namely through the Aviation, Mobility, Handlers and Energyworking groups - the Partnership Plans and the respective commitments were revised to integrate all the requirements of this new level.

### ANA's journey

In 2021, a forum of ANA partners was set up to establish measures and devise joint action plans to reduce their overall carbon footprint. As a result, in 2022 more than 50 letters of commitment were signed and regular working meetings were held. In 2022, ANA obtained level 4 for 9 of the 10 airports, with only the Beja Civil Terminal remaining at level 2. In 2023, applications were submitted for all airports to obtain level 4+, which was obtained at the beginning of 2023.



### IN THE FIRST PERSON

“At ANA, we are working hard to fulfil our commitment to decarbonisation, always trying to overcome ever greater challenges but, above all, combining our efforts with those of our stakeholders to ensure greater success.”

**Paula Lucas**, Specialist in Carbon and Climate Change, co-ordination of working groups

## Key indicators 2023

- **487,936 GJ**

*of global energy consumption in 2023*

**+2.0%** increase in overall energy consumption compared to 2022, due to the increase in airport activity.

- **0.007 GJ/TU<sup>9</sup>**

**-10.8%** compared to 2022. This reduction was more than 10% at Beja, Lisbon, Porto and Horta airports, as a result of the implementation of energy efficiency measures, including the expansion of LEDs, the adjustment of temperatures in terminals and a commitment to renewable energies.

- **80.8%**

**of energy consumption in 2023 will be electricity**, this being the most common energy source.

**+0.8 p.p.** compared to 2022

- **3.7%**

**of energy consumption generated by renewable sources 2023**, which corresponds to self-consumption of photovoltaic energy and HVO at Faro Airport.

- **19.1%**

**energy consumption in 2023 will be fossil fuels** (17.7% diesel; 2.0% petrol; 79.6% gas; 0.8% HVO)

**-2.4 p.p.** compared to 2022

<sup>9</sup> Traffic Unit: 1TU is equivalent to 1 passenger or 100kg of cargo/mail.



## Carbon footprint 2023

In 2022 and 2023, guarantees of origin and credits were acquired on the voluntary carbon market corresponding to the emissions related to Scopes 1 and 2.

In 2023, for ANA as a whole, Scope 3 relating to aircraft flights accounted for 99.6% of total emissions. Within Scope 3, full flights accounted for more than 99.9% of these emissions.

The calculation of the Scope 3 GHG emissions inventory for 2023 is in the process of external verification at the time of publication of the report, as part of the application to the ACA programme of ACI - Europe.

**0.1%**

**Scope 1**  
**6,423t CO<sub>2</sub>e**

-12.6% change in absolute emissions compared to 2022, associated with the electrification of the fleet and equipment, as well as optimising temperatures of heating and cooling.



**Carbon footprint 2023**

**5,296,679t CO<sub>2</sub>e**

-2.6% change in absolute emissions compared to 2022

**99.6%**

**Scope 3 concerning flights\***  
**5,277,010 tonnes CO<sub>2</sub>e**

-2.5% variation in absolute emissions compared to 2022, justified by the reduction of the total distance travelled by aircraft and updating of the database of emissions per aircraft.



**0.3%**

**Scope 2**  
**13,246t CO<sub>2</sub>e**

-24.4% change of absolute emissions compared to 2022, as a result of various energy efficiency measures, such as the replacement and installation of LED lighting systems, the installation of monitoring systems and building management systems and other operational management measures.



**0.077T CO<sub>2</sub>e/TU**

Emissions intensity vs. 0.094 in 2022

\*in 2023, emissions from climb cruise and descent + landing and take-off were taken into account. At the time of publication of this report, emissions from the remaining Scope 3 emission sources were still being calculated and verified.

## CLIMATE ACTION PLAN

ANA's Climate Action Plan is one of the company's long-term strategic tools. It outlines a roadmap for the various objectives, including the overarching goal of Net Zero by 2030 at all airports.

Of particular note are the Energy Action Plans, the Partnership Plans with stakeholders and the Value Chain Plans, aimed at Scope 3.

With regard to Partnership Plans with stakeholders, ANA has already signed 77 memoranda of understanding, with indicators and targets on both sides, relating to reducing

consumption, electrifying the fleet, installing car charging points, increasing the monitoring of third-party consumption and reinforcing more sustainable mobility plans.

ANA's Climate Action Plan therefore involves a wide range of stakeholders, in addition to the strong involvement of ANA's management, namely the Executive Committee and the Board of Directors.

### CARBON BUDGETS

Carbon budgets are essential tools for ANA's climate change mitigation strategy, as they provide a framework for assessing the impact of each investment decision on carbon emissions, allowing informed and strategic choices to be made towards the NetZero objective.



Below are the results of some of the measures implemented in 2023 that are part of this plan



#### OPTIMISATION OF TERMINAL TEMPERATURES AT ALL AIRPORTS

The temperature settings of the air conditioning systems at all airports have been carefully adjusted to ensure an ideal balance between thermal comfort and energy efficiency. This measure reduced natural gas consumption by 12%.



#### DECARBONISING THE FLEET

The fleet with combustion engines is being replaced by electric vehicles. In 2023, eight Ambulifts, vehicles that play a crucial role in assisting passengers with reduced mobility, and eight light vehicles were acquired.



#### LED LIGHTING

The transition from traditional light bulbs to LED technology is under way at all of the country's airports, in line with the sustainability and energy efficiency objectives set by the European Union. Madeira Airport was a pioneer in this area and completed this transition in 2022, followed by Beja Civil Terminal in 2023. Lisbon Airport, given its size and complexity, will be the last to complete this change scheduled for 2025, despite having already undergone significant interventions in 2023.



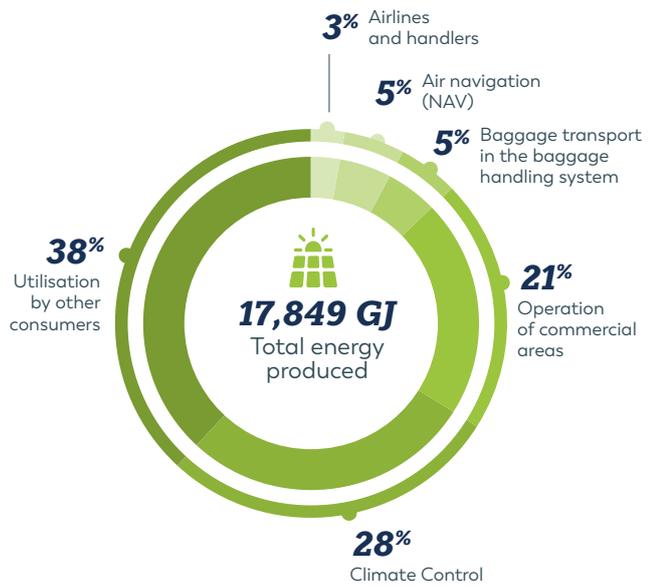
**PHOTOVOLTAIC PRODUCTION**

The photovoltaic production programme at airports was continued, through the licensing of new production plants.

**ONE YEAR OF OPERATION OF THE PHOTOVOLTAIC PLANT AT FARO AIRPORT**

Through GRI reporting, we achieved a 36% fulfilment of electricity needs and 426 tCO<sub>2</sub>e avoided.

**Using the emission factors we obtained 426 tCO<sub>2</sub>e avoided.**



A birdlife monitoring study was carried out after the Solar Power Plant came into operation, with monthly monitoring campaigns between July 2022 and August 2023. Compared to the study carried out before its construction, it was concluded that building the power station did not lead to definitive negative impacts on the bird community, with similar total abundance before and after the work.





## INTELLIGENT LIGHTING AT FARO AIRPORT

### SOLAR LIGHTING IN THE BUS PARK

In the Faro Airport bus park, an area where there was no electrical infrastructure available, lighting is now provided by a system of LED luminaires, powered by solar energy and equipped with motion sensors, which adjust the lighting levels according to the needs of the area, reduce consumption and increase battery life.

***This solution replaces conventional sodium vapour lamps, which consume more than 3,200 kWh/year, equivalent to 0.6 tonnes of CO<sub>2</sub>e.***

### INTELLIGENT STREET LIGHTING

An intelligent lighting system has been implemented for the roads within the perimeter of Faro Airport. This system includes LED luminaires, motion sensors and a control system that activates and regulates the lighting of each road, based on the time of day and how it is used. The project aims to maximise energy efficiency and reduce energy waste.

***With the previous system of sodium vapour lamps, consumption would have been around 35,000 kWh/year, equivalent to 6.5 tonnes of CO<sub>2</sub>e. With the new solution of dimmable LED luminaires, consumption has been reduced to less than 3,000 kWh/year (equivalent to 0.5 tonnes of CO<sub>2</sub>e).***

In seeking to put innovation at the service of transition, the ANA teams have built Faro Airport's 'Solar Tree', a charging point with green energy for small devices such as mobile phones and iPads, built with materials reused from various building works and preventive maintenance, such as batteries, tubes and sheet metal.

## CLIMATE CHANGE ADAPTATION STUDY

The main objective of Faro Airport's Climate Change Adaptation Study is to identify the airport infrastructure's current and future vulnerabilities to climate events.

It includes the drawing up of detailed Action Plans that present the measures to be implemented to mitigate the vulnerabilities identified (for example, strengthening infrastructure and implementing improved drainage systems), as well as Monitoring Plans to track the effects of the actions taken. The plan also provides for training, which is essential to enable teams to deal effectively with the challenges posed by climate change and the proposed adaptation strategies.

In 2024, ANA will begin Climate Change Adaptation Studies for Madeira and Azores Airports, and it is expected that similar studies will be carried out for the other airports in the network.

### CLIMATE CHANGE WORKSHOPS

In November, two participatory workshops were held to put together Faro Airport's Climate Change Adaptation Plan. One of the sessions was aimed at the airport community, while the other was open to the external organisations with which ANA collaborates. During the sessions, the proposed adaptation measures were presented and debated. Participation was diverse, with representatives from the City Council, the Portuguese Environment Agency (APA), as well as representatives from the Natural Park and other relevant organisations.

### Checking the cleaning requirements of water courses

As a result of the workshops, a joint initiative was carried out with the Algarve Regional Water Authority and the Institute for Nature Conservation and Forests/Ria Formosa Natural Park to assess the needs and clean the water courses outside the airport. The aim was to guarantee the proper drainage of stormwater run-off ditches in specific areas to the south of the airport, which are considered part of the public domain. The partnership established with these organisations aims to mitigate one of the risks identified in the Climate Change Adaptation study, something that is indispensable given the flooding that has already occurred in recent years in critical areas.



## Promoting the circular economy

The progressive increase in traffic puts continuous pressure on the entire system, requiring effective action to minimise the impacts resulting from the daily operation of airports and the progressive growth in their activity.

Reducing the amount of waste produced, increasing the rates of selective sorting and recovery, promoting reuse and recovery and progress towards ending landfill are all priorities for VINCI Airports and ANA.

### Key indicators

- **9,231<sup>t</sup>**  
**of total waste generation in 2023**  
**+22.3%** than in 2022, due to the increase in activity at airports
- **135 g/TU**  
**of waste produced in 2023,**  
**+3.0%** than in 2022
- **84.2%**  
**waste recovery rate in 2023**  
**-1.8 p.p.** than in 2022

Awareness-raising plays a fundamental role in pursuing the objectives of waste recovery, since in order to achieve them, ANA depends on a number of people and entities that work or use its facilities (employees, external employees or those of partner companies, passengers, aviation and non-aviation customers). For this reason, making these groups aware of the importance of reducing waste and adopting sustainable practices is imperative in co-creating a culture of environmental responsibility at all levels of the organisation.

### Continuous Improvement in Waste Management at Porto Airport

During 2023, a study was carried out to build a profile of the undifferentiated waste produced at Porto Airport in order to identify possible opportunities for improvement and continue to maximise the recycling rates already achieved (60.8% material and organic recovery, 99.7% overall recovery and 0% direct landfill). Based on the results of this profile, an Action Plan was drawn up to implement the following measures:

Waste Management Ranking - solid urban waste at Porto Airport is mostly produced by catering establishments. The aim of this initiative is to raise awareness and involve these partners, highlighting and positively recognising their commitment and performance. Implementation consists of a monthly evaluation system, based on previously defined criteria. The results obtained will be published on a quarterly basis and a certificate/diploma will be awarded to the highest ranked person, to be displayed in the establishment's public area;

Application for Green Heart Certification - this is a LIPOR certification that recognises the sustainable waste management practices undertaken by the partners in its area of

influence. This process includes technical support from a team of LIPOR consultants, who carry out a diagnosis, draw up an action plan and monitor its implementation. This certification will make it possible to identify new opportunities to improve waste management at Porto Airport, recognise its good practices and strengthen partnership relations with an important stakeholder in the community;

Identification of new categories for recycling, especially in the packaging group - the separation of composite packaging (made up of various materials) and mixed plastics was started at Porto Airport, so that it could be sent for recycling and the waste be transformed/incorporated into new materials.

## EUROPEAN WASTE WEEK

European Waste Week is an annual initiative coordinated by the European Commission. Its main aim is to raise awareness of sustainable waste and resource management, and to encourage action and behavioural change in relation to consumption, reuse, recycling and waste reduction.

### EUROPEAN WASTE WEEK

#### In Faro

In collaboration with BLUEOTTER CIRCULAR, the provider of waste recovery and treatment services, Faro Airport invited users of the Waste Park to take part in an awareness-raising event. Numerical information and facts were disseminated about the proportions of waste classified as urban (paper and cardboard; plastic and metal packaging; glass packaging and organic waste) that is selectively collected at the airport.

#### In Porto

In partnership with LIPOR, Porto Airport once again took part in this initiative by publicising materials on the theme of waste prevention in the public areas of arrivals and departures, and by holding sessions with shopkeepers, caterers and cleaning service providers to encourage improved waste management at the airport.

#### About European Waste Week

In addition to the activities carried out during this week, it is important to highlight other communication and stakeholder awareness initiatives that took place throughout the year at Faro Airport, in partnership with BLUEOTTER CIRCULAR. During the summer, the number of airport workers, including shopkeepers and other service providers, quadruples to meet seasonal demand. The campaigns therefore play a very important role in educating these teams and passengers, and help to improve screening at source.



#### IN THE FIRST PERSON

“At Porto Airport, we are committed to working with all partners to ensure efficient waste management. We are committed to raising awareness and continuously improving our processes, looking for alternatives for waste recovery that respect the principles of the circular economy.”

**Mariana Cruz**, Environmental Officer  
Francisco Sá Carneiro Airport

## OPEN DAY IN THE WASTE PARK

As part of the celebration of World Environment Day on 5 June, an Open Day was organised at the Porto Airport Waste Park, during which participants had the opportunity to see the facility where the collected municipal waste is stored and prepared before being transported to its various destinations. During the visit, a brief explanation of how the waste management system works was shared and the results obtained were presented (close to 100% recovery, of which 60% is for recycling, 40% for energy recovery and 0% of waste for direct landfill), a result of the collaboration of all those involved in the process.

The event was attended by 62 participants: 23 ANA employees and 39 from other organisations. According to the feedback gathered, the initiative enabled people to understand the whole process, as well as the importance of separating waste correctly at source.

### Other Initiatives

- In 2023, VINCI Environment Day at the Azores Airports was dedicated to the theme of waste management and included various awareness-raising activities. Find out more in the chapter 'Involving and sensitising the ecosystem to the environment'.
- In collaboration with Resialentejo and Beja City Council, the capacity of the recycling bins at Beja Airport was increased and a recycling bin for used batteries was created.
- Passenger drinking fountains have been installed at various airports to reduce the use of disposable bottles.
- Ponta Delgada Airport is in the process of contracting a Waste Management service, the aim of which is to improve separation rates, increase reuse and recovery rates and consequently reduce the amount of waste sent to landfill.



## Optimising the sustainable use of water

ANA has implemented a series of measures to optimise the use of water in its airport operations, including the adoption of technologies and practices to monitor this resource in airport facilities, reduce its consumption and ensure its reuse whenever possible.

These advances demonstrate ANA's commitment to installing technological solutions that promote water efficiency and environmental sustainability, paving the way for more efficient and better prepared airports in environmental terms.

### PREDICTIVE IRRIGATION

At Lisbon Airport, the predictive irrigation project for green areas (optimising water consumption by adjusting irrigation needs to soil humidity, taking into account future weather conditions and the type of plants) continues to progress successfully. In 2023, the seventh installation phase was completed, enabling additional areas to be covered. The installation of the last phase of this project is planned for 2024.

Faro and Madeira Airports have also implemented predictive irrigation, completing the installation of the systems at the end of 2022 and 2023 respectively.

### RE-USE OF WATER

#### In Faro

An initiative is under way to explore the potential for reusing the wastewater treated at Faro's Wastewater Treatment Plant for non-potable uses at the airport.

The study covered various applications, including irrigation, washing of equipment and vehicles, and firefighting, and aims to save around 30% of the airport's drinking water consumption.

The initial phase has already been completed by the National Civil Engineering Laboratory, and we are now moving on to the design phase, dedicated to developing the water treatment and distribution system for reuse at the airport.

### Key indicators

- **725,981 m<sup>3</sup> of global water consumption<sup>10</sup> in 2023**  
+10.8% compared to 2022
- **10.9 l/passenger<sup>11</sup> consumed in 2023**  
-7.0% than in 2022
- **The airports of Porto, Ponta Delgada and Flores have already exceeded the target set for 2030, achieving a consumption of less than 10 l/passenger**

#### In Porto

Since 2015, Porto Airport has had a system for utilising the water used in the pumping tests for firefighting vehicles.

Since its installation, this system has reused more than 10,000 m<sup>3</sup>, making it possible to use around 40% of the water consumed in the tests.



<sup>10</sup> According to GRI Standard 303 Water and effluents 2018, a distinction is made between 'abstraction' and 'discharge' for calculating 'consumption'. For the purposes of this indicator, the figure shown corresponds to 'water abstraction' <sup>11</sup> Pax means number of passengers

## REPLANTING GARDENS AND FLOWERBEDS

In order to conserve water resources and create more sustainable and resilient environments, the Beja Civil Terminal has begun repopulating the flora in key areas of the airport's landside, including the parking lot gardens, gardens adjacent to the cargo terminal and the surroundings of the service building, with species that require little irrigation. These include lavender, agave and chrysanthemum. The replanting initiative, which began in 2023, will continue throughout 2024.

## DRINKING FOUNTAINS AND DISPOSAL OF LIQUIDS AT SECURITY CONTROL

ANA also has disposal points for liquids before security checks at Porto, Faro, Lisbon, Madeira, Ponta Delgada and Horta airports, allowing passengers to empty their bottles before inspection. The water collected at Porto Airport is then reused in the service water network, which contributes to the conservation of water resources. At Porto Airport, the disposal system installed has already made it possible to reuse more than 200,000 litres. At Ponta Delgada Airport, the water is reused for washing.

In addition, the provision of drinking fountains for passengers at airports has been an effective measure in significantly reducing plastic waste and promoting a culture of sustainability. With an average daily consumption of more than 1 m<sup>3</sup> of water from the drinking fountain available to passengers at Porto Airport, the environmental benefits are remarkable: each day, around 2,000 0.5 litre PET bottles, or 3,030 33 cl bottles, are prevented from being produced as waste.



## Preserving biodiversity

ANA recognises the importance of biodiversity, not only for ecological balance and the well-being of local communities, but also for the long-term sustainability of its operations. It has therefore sought to develop partnerships with research institutions, non-governmental organisations and other interested parties to promote biodiversity conservation in its areas of influence.

### **Biodiversity Studies**

A Biodiversity Diagnosis was drawn up to find out more about the ecosystems present in and around airports, making it possible to identify potential threats and implement conservation measures while promoting aviation safety. This diagnosis involved four monitoring campaigns throughout the year, and will enable the Biodiversity Management Plan to be updated.

### MAIN CONCLUSIONS



#### **Flora**

**Santa Maria Airport** was notable for its greater diversity of species. All the species inventoried have favourable conservation status. Elephant grass was the most common invasive species found. **Porto Airport** registered the highest number of species attractive to birdlife.



#### **Birdlife**

**Faro Airport** was notable for having the highest number of species inventoried and individuals recorded, and had the highest number of species with unfavourable conservation status and species belonging to risk groups. A total of 33 species with unfavourable conservation status were identified at the network's airports.



#### **Mammals**

**Horta Airport** stood out for having the highest number of species and individuals. None of the airports registered species with unfavourable conservation status. A total of 11 mammal species were recorded.



#### **Micro mammals**

**Lisbon Airport** had the highest number of species inventoried. None of the airports identified species with unfavourable conservation status.



#### **Gastropods** (snails)

A gastropod community was registered at **Porto Santo Airport**. Most of the species inventoried have a conservation status of little concern, but three endemics are threatened.



#### **Chiroptera** (bats)

**Lisbon, Beja, Ponta Delgada, Horta and Santa Maria airports** have the highest number of confirmed species. **Ponta Delgada Airport** registered the highest number of individuals. Only one species has unfavourable conservation status.

## COLLABORATION WITH REGIONAL AGRICULTURAL SERVICES TO PROTECT ECOSYSTEMS

Given the importance of bees as pollinators, a Sentinel Apiary was installed at Madeira Airport (similar to the one installed in 2022 at Ponta Delgada Airport), in collaboration with the Regional Agricultural Services.

From June to October 2023, a survey for the palm beetle was also carried out in the vicinity of Ponta Delgada Airport by the Agricultural Services in collaboration with ANA. This was aimed at protecting palm trees from this invasive species and safeguarding the ecosystem and agriculture in the region.

## SOS SHEARWATER CAMPAIGN TAKES OFF AT AZORES AIRPORTS

Since 2010 ANA has participated annually in the SOS Shearwater Campaign. In 2023, it collaborated with the Regional Directorate in rescuing birds at Ponta Delgada and Horta airports and publicising the campaign by displaying posters in the public areas of all the region's airports. In addition, given its proximity to the sea, Horta Airport is actively

### **SOS SHEARWATER CAMPAIGN**



Strong artificial lights affect the orientation of juvenile shearwaters, causing them to fall into areas where there is a risk of their being run over or preyed on.

The campaign SOS Shearwater is run annually by the Government of the Azores and its main objective is to alert the Azorean population to the need to preserve this protected species that nests in the region. It takes place every year between October and November, when the young birds leave their nest for their first oceanic flight.

participating in the campaign by reducing outdoor lighting at night - a measure designed to prevent juvenile Cory shearwaters from becoming disorientated and falling to the ground - thus contributing to the preservation of this species and the sustainability of marine ecosystems.



## Managing noise

ANA adopts a comprehensive approach to noise management at its airports. It seeks a balance between the operational needs of the airports and the well-being of neighbouring communities, with a constant commitment to implementing effective noise mitigation measures.

Noise monitoring is carried out continuously at Lisbon, Porto, Faro and Madeira airports, where a Noise Monitoring System is in place. This is complemented by the use of portable stations to monitor areas not covered by the main system. In 2023, this system was substantially updated with the incorporation of the latest and most advanced technology and software changes across all stations. This modernisation has improved efficiency and data integration, making the system even more efficient.

Strategic Noise Maps are also drawn up periodically and approved by the APA, which describe the noise environment in the areas surrounding the larger airports.

### Key indicators

#### • 13 Fixed Monitoring Stations

- 6 at Lisbon Airport, with another 2 stations on the airport perimeter to check the use of the engine braking procedure
- 3 at Faro Airport
- 3 at Madeira Airport
- 1 at Porto Santo Airport
- 3 at Faro Airport
- At Ponta Delgada airport, noise monitoring reports are carried out by an external laboratory, based on monitoring campaigns carried out during the IATA periods (2 campaigns per year)

#### 20 Complaints received in 2023

- 9 at Lisbon Airport
- 7 at Faro Airport
- 10 at Porto Airport

The webtrak app provides reliable information on the movement of aircraft using Lisbon Airport, as well as incorporating acoustic data from the Noise Monitoring Stations. This integration enables anyone to access not only real-time air traffic information, but also information on the noise impact associated with these operations ([find out more here](#)).

#### Neighbourhood Programme

As a result of the legislation in force, Lisbon Airport drew up the Noise Management and Reduction Action Plan, which was submitted to the APA for approval. This plan includes a series of measures to minimise or compensate for the impact of aircraft overflights on the surrounding community, including the installation of local noise reduction solutions in buildings identified as having noise-sensitive uses and being more exposed to noise. This measure will be implemented through the Acoustic Insulation of Windows - Neighbourhood Programme.

As part of this programme, in 2023 ANA began contacting the various beneficiaries to move forward with funding the insulation of windows in 22 buildings across the municipalities of Lisbon and Loures.





## Modulation of landing charges

Modulation of airport charges based on aircraft noise level is currently a widespread practice among many European airport operators. In 2023, to encourage the use of less noisy aircraft, ANA made a proposal to airlines to modulate the landing charges applied to all the airports in its network, depending on the noise level of each aircraft.

## IMPACTS OF MODULATION FIRST YEAR REVIEW

Introducing the modulation of landing charges dependent on noise levels is based on a polluter pays mechanism and aims to encourage airlines to operate more efficient aircraft.

ANA fosters relationships based on transparency and dialogue with local communities. One example of this is the presence in Faro of residents' and owners' assemblies on noise management, which demonstrates the commitment to addressing issues in a proactive and responsible manner. Two such meetings were held in 2023, where ANA had the opportunity to present its initiatives, monitoring results and noise plans.

## Creating a culture of sustainability

ANA is developing a wide range of initiatives to involve and inform the people and entities with which it interacts about environmental issues, to promote awareness and encourage sustainable practices.

### VINCI Environment Day

The 4th edition of VINCI Environment Day was dedicated to sharing good practices and implementing sustainability initiatives at all ANA and VINCI network airports. A session chaired by Xavier Huillard, CEO of VINCI, and Nicolas Notebaert, CEO of VINCI Concessions and Chairman of VINCI Airports, was broadcast live from Porto airport to all countries, to present the main milestones achieved and objectives for the future. This is a collective roadmap that makes ANA's responsibility and ambition clear to everyone.

#### In Lisbon

The day was marked by educational activities and socialising among employees, as they took part in the 'One day on a bike - why not?' challenge organised by Lisboa E-Nova (Lisbon's Energy and Environment Agency), followed by a healthy breakfast with talks about the environment. The celebration also included a showcooking session on controlling food waste, and the Refood and Too Good to Go initiatives, which are already in place at Lisbon airport, were publicised. The day ended with a test drive of electric cars.

#### In Porto

There were four themed workshops - water, decarbonisation, the circular economy and climate change - and a presentation on VINCI Airports' reforestation programme, in partnership with Quercus. In these sessions, various projects were presented that contribute to achieving ANA's ambitions. An exhibition on environmental management was also held in the terminal area, presenting facts, statistics and projects implemented at the airport.

#### In Faro

Visits were organised to the infrastructures that contribute to VINCI Airports' environmental objectives, in particular the Solar Photovoltaic Plant. The results of various initiatives (to reduce the carbon footprint and protect biodiversity, for example) were presented, as were research projects on marine species, including seahorses and Algarve corals, at the University of the Algarve's Ramalhete Centre.

#### At the Azores Airports

The VINCI Environment Day celebrations focused on waste management and took place over three days, with the participation of the entire airport community. An awareness-raising campaign was organised at Horta Airport with the support of the city council. A similar initiative took place at Santa Maria Airport, with the support of Vila do Porto Municipality, and there was a technical visit to the island's Centre for Waste Processing and Organic Recovery by Composting. At Ponta Delgada Airport, the workers also took part in a publicity campaign on waste management, with visits to the airport's recycling bins and the São Miguel Island Ecopark.

#### In Madeira and Porto Santo

A presentation dedicated to VINCI's environmental ambition was organised, covering the projects developed at both airports, as well as the indicators to be monitored in accordance with the Group's environmental strategy. At Porto Santo Airport, there was a visit to the Desalination Plant, which supplies drinking water to the island. At Madeira Airport, employees had the opportunity to visit the Meia Serra Solid Waste Treatment Plant (ETRS), the main urban waste management infrastructure in the Autonomous Region of Madeira.

## CLEAN-UP DAY

In 2023, the regular clean-up initiative F.O.D. Walk (Foreign Object Debris), to collect possible debris in the Porto Santo Movement Area, was extended to include various members of the airport community, to raise awareness of the importance of cleanliness and safety in airport operational areas. Also noteworthy was the AHD's 'Clean Up Day' activity, which took place on 14 September, albeit with a different purpose - beach cleaning in collaboration with QUERCUS.

## NEXT ROUTES

MATERIAL THEME	OBJECTIVES	KPIs	2022
<b>Energy and Carbon emissions</b>	Reducing the carbon footprint - Scopes 1 and 2, in absolute values - Localisation method	CO <sub>2</sub> emissions - scopes 1 and 2 (% compared to 2018)	<b>-49%</b>
		Fossil energy consumption, without purchase of Guarantees of Origin (% compared to 2018)	<b>477,881GJ</b>
<b>Climate Change</b>	Increasing airport resilience and adaptation to climate change	No. of adaptation plans to Climate Change	<b>0</b>
<b>Circular Economy<sup>12</sup></b>	Zero waste sent to landfill	Waste for landfill (%)	<b>30%</b>
<b>Sustainable use of water</b>	Reducing water consumption	Total water consumption per passenger (l/pax)	<b>11.7</b>
<b>Noise Management</b>	Raising awareness of noise in the airport ecosystem	No. of airline rankings on emissions	<b>0</b>

<sup>12</sup> The ANA target in this case is defined taking into account only Lisbon, Porto and Faro Airports.

ANA will continue to work to defend the environment, with initiatives planned in various areas.

The implementation of the initiatives set out in the **Energy and Carbon Management Plans** will continue, including the replacement of

conventional lighting with LED, the commitment to decarbonising the ANA fleet through electrification and the use of HVO, the development of a Master Plan for heating, ventilation and air conditioning, and the creation of new photovoltaic plants.

## NATIVE FOREST DAY WITH A WORKSHOP ‘WHAT IS A CARBON FOOTPRINT?’

Native Forest Day was celebrated on 23 November with a workshop entitled ‘What is a carbon footprint?’ for employees from the various areas of Porto Airport. This gave them the opportunity to learn about the main sources of CO<sub>2</sub>e emissions and how to calculate the airport's carbon footprint. There was also a symbolic planting of native trees such as the chestnut (*Castanea sativa*) and laurel (*Prunus lusitanica*) in the Airport's organic garden.

TARGET 2023	2023	About the 2023 performance	TARGET 2024	TARGET 2025
-49%	 -56%	Exceeding the target reflects the overall effort made, especially in terms of reducing consumption and increasing energy efficiency.	37	38
+13% (compared to 2022)	 -14%	As a result of the ongoing electrification of equipment, particularly the acquisition of low-emission vehicles.	67%	70%
1	 1	Development of Climate Change Adaptation Plans in Faro, as planned	3	7
25%	 9.3%	As a result of efforts to increase waste separation at source.	20%	15%
11.6	 10.9	As a result of measures to reduce water consumption, particularly the commitment to reusing water.	11.5	11.4
1	 1	As a result of the efforts of Lisbon Airport, in conjunction with the airlines.	1	2

 Not reached     Achieved     Surpassed

Climate Change Adaptation Plans will also be launched (Madeira and the Azores), Noise Action Plans will be developed (Faro and Madeira), a strategy will be defined with the joint inclusion of noise/carbon emissions within the scope of the Airline Ranking, and a water stra-

tegy will be designed with the drafting of the respective action plans for each airport.

# Development of territories

*‘ANA’s role  
is to bring the regions  
and communities in which  
it operates to the rest of  
the world, so that they  
can develop and create  
increasingly sustainable  
futures’*

**Ana Zita Gomes**





We are there at every farewell embrace\*

# Development of territories

Airports are infrastructures for a country's economic and social development.

They are gateways for people and goods, facilitating connections between different regions and countries. They create jobs and help boost the local economy. They also play a strategic role in tourism and play an essential role in emergency situations, enabling the rapid mobilisation of resources and people. The impact of ANA, as a neighbour and influencer in a complex value chain, can in many cases be decisive. The company wants to play an increasingly active role in the communities in which it operates and in the society of which it is a part, in economic, social and environmental terms.



## INTEGRATING SUSTAINABILITY INTO PURCHASING

Suppliers and service providers are key links in ANA's value chain. The process of selecting, managing and evaluating suppliers and service providers, despite its complexity and the degree of rigour it necessarily requires, is key to the success and sustainability of the organisation, as it guarantees the acquisition of quality products and services, while minimising risks and promoting mutually beneficial relationships with business partners.

The management of these stakeholders is crucial to minimising the upstream and downstream impacts of airport activity, particularly in terms of Scope 3 CO<sub>2</sub> emissions, circularity of materials, ethics, safety and human rights.

Since 2009, signing the Letter of Commitment to Social Responsibility has been a requirement for any organisation wishing to become a supplier to the company, and is therefore a necessary condition for access to market consultations.

### Main purchasing categories

(% of total 2023)

- **30%** Baggage Handling System
- **18%** Maintenance of basic equipment
- **15%** Building maintenance Civil Construction
- **10%** Security, Surveillance and services
- **9%** Information Technology

Priority is given to resident service providers, who provide the most critical services for the business. These are selected on the basis of the risk assessment matrix for the various environmental, social and occupational health and safety activities.

The selection of infrastructure and construction suppliers, based on sustainability requirements, is carried out upstream, according to the technical specifications contained in market consultations, where certain demands are made relating to certifications, the use of eco-labelled products, requests for an impact assessment at the end of the contract or the investment's useful life, for example.

Whenever possible, ANA endeavours to boost the local economy and employment, choosing to hire in the areas where it has airport facilities.

However, contracting local suppliers represents a challenge, given the geographical dispersion of its activity across the continent and the Azores and Madeira archipelagos, and because local supply is scarce for some of the supplies and services needed for airport activity.

### Distribution of purchases by region

**7% Head Office**





In 2023, work was carried out to organise the process of transitioning the entire fleet to 100% electric vehicles. As part of this, the responsibilities of the Central Fleet Manager and the Local Fleet Managers were defined and a replacement matrix was drawn up which contains a set of criteria (by vehicle type and function), to establish the time horizon for implementation and estimate the associated degree of difficulty.

### Purchasing that makes a difference

The year 2023 was marked by purchases and contracts aligned with ANA's strategic objectives, particularly in the areas of inclusive and sustainable mobility and the circular economy, among which we highlight:

- A market consultation launched for the purchase of **18 adapted transport vehicles for people with reduced mobility, 100% electric**, for Lisbon, Porto, Faro and Madeira airports.
- **Purchase of 11 Ambulifts - 100% electric vehicles for boarding people with reduced mobility**, for Lisbon, Porto, Faro, Madeira and Ponta Delgada Airports.
- **Purchase of partitions for the departure lounges at Funchal Airport**, which took into account a set of requirements relating to the **incorporation of recycled materials**. The fact that these were actually **produced locally** and not just from local suppliers was emphasized.
- **Purchase of sustainable furniture at Lisbon Airport** and available in key areas such as Praça Lisboa and near the entrance to the P1 Premium Parking lot.

In 2023, preparations were also made for the start of the project that will introduce the sustainability strategy into the company's purchasing area, with the following objectives:

- Defining the Sustainable Purchasing Policy and Strategy
- Support for devising a governance model for sustainable purchasing
- Organisational model, objectives and measurable targets
- Assessment of the impacts and risks associated with purchasing processes and consequent identification of priority products and services
- Creating partnerships with suppliers
- Plan for communicating and disseminating the strategy to employees.

As well as developing an integrated approach to the value chain, this project will also help prepare for alignment with the Corporate Sustainability Reporting Directive (CSRD).

## Supporting the community

ANA has long been working to get closer and actively contribute to the communities of which it is a part, a characteristic of the way the company, the Group and its employees operate.

### VINCI PROGRAMME FOR CITIZENSHIP

The VINCI Programme for Citizenship (PVPC) is the result of the collective commitment of several companies in the VINCI Group in Portugal who were united by the desire to contribute to the development of the communities closest to where they operate and so pooled their efforts and resources to create a programme. Its network and scale effects make it possible to expand individual intervention capacity, which is reflected in the number and geographical diversity of the projects selected.

The programme aims to support projects in four areas: access to employment, solidarity mobility, inclusion through housing and support for priority neighbourhoods. The projects are sponsored by the group's employees, thereby promoting and reinforcing the spirit of solidarity and social responsibility. Find out more on the [programme website](#).

During the total of 5 editions, launched between 2019 and 2023, 330 applications were received and 74 projects were supported, to which more than 1.3 million euros<sup>14</sup> was allocated, with the support of 70 sponsors.

#### The secret to success

**The PVPC's work is distinguished by its employees' involvement in sponsoring projects, which strengthens relations between the programme and the organisations it supports, giving them a face and a bond of involvement.**

### Key indicators

#### 5th VINCI Programme for Citizenship

- More than **100 applications**
- **17 projects supported**  
More than **€372 000** donated
- **17 other donations**  
Around **€58 000**
- **25 Sponsorship and patronage**  
Around **€150 000**



<sup>14</sup> Including rectification, since more than 1.5 million euros of support was published incorrectly in 2022

## 5th edition of the VINCI Programme for Citizenship

The 5th edition of this programme was launched in 2023, for which more than 100 project applications were received. In the end, a total of €372,604 was awarded to 17 associations.

This edition was marked by great demand from social organisations and an increase in the amount donated, which demonstrates the desire to meet the needs of communities.

### Some winning projects from the 5th edition

**Organisation**

ADENORMA - Association for the Development of Madeira's North Coast

**Project Name**

Formar +

**Area of Intervention**

Access to Employment

**Location**

Madeira

**Sponsor**

Carla Ferreira, ANA Airports

**SUPPORT €25 000**

Through this support, the organisation aims to encourage the employability of people in vulnerable situations through free, certified vocational training courses in line with market needs: intergenerational carer, management and administrative support and computer programming. In addition, it aims to cultivate the solidarity orchard managed by the organisation, which grows produce for sale and donation and carries out awareness-raising, training and agricultural experimentation activities.



**IN THE FIRST PERSON**

**Carla Ferreira,**  
Communication and Image, Madeira Airport

“I'm extremely proud to be able to sponsor projects from the VINCI Programme for Citizenship and to see the impact it has on people and institutions.

The various projects that I've sponsored over the course of several editions have undoubtedly been a very enriching experience, both as a person and as a professional. I'm currently a sponsor of ADENORMA, which plays an extremely important role with the elderly and vulnerable population of Madeira's north coast. The work done there has a significant impact, as it restores dignity and quality of life to those who need it most.”

**Organisation**

Atlas People Like Us

**Project Name**

MOBILITIES

**Area of Intervention**

Solidarity Mobility

**Location**

Coimbra

**Sponsor**

Maria Alves, ANA Airports

**SUPPORT €18 500**

Supported by the programme, the organisation intends to provide transport for a total of 101 elderly people living in isolation and economic deprivation. The travel is for participation in socio-cultural activities on the organisation's premises and visits to cultural venues, as well as for health and personal care services.



**IN THE FIRST PERSON**

**Maria Alves,**  
Civil Engineer in Civil Building Maintenance, Lisbon Airport

“By supporting the MOBILidades project, I feel that I am playing an active part in contributing to the future of the community, ensuring that elderly people living in isolation have access to the resources and opportunities they need to live with dignity and independence.

I feel that this project doesn't just provide a means of transport, but promotes social inclusion, improves the health and well-being of the elderly and strengthens community ties. It's an initiative that makes a real difference to people's lives and to building a fairer, more supportive society.”

In 2023, an impact assessment process was launched to accompany the organisations supported and their sponsors in collecting information on the initiatives carried out since the start of the Programme. With this process, it is possible to develop an analysis aimed at maximising the social impact felt in the different communities with the support of the VINCI Programme for Citizenship.

## Collaborating with the countries in which we operate

### SUPPORTING THE NEIGHBOURHOOD

As well as promoting connections between destinations, ANA also establishes links with communities.

In 2023, the cultural sector, as an agent of development in the different regions where ANA-managed airports are located, continued to be able to count on the company's strong collaboration. Among the various cultural organisations supported are: the Youth Symphony Orchestra, the Serralves Foundation (of which ANA has been a patron and founding member since 2007) and the National Culture Centre.

Continuous financial and material support was guaranteed to leading institutions working in the social field, in particular the Food Bank Against Hunger.

The partnerships established with EPIS - Empresários Pela Inclusão Social (Entrepreneurs for Social Inclusion) and GRACE - Grupo de Reflexão e Apoio à Cidadania Empresarial (of which ANA has been a member since 2009, having been a board member between 2013 and 2017) were also continued.

Various good neighbourhood initiatives were also carried out across the country, reflecting ANA's ambition to position itself locally in accordance with the needs of the various regions in which it operates, as an integral part of the community of which it is a part, celebrating its anniversaries, creating partnerships and investing in local projects and stakeholders.

These initiatives stand out for their plurality of themes and scale, which enriches their collective experience.





## 1 Gateway to culture

Throughout the year, various activities were organised at the airports, including:

- Lisbon | To provide periods of entertainment, passengers were able to enjoy a performance by the Youth Symphony Orchestra, represented by a string quartet, which filled the atmosphere with music by famous composers.
- Madeira | The Flower Festival was celebrated, which is one of the most popular events on Madeira. This takes place in May to mark the arrival of the flower season and is a celebration of the island's culture and traditions.
- Azores | In the public arrivals area of Ponta Delgada airport, an image of Senhor Santo Cristo dos Milagres was displayed, decorated with fresh flowers, and the festival programme was presented to publicise the largest religious festival in the Azores, which was held in May.

## 2 Connecting pilgrims from all over the world

Lisbon Airport prepared to host **World Youth Day**, the 'biggest event organised in Lisbon and Portugal', by implementing a series of operational measures to ensure that participants and individuals were well received. These measures covered the welcome on arrival and all the monitoring of the operation during the event. The following activities were of note:

- Security measures, in coordination with the Security Forces, and operational measures, in cooperation with airlines and handlers;
- Reinforcement of airport and passenger support teams;
- Support and training to volunteers of the organisation that hosted the travellers;
- Signage for routing and managing border control flows;
- Additional passenger information stations;
- Extension of restaurant opening hours, with reinforcement of security personnel;

The activation of the FAST internal volunteer programme, in order to reinforce teams on the ground, whose participation made the difference in routing and providing information to passengers. This major operation was the result of joint work with partners and organisations. It is estimated that around 960,000 passengers travelled through Lisbon Airport (counting arrivals and departures) making a total of 1.5 million participants from more than 250 countries.

*'The airports we operate are at the service of the communities, trying their best to provide quality support for the various needs identified or requested. Holding WYD in Lisbon was a good example of this, and helped to recognise Lisbon as a host for major events.'*

Chloé Lapeyre

## 3 Doors open to the community

On 7 March, Faro Airport gave 2nd year students from the University of the Algarve's Hotel Management degree a tour of the world of work in the aeronautical industry, where they were shown how the infrastructure is managed and the various career opportunities that exist in the sector. The students had the opportunity to take part in various activities, such as planning the opening of a route, coordinating the rotation of an aircraft with operations and other stakeholders, and supporting the boarding and disembarking of passengers with reduced mobility, in a unique experience provided by ANA.

At Porto Airport in 2023, 11 study visits to passenger support services were organised for pre-school, primary and secondary school students, with a total of 189 visitors.

## 4 When the community needs us

In 2023, as in previous years, ANA supported airborne medical evacuation operations in the Azores. These missions, as well as others of a humanitarian nature such as organ transport, search and rescue, or civil protection, are essential for populations living on islands or in dispersed geographical circumstances. Because these missions often take place during airport closure periods, it is necessary to mobilise employees and service providers outside of their working hours.

Due to its humanitarian nature and public interest, ANA internalises the costs of these activities, which shows its commitment to the communities that depend on it. In 2023, the Azores Airports reopened several times at night for evacuation purposes, and the following statistics can be presented:

Airports	Flights	Hours	Help	Volunteers
Ponta Delgada	46	148h	46	142
Sta Maria	22	43h	13	67
Horta	36	94h	30	86
Flores	36	112h	-	138

## 5 Other forms of public service

Over the last two decades, the Santa Maria Airport Training Field has been a benchmark in the country for training in rescue operations involving real fires.

Duly certified by ANAC, this field has been used by the rescue services of almost all the airports in the ANA network, and it is also frequently used by the firefighters who work at the SATA group's aerodromes.

It is important for the training and education of first aid workers and has become a key reference point at the airport, currently handling around two hundred workers a year, including trainees and trainers, which contributes to the local economy.

As a way of recognising and valuing this infrastructure, a model was presented to make this important facility known to the general public.

## 6 Hand in hand with local partners

The 1st Beja Air Show took place in June at Air Base No. 11 in Beja, with the support of ANA, as part of its partnership with the Portuguese Air Force.

This air festival, which opened to the general public free of charge on Sunday 19th, enlivened the Alentejo skies over the weekend. It provided a unique opportunity for many aircraft enthusiasts to watch aerial demonstrations, aerobatic shows, exhibitions of national and international aircraft, interactive activities and other initiatives.

Lisbon's skies shone even brighter as the Red Arrows set off from Beja to honour the 650th anniversary of the British-Portuguese alliance.

# WITH CUSTOMERS FOR SUSTAINABILITY

## COMBATING FOOD WASTE

Lisbon, Faro and Porto airports are collaborating with external organisations to combat food waste by donating uneaten meals to needy families on a daily basis. In 2023, more than 100,000 meals were donated, an initiative that helps reduce food waste, the greenhouse gas emissions associated with food waste and has a strong social component. ANA also joined forces in promoting the Too Good to Go app at Lisbon Airport, a project that expanded during the year to Porto Airport and is currently being implemented at Faro Airport.

During 2023, this partnership saved more than 1,500 meals in Lisbon and around 50 in Porto.

### VEGGIE WEDNESDAY SUSTAINABILITY CAMPAIGN ON THE PLATE

ANA is aware of the environmental impact of passengers' food choices, so it is challenging shopkeepers to include a vegetarian meal on the menu on Wednesdays. In 2023, this project was maintained, with some of the partners' units extending the inclusion of vegetarian options to every day of the week as a result of the initiative's success.

### USE OF RECYCLABLE CUPS

Starbucks at Lisbon, Porto and Madeira Airports, and Costa Coffee at Faro Airport, have introduced a scheme in all their outlets to apply a discount to the purchase of a drink whenever the customer uses a reusable cup. This initiative aims to reduce the number of single-use cups. During 2023, more than 5,000 reusable cups were sold.

### OTHER MEASURES

In addition to concerns about energy consumption, various measures have been implemented to reduce it, either through equipment 'on-off' plans, to adjust production needs throughout the day, or through the introduction of lower consumption equipment.

Team training is particularly important in raising awareness of these issues, so that they can be applied in the day-to-day running of the operation and the conscious use of resources.

PTDF, a subsidiary of ANA, has also been implementing an ESG programme, which

includes schemes to improve employee well-being (such as the initiative to celebrate employees' birthdays, agreements with pharmacies and gyms), in terms of communities (for example, donating clothes for second-hand shops in a charity shop in the Azores), or in terms of the environment (by investing in digitalisation, with results such as 177,505 sheets of paper avoided by 2023, in addition to increasing the supply of ecological products by more than 82% of food items with one or more ecological or social attributes).

### RENTAL VEHICLES

The car rental business plays a significant role in promoting sustainability by encouraging the efficient use of vehicles, reducing personal car ownership and promoting more sustainable vehicle options.

However, sustainable practices can vary from one company to another, which is why airports play a key role. Consequently, the use of low-emission, electric or hybrid rental cars is being encouraged, and electric charging points are being installed in the parking areas of Humberto Delgado Airport's RAC Silo, for use by all the companies that operate there. In order to help reduce the impact this business has on the environment, photovoltaic panels have been installed at Madeira airport in the car rental companies' outdoor parking areas.

The use of bicycles as a means of transport is highly energy-efficient.

With this alternative in mind, Humberto Delgado airport is studying possible locations for electric bike sharing stations, which could play a significant role in reducing the carbon footprint and improving air quality, while at the same time encouraging healthier lifestyles.

As the construction of a new RAC Silo at the same airport is being studied, ways are being studied to make use of the water from washing the rental vehicles, since recycling this water is a sustainable practice that benefits both the company and the environment.

### CAR PARKING

At Madeira airport, photovoltaic panels will be installed in some parking lots. This initiative will be carried out through a partnership between ANA and Sunmind.

Contacts are under way with various partners to provide the airports of Porto, Faro and Madeira with charging points for electric vehicles, as has already happened at Lisbon airport. At this airport, ANA also intends to equip the RAC silo with charging points for electric vehicles.

### PROPERTY

In this area, ANA has worked to sensitise partners to the inclusion of sustainability measures, particularly those linked to sustainable construction.

One example of this is the ongoing construction of the DHL warehouse in Porto, which includes measures such as:

- A reinforced roof for the installation of photovoltaic panels (including the entire area of the existing warehouse, not just the expansion area);
- Photovoltaic panels with 120 KWp (covering all consumption during hours of sunlight);

- Efficient and controlled HVAC, combined with natural ventilation;
- Solar water heating system with interconnection to efficient heat pumps;
- Reinforced roof and façade insulation to reduce thermal transfer;
- Natural lighting for all offices with permanent workstations, and in the warehouse.

Another example is the inclusion of requirements for operating infrastructures that guarantee greater environmental efficiency, as in the case of the two hotels in Lisbon.

In these it was possible to include measures such as:

- Solar panels for water heating in both hotels;
- Drip irrigation in hotel gardens;
- Flow reducers on the taps in both hotels;
- Installation of LED lighting.
- Donation of material to AHP Hospes;
- Delivering lost property to charitable organisations;
- Use of REFOOD.

## NEXT ROUTES

MATERIAL THEME	OBJECTIVES	KPIs	2022
	Encouraging social responsibility	No. of PVPC projects supported in year n (N.PVPCn)	<b>10</b>
Involving communities	Assessing the socio-economic impact of airports within countries	No. of studies on social and economic issues	<b>0</b>
	Proximity with the community and partners	No. of initiatives/ sponsorship / attendance ANA	<b>15</b>
Strengthening sustainability in the value chain	Integrating new social and environmental criteria into the Purchasing policy, including circularity, the impact on the local economy and greenhouse gas emissions	Volume (value) of purchases subject to environmental and social criteria (%)	<b>no information</b>
	Gradually increasing the volume of local purchases	Volume (value) of local purchases (%)	<b>10%</b>

ANA will continue to work to maximise its positive impact on countries, with initiatives planned in various areas.

In terms of social responsibility, a review will be carried out of the scope of ANA's activities in each of the countries it operates in. As part of this new project, communities and key stakeholders will be consulted with a view to organising corporate and local initiatives that are more geared to local needs.

This will result in devising a common strategy at corporate level, complemented by specific plans for each airport. The project will also in-

clude an approach to corporate volunteering, identifying areas of activity in terms of volunteering for each of the surrounding communities.

To encourage greater involvement, the Open Day initiative is to be extended to the communities, the ANAConvida programme is to be resumed, which involves welcoming visitors to the airport, and a Working Group is to be set up on the subject of Involvement, Mobilisation and Citizenship.

TARGET 2023	2023	About the 2023 performance	TARGET 2024	TARGET 2025
12	 17	The growing interest of organisations in the programme was matched by an increase in the number of projects supported and the amount donated in 2023.	12	13
1	 0	The planned study could not be carried out in 2023. However, in 2024, a Cross-Sectoral National Impact Study will be carried out for all airports, as well as local studies by region.	1	2
17	 22	It was possible to extend the amount of support given by the company in 2023.	19	21
no information	n.a.	Obtaining indicators relating to the 'selection of new suppliers' based on social or environmental criteria is still a very manual process, not yet organised to enable direct extraction of indicators.	55%	70%
12%	57	Local suppliers are those who supply only one airport and whose address is in the same geographical area as that airport.	15%	18%

 Not reached     
  Achieved     
  Surpassed

As part of encouraging sustainability in the value chain, the project to implement the company's sustainable purchasing strategy will continue.

From a broader perspective in terms of impact, a Socio-Economic Impact Studies is to be carried out for ANA airports in conjunction with VINCI, as well as launching a socio-economic development project, which includes the creation of a common and aggregating

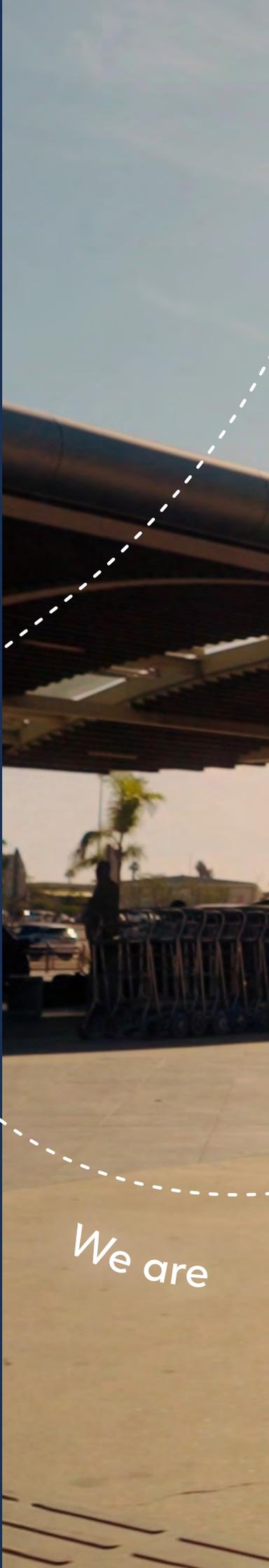
strategy, with plans adapted to the area of influence of each airport, in accordance with the priority themes identified.

# Accelerating the transition of the aviation sector

*‘Only with innovative projects, new technologies and new processes will we be able to address the challenge of decarbonising the sector.’*

*Thierry Ligonnière*

We are

A photograph of an airport terminal with a curved roof and a person standing near a luggage cart. The image is partially obscured by a dark blue vertical bar on the left side of the page. A white dashed line curves across the right side of the image, separating the text from the photograph.



there in our desire to take the whole country further

# Accelerating the transition of the aviation sector

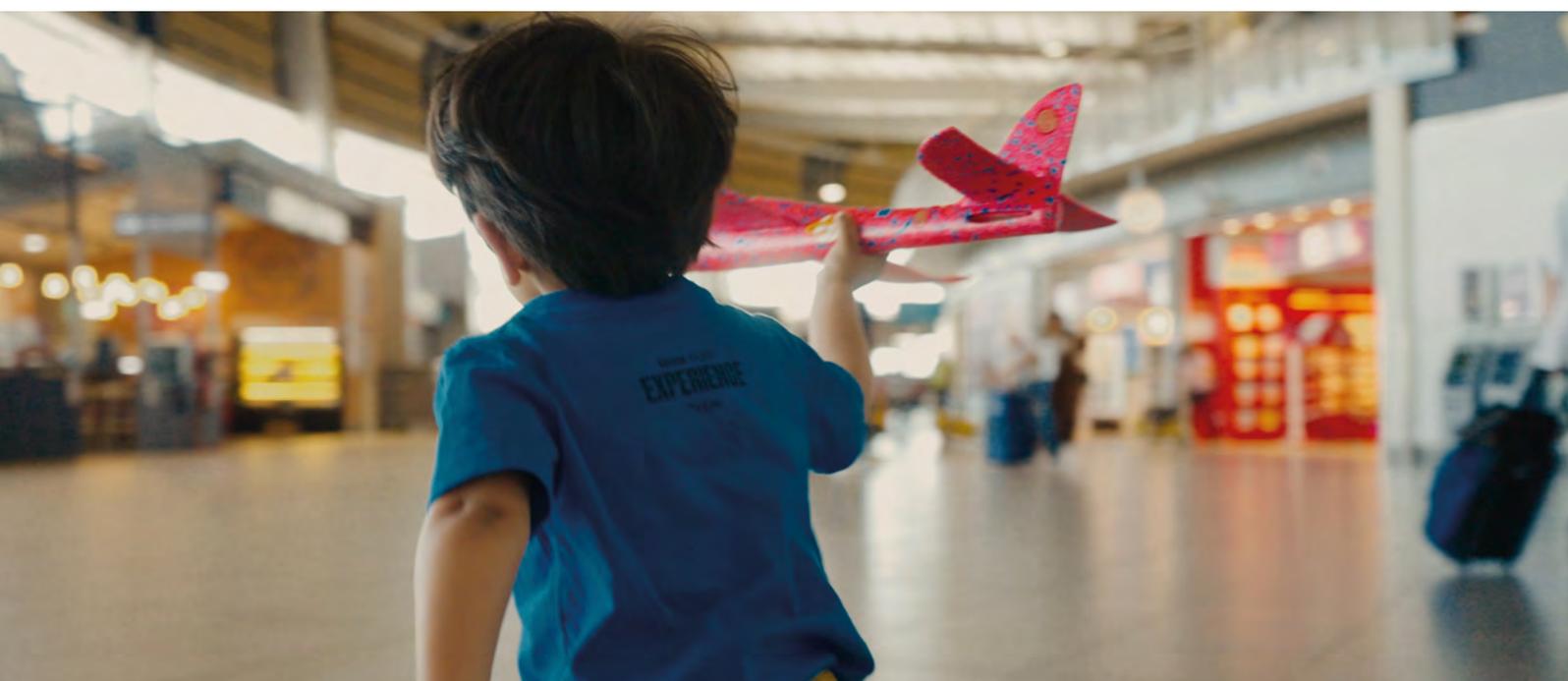
By operating and managing a variety of airports in different regions of the world and occupying a prime position in contact with the various stakeholders in the aviation industry, ANA and VINCI Airports play a crucial role in the sector's transition to a more sustainable and responsible model.

They therefore have a significant capacity for positive influence through the implementation of changes that directly affect sustainability practices, with global impacts and the involvement of their value chain.

Investment in airport infrastructures and in research and development of innovative technologies enables the airport community to adopt cleaner technologies, and act as a faci-

litator of the transition towards more sustainable practices at their airports.

Working closely with airlines, suppliers, government authorities and other players in the aviation sector, combined with years of experience in airport management and the aviation industry, gives ANA an in-depth knowledge of the challenges and opportunities in the sector, which also puts it in a favourable position to influence policies, standards and practices that promote sustainability in aviation.





### The challenges of the aviation industry's transition

The aviation industry's transition to more sustainable practices faces a number of significant challenges, which require a collaborative and multi-faceted approach:

- **Carbon emissions** Aviation is responsible for a significant proportion of global carbon emissions. We need to work on reducing this without significantly compromising the accessibility and efficiency of air transport.
- **Technology and infrastructure** The implementation of cleaner technologies, such as biofuels, and more efficient aircraft requires significant investment in research and development and the adaptation of existing infrastructures.
- **Costs** More sustainable solutions often have higher costs compared to traditional approaches. Balancing the need to make a profit with investment in sustainable practices can be a challenge for airlines and airport operators.
- **Regulations** Implementing more sustainable practices in aviation often requires changes in regulations and government policy, something that involves reaching consensus and coordinating actions at a global level.
- **Consumer acceptance** Despite increased environmental awareness, passengers still often prioritise price and convenience when choosing flights, to the detriment of more sustainable options.

Taking ANA's central role in this ecosystem as airport manager as a starting point, the company is committed to promoting initiatives centred around the following objectives:

- **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.
- **Integrating new technologies** which promote greater efficiency and improvements in the passenger experience.
- **Encouraging intermodal transport** between air and land transport.

# Encouraging the use of alternative fuels

## SAF PRODUCTION IN PORTUGAL

The use of SAF (Sustainable Aviation Fuel) is in line with the goals of decarbonisation and reducing GHG emissions. It is therefore essential that legislation supports their production and enables investment in new technologies. In this context, ANA is playing a crucial role in encouraging the production of SAF in Portugal, through five main actions, which it will continue:

**1. Advocacy and support for the development of legislation:** In 2023, it took part in the workshop organised by ANAC 'Workshop on SAF - Developing a SAF Roadmap Towards 2050 Carbon Neutrality'. In 2024, it plans to continue monitoring the development of SAF at national level with the Ministry of the Environment, as well as supporting the development of applicable legislation with other entities such as ANAC;

**2. Ensuring that the conditions for SAF supply and compliance with Fitfor55% targets are guaranteed in the new ANA Airports Fuel Operating Group Management contracts.**

Of particular note in 2023 was ANA's participation in diagnostic sessions organised by the European Commission on the Lisbon, Porto and Faro fuel farms, as well as all the associated Into-tank and Into-plane infrastructure, and the formulation of the AFIF project and submission of its application for funding.

**3. Establishing contact with the players in SAF production in Portugal:** In 2023, it made contact with several organisations with SAF production projects in Portugal, and aims to extend this effort in 2024.



### The challenges of SAF production in Portugal

The production of Sustainable Aviation Fuels in Portugal faces legislative and practical challenges, such as:

- **Regulatory Framework** The Portuguese government has shown interest in creating a specific regulatory framework for SAF, which is essential for promoting the production and use of these sustainable fuels in aviation. However, drawing up clear and effective regulations is a challenge that requires alignment with international and European standards.
- **Decarbonisation and reducing bureaucracy:** Investors and energy company representatives emphasise the need to decarbonise and reduce the bureaucracy involved in the authorisation and licensing process for SAF-related projects. Excessive bureaucracy can hinder the development of these initiatives.
- **Competitiveness and Prices:** There is still a lack of alternatives that can meet the demand for SAF. In addition, energy prices and competitiveness with fossil fuels are challenges to be overcome. A review of investment policies and procedures is needed to reduce dependence on fossil fuels.
- **Energy Independence:** The transition to SAF is also related to the energy independence of the European continent. Ensuring that Portugal has access to sustainable and diversified sources of fuel is fundamental to energy security.

**In short, creating a favourable regulatory environment, simplifying bureaucratic processes and stimulating innovation are essential for boosting SAF production in Portugal and making aviation more sustainable.**

### The AFIF Project: eGOANA in numbers

The aim of the project is to implement alternative fuel supply infrastructures at ANA airports, to meet the environmental targets set for Scope 3 CO<sub>2</sub> emissions from airlines and handlers.

This comes as a result of adopting the European legislative package aimed at reducing GHG emissions in the EU by 55% by 2030, which requires the replacement of fossil fuels with electricity. It requires all EU airports with more than 10,000 movements a year to supply electricity to all aircraft stands, and airports with more than 4 million passengers a year to supply air conditioning to aircraft at contact stands.

ANA is developing projects to implement these new infrastructures at the 10 airports. The complexity of this project is due, above all, to the fact that implementation will take place in operational areas and the continuity of airport operations, quality of service levels and the safety of aeronautical operations must be maintained throughout.



#### IN THE FIRST PERSON

“The ground operations electrification project (eGOANA), which has involved practically all of the company's Areas, is a project with a high level of investment, both financial and human, and has an impact on the active operational areas of the airports. It is strongly aimed at decarbonising the sector, both in terms of direct emissions and those relating to the company's value chain, which have been extremely important in recent years. Another successful project!”

**Rita Fonseca**, Sustainability and Environment Special Projects



## GREEN HYDROGEN

ANA has been exploring green hydrogen as an alternative fuel, both in ground operations and in aircraft, through the following actions:

- **Identifying the needs for reserve areas for hydrogen production/supply at airports and their integration into Airport Plans.** In 2023, it identified the needs and implementation areas for possible green hydrogen production/supply projects in Lisbon and Porto. By 2024, it plans to complete their integration into the Airport Plans.
- **Submission of EU applications with VINCI to develop liquid hydrogen projects for aircraft fuelling.** In 2023, it took part in several projects/applications for EU funds, such as GOLIAT and ImagHyne.

In 2024, it intends to continue submitting applications to develop liquid hydrogen projects for fuelling aircraft.

- **Search for alternative fuels.**

In 2023, the HVO pilot project began, with nine vehicles from the ANA fleet (including firefighting vehicles) successfully testing this alternative fuel instead of diesel. This pilot project will continue at other airports in 2024.

### About HVO

**HVO** (Hydrotreated Vegetable Oil) is an oil made from hydrogenated plant-based oils and residues. Since this process uses hydrogen instead of methanol, it makes this fuel a more environmentally-friendly alternative to diesel. Some of the advantages of its use are:

- **It emits between 80 and 90% less GHG over its life cycle compared to diesel.**
- **33% less fine particulate matter.**
- **It reduces carbon monoxide (CO) by 24%.**

Its versatility is also noteworthy, as it does not require any changes to aircraft engines to be used and is able to coexist with biodiesel.

Project	ANA's role
<p><b>GOLIAT</b> Ecosystem financing for Liquid Hydrogen for Aviation with Airbus via VINCI Airports</p>	<p>Participating as an observer, ANA has undertaken to take part in future preparations for the standardisation and certification of refuelling equipment and operations, to explore the economic and technological impacts of introducing hydrogen-powered aircraft at airports.</p>
<p><b>ImagHyne</b> 'Hydrogen Valley' ecosystem financing in Lyon</p>	<p>It participates as an observer - knowledge and possible replication of H2 production and supply solutions in an airport environment.</p>

## Exploring new sources of electricity

ANA has invested in electricity production from renewable sources, such as the photovoltaic production programme for all airports, with the first production unit in operation at Faro Airport since 2022.

In 2023, the ANA Drive2x pilot project began: This is a programme funded by the European Union to test technology for bidirectional charging of electric vehicles. The aim is to increase energy storage capacity based on the existing batteries of customers who use our parking lots.



## Promoting sustainable mobility

ANA has made significant commitments to promote intermodal transport, encouraging passengers and employees to use a variety of means of transport. This helps reduce the access to airports footprint, which represents 5% of the airport sector's emissions according to ACI (Airports Council International). Some of these commitments include:

- Implementing measures to improve accessibility to airports by different means of transport;
- Encouraging the use of public transport through discounts or special fares for passengers and employees;
- Creating infrastructure and services to support active modes of travel, such as cycling and walking;
- Reducing constraints at airports by encouraging passengers to use other means of transport, in particular by publicising the testimonies of employees who adopt good practices;
- Publishing transport timetables in real time.

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### ANA takes part in Smart Open Lisboa

The January edition of the Smart Open Lisboa initiative, launched by Lisbon City Council, was dedicated to the Energy Transition, and saw the participation of 56 international start-ups.

The first meeting of the teams was organised by ANA, in partnership with Beta-i, and took place in the ABC lounge at Lisbon Airport.

In April, another edition of this same initiative was dedicated to promoting sustainable urban mobility. ANA announced the development of a pilot project with the start-up Predictive Company to integrate Artificial Intelligence into the management of Terminal 2's air conditioning.

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These efforts help reduce congestion, minimise the environmental impact and improve the passenger experience, and have been introduced through the following actions:

- **Providing charging points for electric vehicles:** In 2023, ANA continued to install charging points for electric vehicles, and this will continue in 2024.
- **Encouraging the use of public transport:** By 2024, it plans to implement measures co-constructed with land transport partners.
- **Building common strategies for Mobility:** In 2023, it worked on the preparation of the Sustainable Mobility Plans for Porto and Faro Airports, to be implemented in 2024.
- **Supporting the introduction of soft modes of mobility:** In 2023, it launched a local consultation for Faro and Porto Airports to introduce soft mobility modes. It analysed potential synergies with Faro City Council, for example to increase bicycle parking at the airport.

## Sustainable Mobility highlights in 2023

ANA continued to implement the Business Mobility Plan for the Lisbon Airport perimeter, **Mobility for You**, through the following actions:



### **Bike to Work day**

As part of the **Bicycle Programme**, an activity was organised on Environment Day to encourage more workers to take up cycling as a means of transport.



### **Application to the LIFE Programme**

As part of the Lisbon Mobility Group, ANA was invited by Transportes Metropolitanos de Lisboa (TML) to take part in a consortium made up of organisations from the cities of Vienna (Austria) and Ruse (Bulgaria), a Dutch software company and the University of Innsbruck (Austria). In these cities, situations have been identified where there is a lack of public transport at night, resulting in the use of individual transport for home-work-home journeys. A pilot project is to be developed for shift workers to establish shuttle routes with electric vehicles. The main objectives of this project are to:

- Reduce the number of cars used to travel to and from the Lisbon Airport perimeter;
- Increase the number of workers using more sustainable modes of transport at night;
- Reduce CO<sub>2</sub> emissions by a factor of 3;
- This project was approved in 2023 and is expected to be completed in 2024;
- **Mobility for You** is being updated to incorporate the results of the traffic study.



### **Lunchtime walk**

As part of the Pedestrian Programme, a walk was held followed by lunch in José Gomes Ferreira Park. The aim of this event was to encourage pedestrian movement combined with motorised modes of transport as a healthier way of getting around. The event not only helped reduce the carbon footprint and the adoption of healthier habits by employees, but also led to greater proximity and socialising between colleagues from different areas.



### **Airport perimeter traffic study**

The study began in August 2023 and will be completed in 2024. In the first phase, it will identify measures that can be implemented quickly to alleviate the main constraints on road access to the airport.

In the second phase, proposals will be made for redesigning road access to Lisbon Airport, including the Arrivals and Departures curbsides.

Internally, the projects to promote sustainable mobility for ANA employees travelling to work were also continued, particularly airside (with bicycles at Porto Airport) and on the landside (with bicycles and/or electric scooters at Madeira and Faro Airports).



**IN THE FIRST PERSON**

“ANA is committed to diversifying technologies as alternatives to fossil fuels. The path to decarbonising aviation will invariably involve renewable fuels, but we are already preparing more decentralised alternatives such as Liquid Hydrogen through burning or electrification.”

**Jorge Alves**, Energy and Carbon Specialist

## Integrating new technologies

ANA sees airport service quality as a key factor in the competitiveness of its airports, and is working to improve the passenger experience, thereby going beyond the service levels it is obliged to meet under the Concession Contract.

In addition to assessing satisfaction levels in line with the ACI's Airport Service Quality Survey (ASQ survey) programme and monitoring the performance of various airport processes

(such as waiting times at security and passport control process, times for baggage on arrival and the availability of airport infrastructures), ANA is implementing new technological solutions aimed at making a significant contribution to improving the passenger experience.

### BIOMETRICS EXPERIENCE

In order to integrate new technologies that promote greater efficiency and improvements in the passenger experience, ANA worked in 2023 to prepare the Biometric Experience by VINCI Airports project for commissioning. This is an innovative project, supported by the European Union through the NextGenerationEU programme, which aims to apply technology to improve the quality of service at Lisbon, Porto, Faro, Madeira and Ponta Delgada airports.

Its launch is scheduled for the beginning of 2024 at Lisbon and Porto airports and, in the second quarter of 2024, the technological solution will be available in Faro, Madeira and

Ponta Delgada. This technology is at the forefront of the most innovative boarding procedures at airports around the world and is part of a major investment by VINCI Airports in its network, with a project already in progress since 2022 at Lyon airport.

Throughout 2023, ANA had the opportunity to present this project at various events, such as BOOST Building Better Tourism, an international event organised by NEST - Centre for Tourism Innovation, the Lisbon Travel Market and Web Summit 2023.



## One look is all it takes to get on board

The Biometrics Experience project aims to make the passenger's journey through the terminal as smooth as possible, avoiding stops at document checks, thanks to biometric reading equipment and artificial intelligence. This makes the journey faster and more comfortable.

Signing up to this process is optional and voluntary, and this facility is, in this first phase, only available on designated flights and for passengers who are of legal age and hold a Citizen's Card.

**The passenger has 3 ways to enrol and enjoy this biometric experience**

- 1. In the mobile registration application (by downloading the application);**
- 2. At self-registration kiosks;**
- 3. At staffed counters.**

**For any of the alternatives, the process is simple. Registration for each flight takes place in 4 steps**

- 1. Consent in the Privacy Notice;**
- 2. Reading the boarding pass;**
- 3. Citizen card or passport scanning;**
- 4. Photography**

To guarantee the protection of passenger data, all biometric data will be deleted after the flight departs.

If the passenger changes their mind before the flight departs, they can send an e-mail to exclude their participation.



## MONA APPLICATION

The MONA application is an IT tool developed by VINCI Airports and launched in Lyon in 2020 with the aim of rolling it out to the rest of the airports in 2024. It is designed to provide passengers with useful information and services, including real-time flight information, terminal maps, parking information, public transport options and other amenities available at airports. MONA aims to improve the passenger experience by providing convenient access to all the information needed during their journey.

In 2024, ANA plans to launch the MONA app at its airports, as well as adapting and integrating ANA's app and website into the MONA app, including the sustainability and mobility indicators component for better communication between the two platforms.



**Alexandre DE JOYBERT,**  
Director of Sustainability ACI EUROPE  
(Airports Council International)

## Closing remarks

It is clear that the goal of decarbonisation is an absolute priority for European airports. It is essential to align with the Paris Agreement and fulfil the goal of carbon neutrality by 2050. The decarbonisation of airports represents a formidable challenge due to the complexity and scale of the operations involved, and we are perfectly aware that our sector's licence to operate is at stake.

The heavy reliance on fossil fuels for aircraft operations, ground support equipment and airport facilities must shift to sustainable alternatives, including electric or hydrogen fuel technologies and energy-efficient practices in heating, ventilation and air conditioning (HVAC) systems. Airports are endeavouring to reduce direct and indirect carbon emissions. ANA airports have been working diligently to reduce their carbon footprint, investing in clean and renewable energy and supporting the technological innovations needed for large-scale decarbonisation.

Access to green energy is key to effectively reducing CO<sub>2</sub> emissions. Investing in on-site renewable energy production, along with purchasing green energy from the grid, are crucial steps. Increasing energy efficiency in airport facilities through intelligent energy management systems, LED lighting and optimised building designs also helps in reducing emissions. By adopting a combination of these measures, airports can significantly reduce their dependence on fossil fuels and achieve substantial reductions in their direct carbon footprint.

The next big challenge is to reduce Scope 3 emissions, which represent the largest part of an airport's carbon footprint. These are indirect emissions that occur in the value chain, such as those from airlines, passenger and employee mobility, waste management and third-party services. One immediate measure includes switching to sustainable aviation fuels (SAF) to significantly reduce the carbon footprint of airline operations.

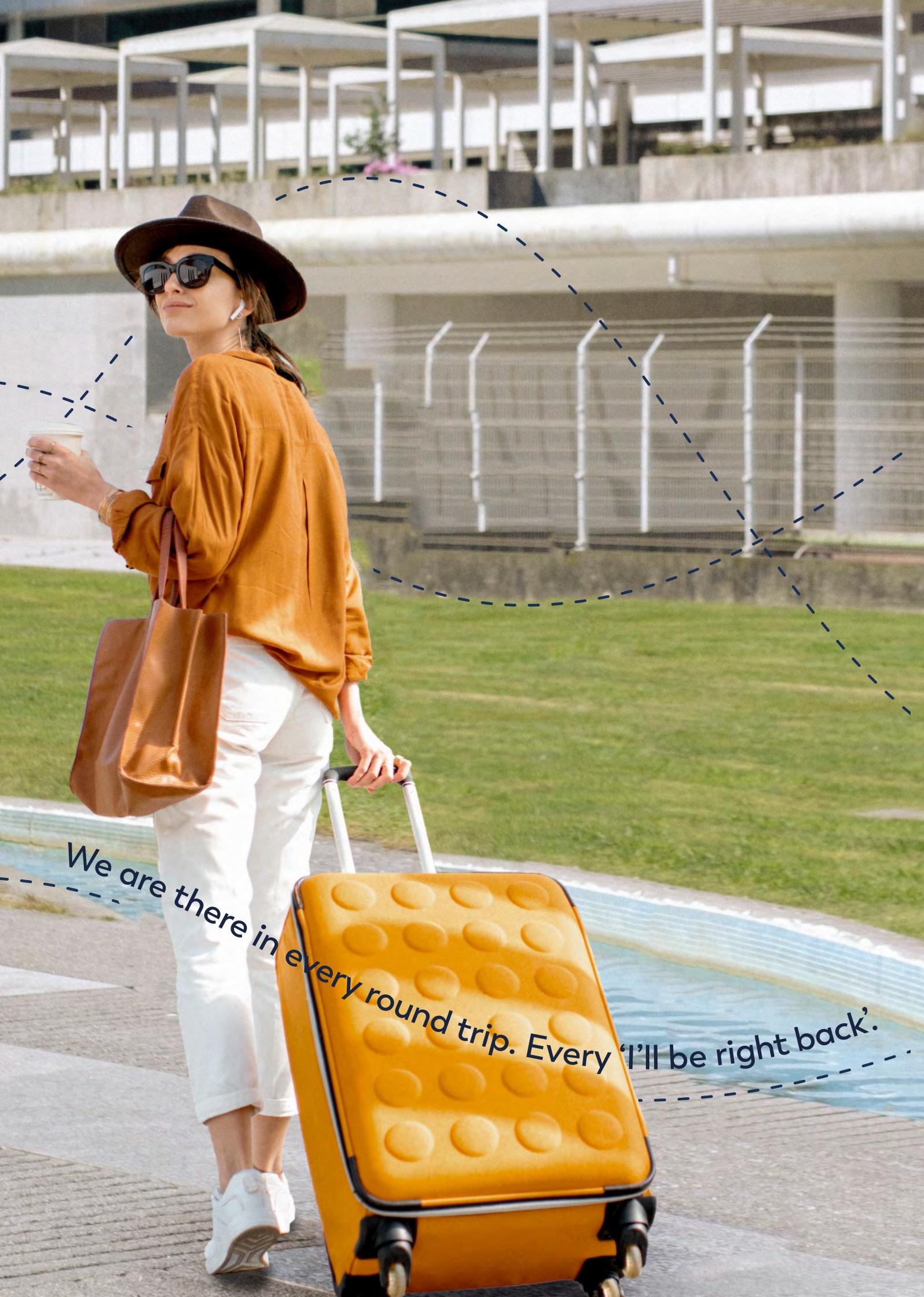
These actions, combined with rigorous emissions monitoring and reporting, demonstrate that airports are on track to achieve substantial emissions reductions on the road to Net Zero by 2050. In 2023, ANA positioned its airports at the forefront of climate action. All of ANA's 10 airports are accredited at advanced levels of Airport Carbon Accreditation, with three (Beja, Ponta Delgada and Madeira) reaching the more stringent level 5, achieving a net zero balance in Scopes 1 and 2 and committing to net zero in Scope 3 emissions. The three ANA airports were part of the pioneering group of only ten airports worldwide to achieve this ambitious level of carbon management when it was launched in December 2023.

This achievement shows ANA's capacity to act, demonstrating significant environmental efforts and successes. ANA is leading the aviation industry's transition to sustainability, setting an ambitious example for others to follow.



# ***About the Report***





We are there in every round trip. Every 'I'll be right back'.

# About the Report

ANA - Aeroportos de Portugal, S.A. is continuing its sustainability reporting exercise for the year 2023 (1 January to 31 December). The activities included here are the airport operations of the 10 airports under its management 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. in an aggregated form in terms of qualitative and quantitative information. When considered relevant, and in order to allow an evolutionary and comparative view of the main indicators, information is presented on the organisation's performance in previous years, and/or its breakdown by region, taking into account the main areas of operation.

The time frame covered in this report coincides with the first year of the new strategic cycle for sustainability management at ANA: 2023-2025, with the definition of the contents and indicators of this report being based on the Materiality Matrix worked on in 2022, and future performance and commitments being based on the Strategy that will be presented in this document. Sustainability performance is drawn up in accordance with the Global Reporting Initiative Standards (GRI Standards) and the information presented is verified by an external organisation.

The table of contents required by the reference is available [here](#) and forms an integral part of this document.

## LINK TO OTHER REPORTS

With regard to the environmental component, this report replaces ANA's previous Environmental Performance Report.

In addition, ANA also publishes the Management Report and Accounts, which provides additional information to that presented in this report, and also makes content available on its website.

## QUESTIONS AND CLARIFICATIONS

Requests for information, clarification or suggestions on this document can be sent to [geral.ambiente@ana.pt](mailto:geral.ambiente@ana.pt).







**2021**  
**AEROPORTOS**  
**DE PORTUGAL**

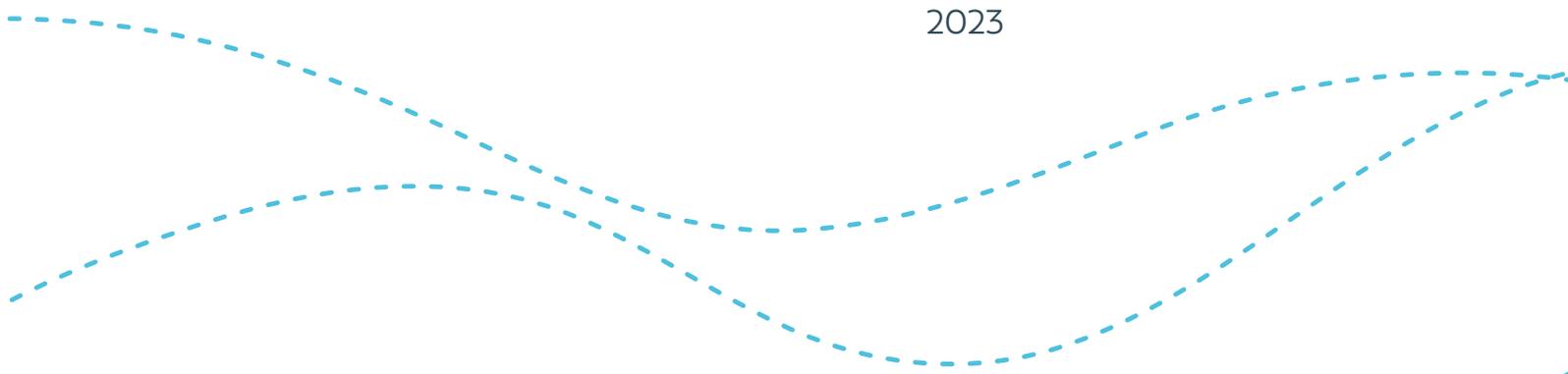
POWERED BY **VINCI**   
AIRPORTS

# Annexes



# Annexes

SUSTAINABILITY  
REPORT  
2023



## GRI TABLE

GRI 1 - 2021 Fundamentals		Location/Answer																																							
GRI 1	Requirement 8: Provide a declaration of use	<a href="#">ANA Aeroportos SR23   About the report</a>																																							
GRI 1	Requirement 7: Publish an index of GRI content	This table.																																							
GRI 2 - General Disclosures 2021		Location/Answer																																							
<b>The organisation and its reporting practices</b>																																									
GRI 2-1	Organisational details	<ul style="list-style-type: none"> <li>• <b>Legal name:</b> ANA - Aeroportos de Portugal, S.A.</li> <li>• <b>Corporate structure and legal form:</b> ANA Aeroportos was created by Decree-Law no. 404/98 of 18 December, which transformed the public company Aeroportos e Navegação Aérea, ANA, E.P., created by Decree-Law no. 246/79 of 25 July, into a legal person under private law with the status of a public limited company</li> <li>• <b>Location of registered office:</b> Lisbon, Portugal</li> <li>• <b>Countries of operation:</b> Portugal</li> </ul>																																							
GRI 2-2	Entities included in the organisation's organisation's sustainability reporting	ANA - Aeroportos de Portugal, S.A.																																							
GRI 2-3	Reporting period, frequency and contact point	<a href="#">ANA Aeroportos SR23   About the report</a>																																							
GRI 2-4	Restatements of information	The changes and restatements are indicated in the methodological notes corresponding to each indicator.																																							
GRI 2-5	External assurance	The information reported in the Report has been verified externally by an independent entity, PricewaterhouseCoopers & Associados – Sociedade de Revisores Oficiais de Contas, Lda. For more information, please see the Independent Limited Reliability Assurance Report.																																							
<b>Activities and workers</b>																																									
GRI 2-6	Activities, value chain and other business relationships	<a href="#">ANA Aeroportos SR23   Airport activity</a>																																							
GRI 2-7	Employees	<table border="1"> <thead> <tr> <th>EMPLOYEES</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Total number of employees</td> <td>1,136</td> <td>1,122</td> </tr> <tr> <td>Total number of <u>permanent</u> employees</td> <td>1,136</td> <td>1,122</td> </tr> <tr> <td>Total number of <u>temporary</u> employees</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total number of employees without guaranteed working hours</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total number of full-time employees</td> <td>1,136</td> <td>1,122</td> </tr> <tr> <td>Total number of part-time employees</td> <td>0</td> <td>0</td> </tr> <tr> <td colspan="3"><b>REGISTERED OFFICE</b></td> </tr> <tr> <td>Total number of employees</td> <td>339</td> <td>333</td> </tr> <tr> <td>Total number of permanent and full-time employees</td> <td>339</td> <td>333</td> </tr> <tr> <td colspan="3">Breakdown by gender</td> </tr> <tr> <td>Men</td> <td>171</td> <td>218</td> </tr> <tr> <td>Women</td> <td>168</td> <td>115</td> </tr> </tbody> </table>	EMPLOYEES	2022	2023	Total number of employees	1,136	1,122	Total number of <u>permanent</u> employees	1,136	1,122	Total number of <u>temporary</u> employees	0	0	Total number of employees without guaranteed working hours	0	0	Total number of full-time employees	1,136	1,122	Total number of part-time employees	0	0	<b>REGISTERED OFFICE</b>			Total number of employees	339	333	Total number of permanent and full-time employees	339	333	Breakdown by gender			Men	171	218	Women	168	115
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GRI 2-7 Employees

<b>LISBON</b>		<b>2022</b>	<b>2023</b>
Total number of employees		261	265
Total number of permanent and full-time employees		261	265
Breakdown by gender			
Men		167	207
Women		94	58
<b>PORTO</b>			
Total number of employees		126	125
Total number of permanent and full-time employees		126	125
Breakdown by gender			
Men		97	110
Women		29	15
<b>FARO</b>			
Total number of employees		130	127
Total number of permanent and full-time employees		130	127
Breakdown by gender			
Men		96	107
Women		34	20
<b>BEJA</b>			
Total number of employees		6	7
Total number of permanent and full-time employees		6	7
Breakdown by gender			
Men		4	5
Women		2	2
<b>AZORES</b>			
Total number of employees		97	95
Total number of permanent and full-time employees		97	95
Breakdown by gender			
Men		77	77
Women		20	18
<b>MADEIRA</b>			
Total number of employees		177	170
Total number of permanent and full-time employees		177	170
Breakdown by gender			
Men		123	131
Women		54	39

**Methodologies and assumptions used to compile the data:** Total full-time equivalent (FTE) employees at the end of the reporting period (31/Dec).

		2022	2023
	<b>Total number of workers who are not employees, but whose work is controlled by the organisation</b>	<b>4,547</b>	<b>4,475</b>
	Most common types of workers and their contractual relationships with the organisation	External service providers	
	Type of work they do	<ul style="list-style-type: none"> <li>• Surveillance/Security;</li> <li>• Cleaning;</li> <li>• Rescue and emergency services/ First Aid/Fire Brigade;</li> <li>• Wastewater monitoring;</li> <li>• Fitness programme development services;</li> <li>• Maintenance of green spaces/ Gardening;</li> <li>• IT consultancy/Digital application management/Software maintenance;</li> <li>• Nursing services;</li> <li>• Collection of Urban Waste/MSW/ Hazardous waste;</li> <li>• Inspection and cleaning of drainage systems;</li> <li>• Disinfection of facilities;</li> <li>• Maintenance and construction;</li> <li>• Mechanical maintenance;</li> <li>• Electrical maintenance;</li> <li>• Coordination and Operation of Baggage Terminals, Baggage Service, PRM Services, Passenger Support;</li> <li>• Refilling and maintenance of fire extinguishers/from;</li> <li>• Car washing;</li> <li>• Transport services;</li> <li>• Falconry service;</li> <li>• Maintenance of the access control system;</li> <li>• Parking lot services.</li> </ul>	
	<b>Methodologies and assumptions used to compile the data:</b> Total full-time equivalent (FTE) employees at the end of the reporting period (31/Dec).		

GRI 2-9	Governance structure and composition	<p><b>Describe the governance structure, including the committees of the highest governance body:</b></p> <p>The highest governance body is the Board of Directors (comprised of 12 members). The Board of Directors is responsible for managing and representing the company, and has the provided for by law, the articles of association and General Meeting of Shareholders. The Board of Directors has delegated the day-to-day running of the company to an Executive Committee (comprised of 5 members, who also belong to the Board of Directors), with some limitations resulting from the Executive Committee Regulations. ANA Aeroportos also has a Supervisory Board (comprised of 3 members) and a General Meeting of Shareholders. VINCI Airport is the sole shareholder of ANA Aeroportos. Learn about the composition of our <a href="#">Governance Bodies</a>.</p>
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GRI 2-9	Governance structure and composition	<p><b>List the committees of the highest governance body that are responsible for decision-making and overseeing the management of the organisation's impacts on the economy, the environment and people:</b> The management of the company is centred on the Executive Committee, which includes 5 members of the Board of Directors.</p>
		<p><b>Describe the composition of the highest governance body and its committees:</b> Of the 12 members of the Board of Directors, 2 are women, 10 are men and only 5 have executive functions (those who are also members of the Executive Committee). The members of the Executive Committee are independent in the day-to-day running of the company, although they follow the guidelines of the Board of Directors, which is also independent. The terms of office of the members of the highest governance body are 3 years (2021-2023), and they hold no other important positions or commitments. Their competences entail technical expertise in the areas covered by ANA's business, such as airport management, finance, commercial aviation and non-aviation. Stakeholders are represented on the Airport Advisory Councils, committees created by agreement between ANA and the state, and on other structures such as the User Committees, and are also consulted on various matters, such as the Strategic Plan for the airports in the ANA network and determination of airport charges.</p>
		<p><b>Appointment and selection processes for the highest governance body and its committees:</b> The members of the Board of Directors are appointed by the General Meeting of Shareholders, which represents ANA Aeroportos' sole shareholder - VINCI Airports. The members of the Executive Committee are appointed by the Board of Directors.</p>
GRI 2-10	Governance structure and composition	<p><b>Describe the criteria for appointing and selecting the members of the highest governance body, including whether and how the following criteria are taken into account:</b> The members of the Board of Directors and the Executive Committee are appointed and selected according to the internal criteria of the shareholder VINCI Airports, in view of their competences in the various areas covered by ANA's business, namely finance, operations, commercial aviation and non-aviation, and their independence. In the future, there are also plans to include criteria promoting gender equality, and allowing ANA Aeroportos to meet its goals for including women on its Executive Committee.</p>
GRI 2-11	Chair of the highest governance body	The Chairman 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 Board of Directors. The sustainable development strategy is defined by the Board of Directors, which ensures that it is consistent with the strategy defined by VINCI Airports. Decisions on the implementation of this strategy, in terms of policies and targets, are delegated to the Executive Committee, which also monitors issues on a day-to-day basis, reporting to the Board of Directors.</p>
		<p><i>Stakeholders</i> are involved in the company's decision-making processes through consultations in various areas and through different committees, such as the airport Advisory Councils. Members of the Executive Committee are responsible for implementing the defined strategy, which includes the main policies and decisions that should be considered strategic by virtue of their amount or risk, as well as assessing their fulfilment.</p>
		<p>Learn more about governance for sustainability and the other processes for identifying and managing its impacts on the economy, the environment and people at ANA Aeroportos in <a href="#">ANA Aeroportos SR23   2023-2025 Strategic Cycle</a></p>

GRI 2-13 Delegation of responsibility for managing impacts

**Describe how the highest governance body delegates responsibility for managing the organisation's impacts on the economy, the environment and people:**

The Board of Directors has delegated the day-to-day running of the company to an Executive Committee, with some limitations resulting from the Executive Committee Regulations.

- **Whether any senior executives have been appointed as responsible for managing impacts:** The members of the Executive Committee are responsible for different areas of activity related to managing the organisation's impact on the economy, the environment and people.
- **Whether responsibility for managing impacts has been delegated to other employees:** The Sustainability and Environment Department was created specifically to implement environmental policies. It reports directly to one member of the Executive Committee, who in turn reports to the Executive Committee on a weekly basis. Internal impacts on people are managed by the Occupational Health and Safety area of the Airport Facilitation and Security Department and the Human Resources Department. ANA Aeroportos also has a Sustainability Committee, comprised of the company's directors and their teams, which is responsible for designing the strategy and reflecting on ANA's challenges. Learn more about ANA Aeroportos' governance for sustainability and impact management in [ANA Aeroportos SR23 | 2023-2025 Strategic Cycle](#).

**Describe the process and frequency at which senior executives and other employees must report to the highest governance body on managing the organisation's impacts on the economy, the environment and people:**

The head of the Environmental Sustainability Office reports to the member of the Executive Committee on a weekly basis, and whenever necessary.

The head of Occupational Health and Safety reports to the Director of the Airport Facilitation and Security Department, who in turn reports to the member of the Executive Committee on a weekly basis, and whenever necessary.

GRI 2-14 Role of the highest governance body in sustainability reporting

**Report whether the highest governance body is responsible for analysing and approving the information reported, including the organisation's material topics, and if so, describe the process for analysing and approving the information:**

The report's preparation is managed by the Sustainability and Environment Office. The first version is prepared with the company's different departments, from whom the necessary information is collected. Subsequent reviews are done by the Sustainability Committee, the Executive Committee and the shareholder VINCI Airports. It is then sent to the Board of Directors for final approval.

**If the highest governance body is not responsible for analysing and approving the information reported, including the organisation's material topics, explain the reasons for this:**

These topics are delegated to the Executive Committee, which reports to the Board of Directors when necessary.

GRI 2-15 Conflicts of interest

**Describe the processes used by 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 determine how to act in cases of conflicts of interest. The Chairman of the Executive Committee is made aware of these documents by VINCI via the VINCI Diffusion platform. In turn, he or she invites other ANA Aeroportos directors to take note, who in turn invite the respective directors, who finally invite the employees of the respective departments to take note of the documents, ensuring that the principles are covered and applied throughout the entire organisation.

**Report whether conflicts of interest are reported to stakeholders:**

The regulations only provide for internal reporting, so that the appropriate solution can be found to eliminate the conflict of interest.

GRI 2-16	Communication of critical concerns	Critical concerns are communicated to the Executive Committee through the evaluation report of the annual integrated cycle, issued following the joint meeting of the Ethics and Surveillance Committee. However, sporadic reports may be made to the Executive Committee if there is a situation that warrants reporting in the wake of an analysis by the Ethics and Surveillance Committee. One member of the Executive Committee belongs to this Committee, thus ensuring a bridge between the two bodies and a continuous flow of communication that keeps the Executive Committee informed of major developments. In turn, the Executive Committee communicates critical concerns deemed relevant to the Board of Directors.						
GRI 2-17	Collective knowledge of the highest governance body	<p><b>Report on measures taken to develop the collective knowledge, skills and experience of the highest governance body on sustainable development:</b> Regular meetings between the Sustainability and Environment Office and the Executive Committee to follow up on, and monitor, the sustainability strategy. Organisation of ESG training, e.g. Climate Mural and participation in sustainability forums.</p>						
GRI 2-19	Remuneration policies	<p><b>Describe how remuneration policies for members of the highest governance body and for senior executives are tied to their goals and performance vis-à-vis managing the organisation's impacts on the economy, the environment and people:</b> The remuneration of members of the Board of Directors includes fixed and variable remuneration. Termination payments are paid in accordance with the General Labour Law, if no principles of ethics or conduct have been breached. Bonus and incentive <i>clawback</i> mechanisms exist, while retirement benefits, sign-on bonuses and recruitment incentive payments do not apply. Remuneration policies for members of the highest governance body and senior executives are tied to their goals and performance in managing the organisation's impact on the economy, the environment and people. There are also long-term performance plans that award benefits vis-à-vis the company's results 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><b>Describe the process for developing remuneration policies and for determining remuneration:</b> This results from an individualised remuneration path and how it develops, both in terms of fixed and variable components, the building of skills and the individual performance of each member of the governance bodies. It also results from the company's performance in ESG matters, for the purpose of awarding long-term benefits.</p> <ul style="list-style-type: none"> <li>• <b>Whether independent members of the highest governance body or an independent remuneration committee oversees the process of determining remuneration:</b> Yes</li> <li>• <b>How the opinions of stakeholders (including shareholders) on remuneration are obtained and considered:</b> Yes, the shareholder determines or authorises the remuneration policy for the company's senior management, including directors.</li> <li>• <b>Whether remuneration consultants are involved in determining remuneration, and if so, if they are independent from the organisation, the highest governance body and its senior executives:</b> No</li> <li>• <b>Report the results of stakeholder (including shareholder) votes on remuneration policies and proposals:</b> n/a</li> </ul>						
GRI 2-21	Total annual compensation ratio <sup>1</sup>	<table border="1" data-bbox="810 1581 1394 1626"> <thead> <tr> <th></th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td data-bbox="810 1637 1075 1771">Ratio between the total annual remuneration of the organisation's highest paid individual and the average total annual remuneration of all employees (excluding the highest paid)</td> <td data-bbox="1158 1693 1193 1715">1.72</td> <td data-bbox="1310 1693 1345 1715">1.68</td> </tr> </tbody> </table> <p data-bbox="810 1821 1394 1865">There have been no pay raises for the highest paid employees in the last four years due to the pandemic.</p>		2022	2023	Ratio between the total annual remuneration of the organisation's highest paid individual and the average total annual remuneration of all employees (excluding the highest paid)	1.72	1.68
	2022	2023						
Ratio between the total annual remuneration of the organisation's highest paid individual and the average total annual remuneration of all employees (excluding the highest paid)	1.72	1.68						

<sup>1</sup>The remuneration ratio between the individual with the highest salary and the average salary of the other employees (excluding the highest). The ratio between the percent increase in the total annual remuneration of the highest paid individual and the average percentage increase in the total annual remuneration of all employees (excluding the highest paid)

**Strategy, policies and practices**

GRI 2-22	Statement on sustainable development strategy	<p>ANA Aeroportos SR23   OPENING MESSAGE</p> <p>ANA Aeroportos has a set of principles that are reflected in its internal policies, charters, codes and regulations, which aim to guarantee the best possible conduct associated with its business. These principles are set out in several documents, including:</p> <ul style="list-style-type: none"> <li>• Charter of Ethics and Conduct and its Annex;</li> <li>• Anti-Corruption Code of Conduct;</li> <li>• Anti-Corruption Policy;</li> <li>• Privacy Policy;</li> <li>• VINCI Guide to Human Rights;</li> <li>• Declaration on Essential and Fundamental Occupational Health and Safety Actions;</li> <li>• Letter of Commitment to Social Responsibility for suppliers;</li> <li>• Plan for the Prevention of Risks of Corruption and Related Offences;</li> <li>• Quality Policy;</li> <li>• Environmental Policy;</li> <li>• Research, Development and Innovation Policy;</li> <li>• Occupational Health and Safety Policy.</li> </ul> <p>Learn more at ANA Aeroportos SR23   Business management</p>
GRI 2-23	Policy commitments	<p>All ANA Aeroportos employees are aware of the Charter of Ethics and Conduct and the Anti-Corruption Code of Conduct through the VINCI Diffusion Platform, ensuring that their principles and scope are applied throughout the entire organisation.</p> <p>Since 2009, signing the Letter of Commitment to Social Responsibility has been a requirement for any entity wishing to become a supplier to ANA Aeroportos, as well as a prerequisite for access to market consultations. Endorsing the principles of this Charter is also reiterated at several points throughout the procurement process.</p> <p>The internal policies, charters, codes and regulations associated with the Integrated Management System are available at all times for employee consultation in the document management module of the IB computer tool. The incorporation and application of the principles in policies of the areas where ANA Aeroportos is certified - Quality, Environment, Research, Development and Innovation, and Occupational Health and Safety - are the subject of internal audits. The company also reserves the right to directly audit its suppliers and customers (namely dealers in the non-aviation business) to ensure their fulfilment of commitments made.</p> <p>The company also organises regular training and awareness-raising activities, particularly with regard to Occupational Health and Safety, applicable to service providers operating at ANA Aeroportos' premises, and various training activities on ethics, namely: "Ethics and Anti-corruption Code" for all ANA employees, and "Integrity and Prevention" for employees in areas considered sensitive, namely purchasing. For 2023, there are also plans for an organisation-wide training course on the Integrity, Transparency and Compliance Programme with the General Corruption Prevention Regime.</p>
GRI 2-24	Embedding policy commitments	<p>ANA Aeroportos works to continuously improve its performance in different areas, implementing a series of measures with the ultimate goal of guaranteeing business growth in line with its environmental and social responsibility.</p> <p>To this end, the company has an Integrated Management System, which determines priority action areas for the impacts of its business, and certifies the areas of quality, health, safety and the environment, corresponding to mechanisms to mitigate any complaints or negative impacts. It also works in a preventive manner through projects at the various airports to identify anomalies and potential negative impacts, identifying and implementing remedial measures and actions to restore the situation, often going beyond its legal obligations.</p>
GRI 2-25	Processes to remediate negative impacts	<p>ANA Aeroportos works to continuously improve its performance in different areas, implementing a series of measures with the ultimate goal of guaranteeing business growth in line with its environmental and social responsibility.</p> <p>To this end, the company has an Integrated Management System, which determines priority action areas for the impacts of its business, and certifies the areas of quality, health, safety and the environment, corresponding to mechanisms to mitigate any complaints or negative impacts. It also works in a preventive manner through projects at the various airports to identify anomalies and potential negative impacts, identifying and implementing remedial measures and actions to restore the situation, often going beyond its legal obligations.</p>

The main actions and initiatives for managing and remedying its business impacts are described throughout the Sustainability Report. All environmental and other complaints are recorded, and have an established management procedure that guarantees confidentiality, treatment and response.

It also has an internal whistleblowing channel, created in 2022, supplementing the Group's whistleblowing channel (VINCI Alert Device).

It also has Advisory Councils, which are consultative and support bodies for the development of its airports' strategy, which ordinarily meet twice a year and are attended by different stakeholder groups, such as companies and local associations representing the interests of the region's stakeholders.

It also has teams dedicated to specific issues, such as the Biodiversity Committees at each airport, the Ethics and Surveillance Committee, among others, and is in permanent contact with regulatory and scientific bodies, namely the National Civil Aviation Authority (ANAC), the University of the Algarve and its Marine Science Centre and Marine and Environmental Research Centre, the Portuguese Environment Agency (APA), city councils and regional governments, among others.

GRI 2-26 Mechanisms for seeking advice and raising concerns

Advice on how to implement the organisation's policies and practices for responsible business conduct can be sought via the Ethics and Surveillance Committee's clarification email (eticaeconduta@ana.pt), or by contacting the global and local managers/representatives (at each Business Unit) provided for in the Integrated Management System's Governance Model.

Concerns about the organisation's business conduct can be raised via the [ANA Aeroportos whistleblowing channel](#).

	2022	2023
<b>Total number of significant cases of non-compliance with laws and regulations</b>		
Cases resulting in fines	3	6
Cases resulting in non-monetary penalties	0	0
<b>Fines paid for non-compliance with laws and regulations</b>		
Total number	3	6
Monetary value	€14,537.98	77,637.81

GRI 2-27 Compliance with laws and regulations

**Describe significant cases of non-compliance**

These entail administrative offence proceedings brought by ANAC, mostly related to airport security, as well as legal proceedings, mostly related to the assessment and collection of fees/taxes, pursuant to Decree-Law 254/12 of 28 November establishing the general legal framework for the public airport service concession to support civil aviation in Portugal attributed to ANA - Aeroportos.

**Describe how significant cases of non-compliance were determined**

Situations meeting the following requirements were considered significant cases of non-compliance: (i) situations of legal or regulatory non-compliance (thus disregarding any possible penalty proceedings of a contractual nature, especially those of the concession contract); (ii) situations resulting in the bringing of legal or administrative offence proceedings; and (iii) situations which could jeopardise or affect the company's legal validity or its legal or economic capacity to ensure the provision of the concession activity.

GRI 2-28	Membership associations	ANA Aeroportos SR23   <a href="#">Participation and presence in society</a>				
<b>Involvement of stakeholders</b>						
GRI 2-29	Approach to stakeholder engagement	ANA Aeroportos SR23   <a href="#">Ecosystem involvement</a>				
GRI 2-30	Collective bargaining agreements	Percentage of total employees covered by collective bargaining agreements				
		<table border="1"> <thead> <tr> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">100.0%</td> <td style="text-align: center;">100.0%</td> </tr> </tbody> </table>	2022	2023	100.0%	100.0%
2022	2023					
100.0%	100.0%					

GRI 3 - Material Topics 2021	Location/Answer
<b>Content on material topics</b>	
GRI 3-1	Process to determine material topics
	ANA Aeroportos SR22   <a href="#">Reflecting on expectations</a>
GRI 3-2	List of material topics
	ANA Aeroportos SR22   <a href="#">Reflecting on expectations</a>

GRI Topic Standards	Location/Answer												
<b>GRI 201 - Economic Performance 2016</b>													
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GRI 201-1	Direct economic value generated and distributed												

The risks associated with climate change that could have negative financial implications are, on the one hand, related to extreme phenomena that could disrupt ANA Aeroportos' infrastructures and operations, as well as those of its suppliers and service providers. This results in disruptions to airport activities, impacting a high number of stakeholders and increasing overall business 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 environment, and water, due to its potential scarcity.

To manage these risks, ANA Aeroportos has Carbon and Energy Management Plans, with measures already underway through 2030, such as replacing conventional lighting with LED, installing more efficient air conditioning equipment and investing in renewable energies and fleet electrification. It has also been implementing predictive irrigation systems, which cut water consumption at airports. Learn more at [ANA SR23 | Reducing Energy Consumption and Emissions](#) and [Optimising the Sustainable Use of Water](#).

The company has also developed and published a Climate Action Plan, one of the company's long-term strategic tools, which outlines a roadmap towards various goals, including the primary goal of net-zero by 2030 at all of its 10 airports. ANA has already been working since 2020 on its ambitious commitments to reduce its carbon footprint, and in the last year has intensified its scope of activities, as well as the areas of development and research, in cooperation with various partners. Some examples include green lighting pilots, hydrogen, sustainable aviation fuel (SAF) and biofuels. These are expected to be important contributions towards supplementing actions to eliminate gas for heating, fleet electrification, LED lighting systems, replacement of HVAC equipment with more efficient equipment, photovoltaic plants for self-consumption, BMS, new NZEB buildings and optimisation of summer and winter temperatures.

It is, of course, a somewhat dynamic document, since aviation de-carbonisation technology is also involved. However, it is intended to be robust enough to form the basis of ANA's proposed goals and the basis for working with the airport community - lessees, airlines, ground handling companies, the regulatory authority, air traffic and the surrounding community, in order to achieve the net-zero target (scope 3) by 2050, per ACA criteria. The Climate Action Plan is aligned with: the Paris Climate Accords, domestic and European regulations, Airport Carbon Accreditation requirements and VINCI goals.

The company is also doing a climate change adaptation study led by the Sustainability and Environment Department, and is working to make its risk analysis methodologies compatible with the corporate risk analysis model, involving a multidisciplinary team, to ensure a consistent, robust approach to the issue of climate change. ANA Aeroportos is considering implementing artificial measures to protect its infrastructures, but also to manage its surroundings, in coordination with other entities. The "Long Term Business Plan" currently includes the mitigation component, and will include the adaptation component in the short term. The climate change adaptation study for the Faro Airport has been formally completed, and is scheduled to be extended to the Azores and Madeira airports in 2024.

GRI 201-3 Benefit plan obligations and other retirement plans

ANA Aeroportos AR23 | [18. Retirement benefit obligations](#)

	2022	2023
<b>Total monetary value of financial support received by the organisation from governments</b>	<b>1.2</b>	<b>1.6</b>
<b>Portugal</b>	<b>1.2</b>	<b>1.6</b>
Tax benefits and credits	0.1	0.8
Subsidies	0.1	0.0
Subsidies for investment, research and development, and other relevant types of subsidy	1.0	0.8

GRI 201-4 Financial assistance received from government

The government does not participate in the organisation's shareholder structure.

**GRI 202 - Market Presence 2016**

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

ANA Aeroportos is committed to having a local socio-economic impact by creating jobs in the regions where it does business, helping to build more prosperous communities in the areas where its various airports are located.

	2022	2023
<b>REGISTERED OFFICE</b>		
Male	1.97	1.67
Female	1.81	1.67
<b>LISBON</b>		
Male	1.18	1.27
Female	1.57	1.56
<b>PORTO</b>		
Male	1.29	1.11
Female	1.81	1.67

GRI 202-1 Ratios of standard entry level wage by gender compared to local minimum wage

		2022	2023	
GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage	<b>FARO</b>		
		Male	1.81	1.67
		Female	2.23	1.97
		<b>BEJA</b>		
		Male	1.97	1.50
		Female	1.81	1.85
		<b>AZORES</b>		
		Male	1.60	1.56
		Female	1.60	1.67
		<b>MADEIRA</b>		
		Male	1.57	1.56
		Female	1.19	1.67
<p><b>Describe the measures taken to determine whether workers are paid above the minimum wage:</b> The minimums are established in the Company Agreement applicable to all ANA workers (level R1), and are higher than the national minimum wage.</p>				

		2022	2023	
GRI 202-2	Proportion of senior management hired from the local community	<b>GLOBAL</b>		
			96.2%	100.0%
		REGISTERED OFFICE	92.1%	100.0%
		LISBON	100.0%	100.0%
		PORTO	91.7%	100.0%
		FARO	100.0%	100.0%
		BEJA	100.0%	100.0%
		AZORES	100.0%	100.0%
		MADEIRA	100.0%	100.0%
		<p>Members of the Administration, Management and Airport Managers hired at the national level (excluding expatriates) were considered.</p>		

**GRI 204 - Purchasing Practices 2016**

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

ANA Aeroportos aims to develop practices to foster local development by hiring suppliers and service providers in the areas where its airport facilities are located, to encourage the creation of local wealth and employment whenever possible. As a result, and particularly in more decentralised regions outside the major metropolises, protocols with regional entities for key services are prioritized, namely with volunteer firefighters' associations. ANA partners must sign a Letter of Commitment to Social Responsibility, and suppliers are also monitored based on criteria that make it possible to mitigate risks or issues of quality/ethics. In 2022, the supplier assessment process was overhauled based on a diagnosis aimed at assessing potential environmental, social and occupational health and safety risks, thus aligning them with VINCI's policies, goals and commitments. Learn more about purchasing practices in [ANA SR23 | Integrating Sustainability into Purchasing](#).

		2022	2023	
GRI 204-1	Proportion of spending on local suppliers	<b>GLOBAL</b>		
			10.4%	56.9%
		LISBON	7.0%	79.3%
		PORTO	10.0%	32.6%
		FARO	4.0%	3.4%
		BEJA	10.3%	1.6%
		AZORES	43.1%	22.8%
		MADEIRA	15.4%	20.2%
<p>Local suppliers are those who supply only one airport and whose address is in the geographical area of the same airport.</p>				

## GRI 205 - Anti-corruption 2016

GRI 205-1	Operations subjected to reviews on the risk of corruption	100 per cent of ANA Aeroportos' operations are assessed for risks related to corruption. The risks identified by ANA Aeroportos can be consulted in the <a href="#">Plan for the Prevention of Risks of Corruption and Related Offences</a> .
GRI 205-3	Confirmed incidents of corruption and actions	During the reporting period, there were no confirmed cases of corruption or corruption-related legal proceedings against the organisation or its employees.

## GRI 302 - Energy 2016

<b>GRI 3 - Material Topics 2021   3-3- Management of material topics</b>	<p>Given the sector's significant impact on energy consumption and global emissions, Energy Efficiency and Carbon Management are considered priority areas, and are reflected in the Energy and Climate Change cornerstone of VINCI's Environmental Strategy, as well as that of ANA Aeroportos.</p> <p>Since 2008, ANA has had an Environmental Management System at all of its airports, certified in accordance with Standard 14001. Another guiding component is the Environmental Policy, which reflects ANA's commitment to continuous improvement and reducing its business impact, particularly in terms of lowering energy consumption and, consequently, greenhouse gas emissions.</p> <p>In this context, ANA has been calculating its carbon footprint since 2008, and has been accredited since 2010 under the Airport Carbon Accreditation (ACA) programme of Airport Council International (ACI). In addition, each airport has an Energy and Carbon Management Action Plan. ANA's Climate Action Plan was also published in 2023. Along these lines, ANA has made a commitment to carbon neutrality by 2030, in accordance with the VINCI Environment Strategy.</p> <p>Learn more at: <a href="#">ANA SR23   Reducing Energy Consumption and Emissions</a>. Also see <a href="#">Environmental Policy</a>.</p>																																																																			
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GRI 302-1 Energy consumption within the organisation

GRI 302-1 Energy consumption within the organisation

	Units	2022	2023
<b>Diesel from stationary sources: Generator set</b>	GJ	<b>2,869</b>	<b>1,749</b>
Registered office	GJ	10	5
Lisbon	GJ	535	449
Porto	GJ	1,570	957
Faro	GJ	91	161
Beja	GJ	0	0
Azores	GJ	637	153
Madeira	GJ	27	24
<b>Diesel for fleet or other vehicles</b>	GJ	<b>15,179</b>	<b>14,741</b>
Registered office	GJ	962	483
Lisbon	GJ	6,079	6,554
Porto	GJ	2,959	3,073
Faro	GJ	2,436	2,186
Beja	GJ	29	46
Azores	GJ	1,606	1,520
Madeira	GJ	1,108	880
<b>Petrol</b>	GJ	<b>1,619</b>	<b>1,836</b>
Registered office	GJ	736	769
Lisbon	GJ	488	592
Porto	GJ	115	119
Faro	GJ	62	168
Beja	GJ	18	0
Azores	GJ	107	98
Madeira	GJ	92	91
<b>Butane/Propane/LPG</b>	GJ	<b>3,585</b>	<b>2,709</b>
Registered office	GJ	0	0
Lisbon	GJ	0	0
Porto	GJ	18	10
Faro	GJ	3,563	2,693
Beja	GJ	0	0
Azores	GJ	0	4
Madeira	GJ	0	3
<b>Natural gas</b>	GJ	<b>79,730</b>	<b>71,549</b>
Registered office	GJ	0	0
Lisbon	GJ	44,244	38,615
Porto	GJ	35,485	32,934
Faro	GJ	0	0
Beja	GJ	0	0
Azores	GJ	0	0
Madeira	GJ	0	0
<b>JETA1</b>	GJ	<b>0</b>	<b>708</b>
Registered office	GJ	0	0
Lisbon	GJ	0	0
Porto	GJ	0	84

Faro	GJ	5	5
Beja	GJ	0	0
Azores	GJ	0	619
Madeira	GJ	0	0
<b>Total consumption of electricity, heating, cooling and steam</b>	GJ	<b>0</b>	<b>206</b>
<b>HVO</b>	GJ	<b>0</b>	<b>206</b>
Registered office	GJ	0	0
Lisbon	GJ	0	0
Porto	GJ	0	0
Faro	GJ	0	206
Beja	GJ	0	0
Azores	GJ	0	0
Madeira	GJ	0	0
<b>Total consumption of electricity, heating, cooling and steam</b>	GJ	<b>382,907</b>	<b>394,439</b>
<b>Electricity</b>	GJ	<b>375,944</b>	<b>376,590</b>
Registered office	GJ	7,023	7,014
Lisbon	GJ	214,280	212,474
Porto	GJ	84,621	85,818
Faro	GJ	34,493	31,649
Beja	GJ	1,583	1,650
Azores	GJ	15,393	16,984
Madeira	GJ	18,552	21,001
<b>Solar energy</b>	GJ	<b>6,963</b>	<b>17,849</b>
Registered office	GJ	0	0
Lisbon	GJ	0	0
Porto	GJ	0	0
Faro	GJ	6,963	17,849
Beja	GJ	0	0
Azores	GJ	0	0
Madeira	GJ	0	0

**Standards, methodologies, assumptions and/or calculation tools used:** It only considers energy consumed by ANA, and not by third parties at airports. **Source of the conversion factors used:** Conversion factors: Directorate-General of Energy and Geology (DGEG) - Density of oil products 2020; APA European Emissions Trading Scheme (EU ETS) 2013-2020. Learn more in the [methodological notes](#).

		Units	2022	2023
GRI 302-2 Energy consumption outside the organisation	<b>Energy consumption outside the organisation</b>	GJ	<b>69,256,486</b>	n/avail.
	<b>Third-party handling</b>	GJ	<b>124,369</b>	n/avail.
	<b>Diesel consumption</b>	GJ	<b>124,199</b>	n/avail.
	Registered office	GJ	0	n/avail.
	Lisbon	GJ	71,742	n/avail.
	Porto	GJ	27,093	n/avail.
	Faro	GJ	11,903	n/avail.
	Beja	GJ	1,649	n/avail.
	Azores	GJ	5,368	n/avail.
	Madeira	GJ	6,445	n/avail.

	Units	2022	2023
<b>Petrol consumption</b>	GJ	<b>170</b>	<b>n/avail.</b>
Registered office	GJ	0	n/avail.
Lisbon	GJ	102	n/avail.
Porto	GJ	33	n/avail.
Faro	GJ	22	n/avail.
Beja	GJ	0	n/avail.
Azores	GJ	13	n/avail.
Madeira	GJ	0	n/avail.
<b>Aviation (LTO+CCD)</b>	GJ	<b>69,132,117</b>	<b>n/avail.</b>
Registered office	GJ	0	n/avail.
Lisbon	GJ	41,821,921	n/avail.
Porto	GJ	11,702,687	n/avail.
Faro	GJ	8,795,987	n/avail.
Beja	GJ	212,456	n/avail.
Azores	GJ	2,085,898	n/avail.
Madeira	GJ	4,513,168	n/avail.

**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:** Directorate-General of Energy and Geology (DGEG) - Density of oil products 2020; APA European Emissions Trading Scheme (EU ETS) 2013-2020. Learn more in the [methodological notes](#).

GRI 302-2 Energy consumption outside the organisation

	Units	2022	2023
Total energy consumption within the organisation		<b>0.016</b>	<b>0.007</b>
AHD		0.016	0.007
ABJ		0.681	0.008
AFR		0.012	0.006
ASC		0.020	0.238
AM	TU <sup>2</sup>	0.008	0.008
APS		0.021	0.006
AHR		0.013	0.021
AJPII		0.009	0.004
ASM		0.024	0.004
AFL		0.006	0.012

GRI 302-3 Energy intensity

GRI 302-4 Reduction of energy consumption

There were efficiency measures in 2023, although the reduction in consumption corresponding to each one cannot be quantified, except for the reduction in temperature set points, which led to an overall 12% reduction in gas consumption in 2023 compared to 2022 (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**

Fully aware of the importance of efficient water management, ANA Aeroportos aims to promote the sustainable use of water at its airport infrastructures, including catering services, toilets, watering green spaces, washing vehicles, floors and buildings, as well as consumption associated with firefighting training. Since 2008, ANA has had an Environmental Management System at all of its airports, certified in accordance with Standard 14001. The Environmental Policy reflects ANA Aeroportos' commitment to continuous improvement and reducing its business impact, particularly in relation to monitoring and reducing water consumption. In this context, there are best practices for monitoring the quality and quantity of water for human consumption, with a view to guaranteeing the health of airport users, as well as efficiency in consumption. In addition, several innovative projects have been implemented in the area of controlling losses and reusing this resource.

Learn more at: ANA SR23 | [Optimising the sustainable use of water](#). Also see [Environmental Policy](#).

<sup>2</sup>Traffic Unit: 1 TU equals 1 passenger or 100 kg of cargo/mail

## GRI 303-1 Interactions with water as a shared resource

**Description of how the organisation interacts with water:** Responsible management of this resource is a strategic priority within the scope of ANA airports' environmental management system. The company uses smart metering to manage and control airport infrastructure water consumption, including catering services, toilets, watering green spaces, washing vehicles, floors and buildings, as well as consumption associated with firefighting training.

**Description of the approach used to identify water-related impacts:** At ANA airports, the water supply comes from specialised suppliers and/or their own catchments (Porto for irrigation, washing and use by the fire brigade, and Beja for irrigating green spaces).

Also noteworthy are the company's practices in monitoring the quality of water for human consumption, which aim to guarantee the health of users at all ANA airports and more efficient consumption. ANA monitors consumption using a smart metering system (with consumption recorded online every 15 minutes and alarms associated with potentially anomalous consumption). This system (or a similar one) is installed at all ANA airports, with the exception of the Azores airports.

Numerous measures to cut consumption and boost water efficiency are still underway at ANA airports.

**Description of how water-related impacts are addressed:** Only the Faro Airport is in an area of water stress. In order to prevent contamination of water drainage systems, ANA has environmental emergency procedures for containing spillages of hazardous substances.

**Explanation of the process of setting water-related goals and targets as part of the organisation's approach to water and wastewater management, and how they relate to public policies and the local context of each water-stressed area:** The process of setting water-related goals and targets, whose strategic environmental goal is centred on cutting consumption (to less than 10.7L/passenger) is carried out within the scope of the Integrated Management System (including annual reduction targets). There are continuous monitoring systems for the quantity and quality of the water supply, as well as effluents and rainwater (in accordance with the programmes defined in the licensing of each item).

## GRI 303-2 Management of water discharge-related impacts

Three different types of effluents are generated in ANA's activities:

- Effluents resulting from run-off from paved areas potentially contaminated with hydrocarbons - rainwater;
- Effluents resulting from the containment of spillages and domestic wastewater;
- Domestic wastewater.

With regard to rainwater (with a potentially greater impact), systems have been installed to pre-treat the water before it is discharged into public sewers or into the water environment. Thus, although not exhaustively, there are hydrocarbon separator boxes on aircraft aprons, in vehicle refuelling areas and in workshops.

Over the last decade, ANA has invested in improving the wastewater and rainwater drainage systems at its airports, in some cases overhauling the existing networks (Lisbon, Porto, Faro, Ponta Delgada and Horta) and introducing programmes to monitor the quality of the wastewater, rainwater and run-off produced.

Effluents produced by the company are routed to the following destinations:

- Porto and Beja Airports: Own wastewater treatment plants and, more recently, at the Ponta Delgada Airport;
- Lisbon and Faro Airport: connection to the municipal collector;
- Santa Maria Airport: connection to the septic tank followed by a filter trench managed by the city council;
- Flores and Horta Airports: septic tank followed by an absorption well under ANA's responsibility.

The results obtained under the ongoing monitoring programmes have shown that, in the case of wastewater, rainwater and run-off water, all ANA airports have complied with legal parameters.

GRI 303-3 Water collection

	Units	2022	2023
<b>Total water collection in all areas</b>	Megalitres	<b>659</b>	726
<b>Total water collection in all areas without water stress</b>	Megalitres	<b>569</b>	625
<b>Groundwater</b>	Megalitres	<b>11</b>	69
ASC	Megalitres	659	57
<b>ABJ</b>	Megalitres	<b>569</b>	12
Third-party water	Megalitres	510	556
<b>Surface water</b>	Megalitres	<b>352</b>	367
<b>Registered office</b>	Megalitres	<b>7</b>	6
<b>AHD</b>	Megalitres	<b>342</b>	359
ABJ	Megalitres	352	1
<b>Groundwater</b>	Megalitres	<b>152</b>	172
ASC	Megalitres	42	50
AHR	Megalitres	14	11
AJPII	Megalitres	18	<b>21</b>
<b>ASM</b>	Megalitres	<b>7</b>	9
AFL	Megalitres	0	1
AM	Megalitres	70	81
Sea water	Megalitres	6	17
APS (desalination plant)	Megalitres	6	17
<b>Total water collection in all water-stressed areas</b>	Megalitres	<b>87</b>	101
<b>Third-party water</b>	Megalitres	<b>87</b>	101
<b>Surface water</b>	Megalitres	<b>87</b>	101
AFR <sup>3</sup>	Megalitres	87	101

GRI 303-4 Water disposal

	Units	2022	2023
<b>Total water discharge in all areas by destination</b>	Megalitres	<b>524</b>	<b>581</b>
Third-party water (volume sent for use by other organisations)	Megalitres	455	<b>500</b>
Registered office	Megalitres	6	<b>5</b>
Lisbon	Megalitres	273	<b>287</b>
Porto	Megalitres	72	<b>86</b>
Beja	Megalitres	11	<b>11</b>
Azores	Megalitres	32	<b>32</b>
Madeira	Megalitres	61	<b>78</b>
<b>Total water discharge in all water-stressed areas</b>	Megalitres	<b>69</b>	<b>81</b>
Faro <sup>4</sup>	Megalitres	69	<b>81</b>

Considering that 80% of the area consumed is rejected. According to Metcalf & Eddy (1991), around 10% to 12% of the water supply is lost through infiltration processes in new drainage systems. In older systems, this percentage rises 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, and because ANA's systems are old, it was conservatively assumed that 80% of all water consumed was wastewater.

<sup>3</sup>The methodology used to identify water stress zones comes from the study of vulnerability to climate change.  
<sup>4</sup>The methodology used to identify water stress zones comes from the study of vulnerability to climate change.

		Units	2022	2023	
GRI 303-5	Water consumption	Total water consumption of all areas	Megalitres	131	145
		Total water consumption of all water-stressed areas	Megalitres	17	20
		Specific indicator (ANA target): Consumption per person	Litres/pas-senger	12	11

**GRI 304 - Biodiversity 2016**

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

Airport Activities can have various impacts on biodiversity, especially in the surrounding areas. Since 2008, ANA has had an Environmental Management System at all of its airports, certified in accordance with Standard 14001. Another guiding component is the Environmental Policy, which reflects ANA's commitment to continuous improvement and to reducing its business impact. In this context, ANA Aeroportos' strategic keystone is to enhance and protect the natural and human environment by implementing measures to minimise and offset its impacts, namely through partnerships involving the recovery of wild animals and reforestation initiatives.

In addition, the airports are developing individual initiatives to protect flora and fauna. In particular, the existence of birds in the vicinity can also jeopardise the safety of airport activities. To this end, each airport has Wildlife Management Committees, where various measures are applied to minimise bird collisions with aircraft, such as the use of bioacoustics, gas cannons, plant species control and falconry. More recently, the Biodiversity Diagnoses by airport are being finalised. Learn more at: ANA SR23 | [Preserving Biodiversity and It Happens at Airports](#). Also see [Environmental 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 airport where the airport perimeter includes 90 hectares of an area with special protection status in terms of nature conservation (Ria Formosa Nature Park) and 120 hectares adjacent to this classified area. The Faro Airport partially overlaps parts of the National System of Classified Areas (SNAC) per Decree-Law 142/2008 of 24 July. The SNAC includes the National Network of Protected Areas (RNAP), the classified areas comprising the Natura 2000 network and other areas classified under international commitments made by the Portuguese state.

The Ria Formosa Nature Park (PNRF) (Decree-Law no. 373/87 of 9 December) is one of the SNAC areas surrounding the airport, and is characterized by dunes, marshes, mud banks, pine forests and agricultural areas, dominated by a great diversity of species. The mammal community includes the Eurasian otter (*lutra lutra*), Egyptian mongoose (*herpestes ichneumon*), common genet (*genetta genetta*), beech marten (*martes foina*), European badger (*meles meles*) and red fox (*vulpes vulpes*).

Within the scope of the Natura 2000 Network, the Special Area of Conservation (SAC) under the Habitats Directive - Ria Formosa - Castro Marim stands out. The Ria Formosa Special Area of Conservation (SAC) (code PTCON0013) includes the Castro Marim salt marsh, the coastal forest area of Vila Real de Santo António and the Ria Formosa estuary, which "due to its diversity, structural complexity and size is the most important wetland area in southern Portugal". The SPA defines the Eurasian otter (*lutra lutra*), a species listed in Annex B-II to Decree-Law no. 49/2005 of 24/02, and the common genet (*genetta genetta*), a species listed in Annexes B-IV and B-V to Decree-Law no. 49/2005 of 24/02, as mammal species of Community conservation interest.

In addition to those already mentioned, the Faro Airport area intersects two other conservation areas:

- Wetland of international importance on the List of Ramsar Convention Sites,
- Special Protection Area (SPA) under the Birds Directive - Ria Formosa.

From the standpoint of biogeography, the study area is part of the Mediterranean region, the Western Mediterranean sub-region, Ibero-Atlantic Mediterranean super-province, Gaditano-Onubo-Algarviense province, Algarviense sector, Algárvico super-district (Costa et al., 1998). According to Costa et al. (1998) the Algárvico super-district, in bioclimatic terms, is located on the Thermo-Mediterranean plateau and has a dry to sub-humid climate, with the exception of a small coastal area between Albufeira and Lagos, where it is located on the xeric-oceanic plateau. In terms of land use, the study area shows some homogeneity in terms of the most frequently found biotopes, characterised by the dominance of pasture areas and soils with little vegetation. There are also occasional areas of pine forest. According to the Environmental Atlas, this area is characterised by an average annual temperature of 17.5° C and annual rainfall of between 400 and 500 mm.

GRI 304-2 Significant impacts of activities, products and services on biodiversity

Airport activities can have a number of negative direct impacts on biodiversity, especially in the surrounding areas, such as altering species' behaviour patterns as a result of aircraft noise, wildlife strikes with aircraft and soil and watercourse contamination associated with traffic and equipment emissions. As for positive indirect impacts, ANA Aeroportos supports CERVAS (Centre for Wildlife Ecology, Recovery and Surveillance) and RIAS (Ria Formosa Centre for Wildlife Recovery and Research), has a protocol with QUERCUS and a reforestation project ("Together we plant the future"). In 2023, under a protocol with RIAS, a study of birdlife in the area of the new Faro photovoltaic plant was completed, where no significant impacts on biodiversity were found. In addition, biodiversity diagnostics continued to be performed at all the network's airports this year. The work will be completed by the beginning of 2024. Learn more at ANA Aeroportos SR23 | [Preserving biodiversity](#).

GRI 304-3 Habitats protected or restored

As a result of the Faro Airport's environmental impact statement, restoration measures were done which are now complete.

There are no third-party partnerships to protect or restore habitat areas other than those where the organisation has supervised and implemented restoration or protection measures.

GRI 304-4 Species included on the IUCN (International Union for Conservation of Nature) Red List and on national conservation lists with habitats in areas affected by the organisation's operations

	2022	2023
<b>Total number of species, broken down by level of extinction risk</b>	<b>27</b>	<b>32</b>
Critically endangered	0	0
Endangered	1	1
Vulnerable	3	4
Almost threatened	1	0
Of lesser concern	22	27

**GRI 305 - Emissions 2016**

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

Given the sector's significant impact on energy consumption and global emissions, Energy Efficiency and Carbon Management are considered priority areas, and are reflected in the Energy and Climate Change cornerstone of VINCI's Environmental Strategy, as well as that of ANA Aeroportos.

Since 2008, ANA has had an Environmental Management System at all of its airports, certified in accordance with Standard 14001.

Another guiding component is the Environmental Policy, which reflects ANA's commitment to continuous improvement and reducing its business impact, particularly in terms of lowering energy consumption and, consequently, greenhouse gas emissions. In this context, ANA has been calculating its carbon footprint since 2008, and has been accredited since 2010 under the Airport Carbon Accreditation (ACA) programme of Airport Council International (ACI). In addition, each airport has an Energy and Carbon Management Action Plan. Along these lines, ANA has made a commitment to carbon neutrality by 2030, in accordance with the VINCI Environment Strategy.

In terms of air quality, ANA monitors gaseous emissions at its airports in accordance with its legal obligations, particularly with regard to point sources. It also monitors the ambient air quality at the Lisbon, Porto and Madeira airports through monitoring campaigns during both the summer and winter seasons. Concentrations of nitrogen dioxide and oxides (NO2 and NOX), carbon monoxide (CO), sulphur dioxide (SO2), ozone (O3), PM10 particles, PM2.5 particles and benzene (C6H6) are measured, along with local meteorological parameters. Ultra-fine particles are also included at the Lisbon and Faro Airports.

Learn more at: [ANA SR23 | Reducing Energy Consumption and Emissions](#) Also see [Environmental Policy](#)

		Units	2022	2023
GRI 305-1	Direct GHG emissions (Scope 1)	<b>Total direct emissions</b>	7,349	<b>6,423</b>
		Registered office	121	<b>104</b>
		Lisbon	3,508	<b>2,990</b>
		Porto	2,734	<b>2,509</b>
		Faro	663	<b>481</b>
		Beja	3	<b>3</b>
		Azores	176	<b>240</b>
		Madeira	143	<b>96</b>

[Learn more in the methodological notes.](#)

		Units	2022	2023
GRI 305-2	Indirect GHG energy (Scope 2)	<b>Total indirect (scope 2) GHG emissions from energy purchases calculated based on location</b>	17,525	<b>13,246</b>
		Registered office	267	<b>168</b>
		Lisbon	8,155	<b>5,076</b>
		Porto	3,220	<b>2,050</b>
		Faro	1,313	<b>756</b>
		Beja	60	<b>39</b>
		Azores	1,954	<b>2,102</b>
		Madeira	2,556	<b>3,055</b>

[Learn more in the methodological notes.](#)

		Units	2022	2023
GRI 305-3	Other indirect GHG emissions (Scope 3)	<b>Total other indirect emissions (Scope 3)</b>	<b>5,413,770</b>	5,277,010
		REGISTERED OFFICE	785	793
		LISBON	3,211,408	3,317,979
		PORTO	977,327	860,481
		FARO	707,096	605,135
		BEJA	16,079	10,547
		AZORES	158,396	159,425
		MADEIRA	342,679	322,651
		<b>Scope 3 - LTO, CCD</b>	<b>4,981,723</b>	5,275,860
		LISBON	3,013,725	3,317,947
		PORTO	843,306	860,411
		FARO	633,847	605,083
		BEJA	15,310	10,545
		AZORES	150,312	159,329
		MADEIRA	325,223	322,546
		<b>Scope 3 - LTO</b>	<b>4,527,620</b>	518,872
		LISBON	235,468	273,561
		PORTO	118,036	132,956
FARO	59,588	66,922		
BEJA	902	1,034		
AZORES	13,006	14,258		
MADEIRA	27,103	30,142		

		Units	2022	2023	
GRI 305-3	Other indirect GHG emissions (Scope 3)	<b>Total other indirect emissions (Scope 3)</b>	tCO <sub>2</sub> eq	<b>5,413,770</b>	5,277,010
		<b>Scope 3 - CCD</b>		<b>4,527,620</b>	4,756,989
		LISBON		2,778,258	3,044,386
		PORTO		725,270	727,455
		FARO		574,259	538,161
		BEJA		14,408	9,511
		AZORES		137,305	145,071
		MADEIRA		298,120	292,404
		<b>Scope 3 - Business travel</b>	tCO <sub>2</sub> eq		1150
		REGISTERED OFFICE		485	793
		LISBON		25	32
		PORTO		29	69
		FARO		36	52
		BEJA		2	2
		AZORES		84	96
		MADEIRA		97	105
		<a href="#">Learn more in the methodological notes</a>			
GRI 305-4	Intensity of GHG emissions	<b>Total Scope 1, 2 and 3 GHG emissions per TU</b>	tCO <sub>2</sub> eq/TU	<b>0.094</b>	0.077
		Method Localisation			
GRI 305-5	Reduction of GHG emissions	There have been energy efficiency measures, with implications for reducing consumption, although it has not been possible to quantify the reduction in emissions corresponding to each one.			
		Controlling the reduction of emissions through the carbon budget (scopes 1 and 2). Annual controlling of emission reductions - Annual carbon footprint inventory (scopes 1, 2 and 3). ACA N4 accreditation (base year 2014) and VINCI goals (base year 2018) - scopes 1 and 2; ACA N5 accreditation - scopes 1, 2 and 3 (base year 2014).			
GRI 305-6	Emissions of ozone-depleting substances (ODS)	<b>Production, import and export of SDO<sup>5</sup></b>	tCO <sub>2</sub> eq	1.48	<b>0.18</b>
GRI 305-7	Nitrogen oxides (NO <sub>x</sub> ), sulphur oxides (SO <sub>x</sub> ) and other significant atmospheric emissions	<b>LISBON</b>			
		Concentration of NO <sub>2</sub> (nitrogen dioxide) <sup>5</sup>		40	39
		Concentration of SO <sub>2</sub> (sulphur dioxide) <sup>7</sup>	µg/m <sup>3</sup>	350	<9
		Concentration of PM <sub>10</sub> <sup>3</sup>		40	16
		Concentration of PM <sub>2.5</sub> <sup>3</sup>		25	<10
		<b>PORTO</b>			
		Concentration of NO <sub>2</sub> (nitrogen dioxide) <sup>5</sup>		40	29
		Concentration of SO <sub>2</sub> (sulphur dioxide) <sup>4</sup>	µg/m <sup>3</sup>	350	<9
		Concentration of PM <sub>10</sub> <sup>3</sup>		40	17
		Concentration of PM <sub>2.5</sub> <sup>3</sup>		25	11
		<b>MADEIRA</b>			
		Concentration of NO <sub>2</sub> (nitrogen dioxide) <sup>5</sup>		40	7.6
		Concentration of SO <sub>2</sub> (sulphur dioxide) <sup>4</sup>	µg/m <sup>3</sup>	350	<9
Concentration of PM <sub>10</sub> <sup>3</sup>		40	13		
Concentration of PM <sub>2.5</sub> <sup>3</sup>		25	<10		

<sup>5</sup> The substance included in the calculation is R22. <sup>6</sup>Average of hourly values. <sup>7</sup> 99.7th percentile of average hourly values.

## GRI 306 - Waste 2020

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

In line with the VINCI Airports Environmental Strategy, ANA has made a commitment to "Zero Waste to Landfill by 2030". Since 2008, ANA has had an Environmental Management System at all of its airports, certified in accordance with Standard 14001. It is also governed by an Environmental Policy, which reflects ANA's commitment to continuous improvement and to reducing its business impact, namely in terms of reducing waste production and increasing the overall recovery rate. Similarly, Waste Management Diagnoses were carried out at all airports and Action Plans were defined, which are currently being implemented. In this context, a Waste Management Manual has been drawn up which compiles the best practices and procedures for achieving the goals set, as well as other measures set out therein. Learn more at: [ANA SR23 | Promoting the circular economy](#) Also see [Environmental Policy](#)

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

[ANA SR23 | Promoting the circular economy.](#)

GRI 306-2 Management of significant waste-related impacts

	Units	2022	2023
<b>Total weight of waste generated</b>		<b>7,547</b>	<b>9,231</b>
Lisbon		4,616	<b>6,042</b>
Porto		1,502	<b>1,679</b>
Faro	t	1,313	<b>1,307</b>
Beja		0	<b>0</b>
Azores		54	<b>98</b>
Madeira		62	<b>104</b>

GRI 306-3 Waste generated

Waste from the registered office managed by Lisbon is included in the figures reported by this airport. At the Madeira and Azores Airports, MSW is not accounted for, since it is collected by municipal services (with the exception of paper and cardboard at AJPII). Only MSW is produced at the Beja Terminal, which is also managed by municipal services; as such, this indicator is not calculated for this infrastructure.

	Waste directed to disposal	Units	2022	2023
	<b>Total weight of waste directed to disposal</b>			
	<b>Total</b>		<b>6,493</b>	7,771
	LISBON		4,308	5,406
	PORTO		1,473	1,673
	FARO	t	606	516
	BEJA		0	0
	AZORES		44	79
	MADEIRA		62	97
	<b>Total weight of hazardous waste not directed to disposal per recovery operation</b>			
	<b>Other recovery operations</b>		<b>162</b>	<b>192</b>
	LISBON		36	<b>31</b>
	PORTO		64	<b>99</b>
	FARO	t	37	<b>27</b>
	BEJA		0	<b>0</b>
	AZORES		4	<b>17</b>
	MADEIRA		21	<b>18</b>

GRI 306-4 Waste not directed to disposal

		<b>Total weight of non-hazardous waste not directed to disposal per recovery operation</b>		
<b>Other recovery operations</b>		<b>6,331</b>	<b>7,579</b>	
LISBON		4,272	5,375	
PORTO		1,409	1,574	
FARO	t	569	489	
BEJA		0	0	
AZORES		40	63	
MADEIRA		41	78	
<b>Waste directed to disposal</b>		<b>Units</b>	<b>2022</b>	<b>2023</b>
<b>Total weight of waste directed to disposal</b>				
<b>Total</b>		<b>1,041</b>	<b>1,459</b>	
LISBON		294	6	
PORTO		29	792	
FARO	t	707	0	
BEJA		0	0	
AZORES		10	19	
MADEIRA		0	7	
<b>Total weight of hazardous waste directed to disposal per operation</b>				
<b>Incineration (with energy recovery)</b>		<b>1</b>	<b>0</b>	
LISBON <sup>8</sup>	t	0	0	
PORTO		0	0	
FARO		0	0	
BEJA		0	0	
AZORES	t	1	0	
MADEIRA		0	0	
<b>Total weight of non-hazardous waste directed to disposal per operation</b>				
<b>Incineration (with energy recovery)</b>		<b>21</b>	<b>10</b>	
LISBON		0	10	
PORTO		21	0	
FARO	t	0	0	
BEJA		0	0	
AZORES		0	0	
MADEIRA		0	0	
<b>Total weight of hazardous waste directed to disposal per operation</b>				
<b>Landfill</b>	t	<b>1</b>	<b>0</b>	
LISBON		0	0	

GRI 306-5 Waste directed to disposal

<sup>8</sup> In the case of Lisbon, a significant percentage of mixed waste is sent to an intermediate waste management centre. This mixed waste is then sent for different types of disposal (incineration or landfill) without any knowledge of its final destination.

	Waste directed to disposal	Units	2022	2023
	<b>Total weight of hazardous waste directed to disposal per operation</b>			
	PORTO		0	0
	FARO		1	0
	BEJA		0	0
	AZORES		0	0
	MADEIRA		0	0
	<b>Total weight of non-hazardous waste directed to disposal per operation</b>			
	<b>Landfill</b>		<b>723</b>	<b>19</b>
	LISBON		161	10
	PORTO		8	0
	FARO		706	2
	BEJA		0	0
	AZORES		9	0
	MADEIRA		0	6
	<b>Total weight of hazardous waste directed to disposal per operation</b>			
	<b>Other disposal operations</b>		n/avail.	<b>507</b>
	LISBON		n/avail.	<b>499</b>
	PORTO		n/avail.	<b>6</b>
	FARO		n/avail.	<b>0</b>
	BEJA		n/avail.	<b>0</b>
	AZORES		n/avail.	<b>2</b>
	MADEIRA		n/avail.	<b>0</b>
	<b>Total weight of non-hazardous waste directed to disposal per operation</b>			
	<b>Other disposal operations</b>		n/avail.	<b>923</b>
	LISBON		n/avail.	<b>117</b>
	PORTO		n/avail.	<b>0</b>
	FARO		n/avail.	<b>789</b>
	BEJA		n/avail.	<b>0</b>
	AZORES		n/avail.	<b>16</b>
	MADEIRA		n/avail.	<b>1</b>

GRI 306-5 Waste directed to disposal

In 2022, only waste routed to operation code D was counted as landfill. In 2023, only waste routed to operation code D1 was counted as landfill, while waste routed to other operation code D was counted as other disposal operations. Therefore, the 2022 figures are not comparable.

**GRI 308 - Environmental Assessment of Suppliers 2016**

**GRI 3 - Material Topics 2021 | 3-3- Management of material topics** ANA SR23| Integrating Sustainability into Purchasing

		2022	2023
GRI 308-1	New suppliers that were screened using environmental criteria	n/avail.	n/avail.

Percentage of new suppliers screened on the basis of environmental criteria

Obtaining indicators relating to the 'screening of new suppliers' based on social or environmental criteria is still a very manual process, not yet organised to enable direct extraction of indicators.

**GRI 401 - Employment 2016**

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

ANA Aeroportos is committed to 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 extends to its service providers, and invests in the well-being and quality of life of its team. To this end, it also has policies, charters, codes and regulations such as the [Charter of Ethics and Conduct](#), the [Annex to the Charter of Ethics and Conduct](#), the [Anti-Corruption Code of Conduct](#), the [Anti-Corruption Policy](#), the [VINCI Guide to Human Rights](#), the [Declaration on Essential and Fundamental Occupational Health and Safety Actions](#), the Letter of Commitment to Social Responsibility for suppliers and the Occupational Health and Safety Policy, which is part of the ISO 45001 certified management systems.

		2022	2023
	<b>New employee hires and employee turnover</b>		
	<b>Total new hires of employees</b>	18	50
	<b>New hires of employees by age group</b>		
	< 30 years	6	20
	>= 30 and <50 years	12	28
	>= 50 years	0	2
	<b>New hires by gender</b>		
	Men	8	33
	Women	10	17
	<b>Rate of new hires by age group</b>		
	< 30 years	0.5%	1.8%
	>= 30 and <50 years	1.1%	2.5%
	>= 50 years	0.0%	0.2%
	<b>Rate of new hires by gender</b>		
GRI 401-1	New employee hires and employee turnover		
	Men	0.7%	2.9%
	Women	0.9%	1.5%
	<b>Total employee turnover by age group</b>		
	< 30 years	8	4
	>= 30 and <50 years	9	14
	>= 50 years	51	46
	<b>Total employee turnover by gender</b>		
	Men	44	35
	Women	24	29
	<b>Turnover rate of employees by age group</b>		
	< 30 years	0.7%	0.4%
	>= 30 and <50 years	0.8%	1.2%
	>= 50 years	4.5%	4.1%
	<b>Turnover rate of employees by gender</b>		
	Men	3.9%	3.0%
	Women	2.1%	3.0%

		Parental leave	2022	2023
GRI 401-3	Parental leave	<b>Total number of employees entitled to parental leave</b>	<b>1,052</b>	<b>1,050</b>
		Men	680	683
		Women	372	367
		<b>Total number of employees who took parental leave</b>	<b>27</b>	<b>28</b>
		Men	19	16
		Women	8	12
		<b>Total number of employees who returned to work in the reporting period after parental leave ended</b>	<b>27</b>	<b>28</b>
		Men	19	16
		Women	8	12
		<b>Return to work rate</b>	<b>100.0%</b>	<b>100.0%</b>
		Men	100.0%	100.0%
		Women	100.0%	100.0%
		<b>Total number of employees who returned to work after the end of parental leave and were still employed 12 months after their return to work</b>	<b>26</b>	<b>n/a</b>
		Men	18	n/a
		Women	8	n/a
<b>Retention rate</b>	<b>96.3%</b>	<b>n/a</b>		
Men	94.7%	n/a		
Women	100.0%	n/a		
403-1	Occupational health and safety management system	Management system implemented in accordance with legal requirements: Portuguese legislation and the Authority for Working Conditions (ACT). ANA Aeroportos' occupational health and safety management system aims to improve performance and achieve the organisation's occupational health and safety goals. It has been certified since 2008, and is kept up-to-date based on the ISO 45001 standard, covering all employees and external service providers who use ANA's facilities. The legal framework for the promotion of occupational health and safety (Law no. 102/2009 of 10 September, article 98, as amended) represents the general regulatory support for activities and responsibilities involving occupational health and safety.		
		ANA Aeroportos has a methodology for identifying hazards and assessing occupational health and safety risks for all stakeholders in regard to ANA Aeroportos' processes, activities and facilities, in order to determine the level of risk and the measures to be implemented. It defines the criteria, rating scales, calculation formulas and acceptability matrices for assessing risks. It constantly applies preventive and remedial measures and has control mechanisms that it monitors continuously. Hazard identification and risk assessment are carried out by the teams responsible for the activities, in direct coordination with the Occupational Health and Safety teams, using internal and external consultancy services whenever needed. The results of these processes are assessed through internal and external audits, inspections and checks, both by official entities and internal teams. Monitoring is done using performance indicators so that the results of the processes can be overseen. This evaluation is translated into risk assessment matrices that are periodically reviewed (at least once a year) or when incidents occur, when new raw materials, processes or products are developed or when legislation changes, among others. Employees can report any hazards, dangerous situations or safety incidents through near-miss reporting. Although ANA Aeroportos does not have anonymous reporting mechanisms for incidents related to occupational health and safety, it does have general whistleblowing channels that may also be used for this purpose, and is governed by the principles of the Codes of Ethics and Conduct, which safeguard employees against potential retaliation.		
403-2	Hazard identification, risk assessment and incident investigation			

		ANA Aeroportos has an OHS Incident Management Procedure to define the methodology for analysing incidents involving occupational health and safety, namely action, recording, reporting, investigation, analysis of causes, preparation of report and determining the measures to be implemented. This applies to all occupational health and safety incidents involving company workers, temporary workers and service providers of ANA - Aeroportos de Portugal.
403-3	Occupational health services	Occupational health physician: Promotes and oversees the health of employees, taking into account the specific characteristics of each professional activity done, in compliance with legislation in force. Occupational health nurse: Focuses on well-being, the promotion, protection, monitoring and recovery of health, as well as the prevention of occupational risks, accidents, occupational illnesses and diseases related to and/or aggravated by work, in partnership with workers, with the aim of promoting healthy and safe working environments, taking into account the characteristics of the individual, the workplace and the socio-occupational environment.
403-4	Worker participation, consultation and communication on occupational health and safety	ANA consults all its employees throughout the year through sporadic surveys.
403-5	Training workers in occupational health and safety	ANA has an annual occupational health and safety training plan that covers training in all the occupational health and safety risks identified at the various airports.
403-6	Promoting workers' health	Health promotion measures include: <ul style="list-style-type: none"> <li>• Health insurance, free for employees and with special rates for spouses and children.</li> <li>• Free access to curative medicine.</li> <li>• Medical assistance at home, out of hours and at weekends, for employees and their families, free of charge.</li> <li>• Annual flu vaccination campaigns, which allow all employees to be vaccinated at no cost</li> </ul>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked to business relations	ANA Aeroportos' approach is no different from the one described above, since it is a universally coordinated corporate function, although each region has a local OHS coordination team.

**GRI 403 - Occupational Health and Safety 2018**

<b>GRI 3 - Material Topics 2021   3-3- Management of material topics</b>	ANA Aeroportos adopts a vigilant and interventionist stance with regard to improving working conditions and mitigating occupational health and safety risks, with a view to preventing accidents and promoting the health of its employees and service providers. It has an Occupational Health and Safety Policy and a Health and Safety Management System, and monitors operations at all ANA Aeroportos facilities to continually improve performance, with a particular focus on eliminating workplace accidents and occupational diseases. This system promotes a safe working environment, helping to reduce absenteeism, avoid occupational diseases and prevent accidents at work. ANA Aeroportos has commitments related to occupational health and safety in line with the VINCI Group's strategy, which sets the goal of "Zero Workplace Accidents". Learn more at <a href="#">ANA Aeroportos SR23   Ensuring health and safety</a> .
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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 who use ANA's facilities.																					
403-9	Accidents at work <sup>9</sup>	<table border="1"> <thead> <tr> <th>Accidents at work</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td><b>Number of deaths resulting of accidents at work</b></td> <td><b>0</b></td> <td><b>1</b></td> </tr> <tr> <td>Employees</td> <td>0</td> <td>0</td> </tr> <tr> <td>Workers who are not employees, but whose work and/or workplace is controlled by the organisation</td> <td>0</td> <td>1</td> </tr> <tr> <td><b>Rate of deaths resulting of accidents at work</b></td> <td></td> <td></td> </tr> <tr> <td>Employees</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Workers who are not employees, but whose work and/or workplace is controlled by the organisation</td> <td>0.00</td> <td>0.23</td> </tr> </tbody> </table>	Accidents at work	2022	2023	<b>Number of deaths resulting of accidents at work</b>	<b>0</b>	<b>1</b>	Employees	0	0	Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0	1	<b>Rate of deaths resulting of accidents at work</b>			Employees	0.00	0.00	Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0.00	0.23
Accidents at work	2022	2023																					
<b>Number of deaths resulting of accidents at work</b>	<b>0</b>	<b>1</b>																					
Employees	0	0																					
Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0	1																					
<b>Rate of deaths resulting of accidents at work</b>																							
Employees	0.00	0.00																					
Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0.00	0.23																					

<sup>9</sup> A methodological change was made to the reporting process in 2023, namely a change in the calculation formula. In order to make the figures for 2023 and 2022 directly comparable, the formulas used to calculate the indices for the previous year were reformulated.

		<b>Number of accidents at work with serious consequences (except fatalities)</b>	<b>5</b>	<b>4</b>
		Employees	3	1
		Workers who are not employees, but whose work and/or workplace is controlled by the organisation	2	3
		<b>Rate of accidents at work with serious consequences (except fatalities)</b>		
		Employees	0.00	0.54
		Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0.00	0.70
		<b>Number of accidents at work subject to mandatory reporting</b>	<b>79</b>	<b>75</b>
		Employees	11	17
		Workers who are not employees, but whose work and/or workplace is controlled by the organisation	68	58
		<b>Rate of accidents at work subject to mandatory reporting</b>		
		Employees	5.81	9.24
		Workers who are not employees, but whose work and/or workplace is controlled by the organisation	27.21	13.53
403-9	Accidents at work <sup>9</sup>			
		<b>Main types of accidents at work</b>		In the case of both employees and non-employees whose work and/or workplace is controlled by the organisation, the main types of injury are bruises, contusions, concussions, inflammations, dislocations, fractures, strains and sprains.
		<b>Number of hours worked</b>	<b>4,392,702</b>	<b>6,128,060</b>
		Employees	1,893,890	1,839,903
		Workers who are not employees, but whose work and/or workplace is controlled by the organisation	2,498,812	4,288,157
				The rates were calculated on the basis of 1,000,000 hours worked. Data collection via two reporting platforms: one for ANA workers and another for ESPs. The procedure described in the Occupational Health and Safety Management PRC Process Identification Sheet (Appendix 5) is also followed. ANA is legally responsible for monitoring and reporting accidents at work for ESPs who work at airports for more than 30 working days in a row. All others are not the legal responsibility of ANA (third parties). However, whenever there are accidents with serious consequences or deaths at third parties, ANA is notified, and in turn helps with the process of notifying the regulatory authorities. That said, only accidents that meet the above requirements are reported to third parties.
			<b>2022</b>	<b>2023</b>
		<b>Number of deaths as a result of work-related health problems</b>	<b>0</b>	<b>0</b>
		Employees	0	0
		Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0	0
403-10	Work-related illness	<b>Number of cases of work-related health problems</b>	<b>0</b>	<b>0</b>
		Employees	0	0
		Workers who are not employees, but whose work and/or workplace is controlled by the organisation	0	0
		Types of work-related health problems	n/a	

**GRI 404 - Training and Education 2016**

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

ANA Aeroportos provides development opportunities such as training and continuing education programmes, which are essential for the team's professional growth in a sector as dynamic and complex as the airport industry, thereby ensuring that the company is prepared to face constant changes associated with regulations, the energy transition and passenger demands, and continues to grow in a sustainable manner. Learn more at [ANA SR23 | Promoting development and recognition](#).

		2022	2023
<b>Registered office</b>			
<b>Average hours of training of employees by gender</b>		<b>30.01</b>	<b>19.17</b>
Men		31.00	31.34
Women		29.00	12.9
<b>Average hours of training of employees by category</b>		<b>30.03</b>	<b>19.17</b>
Management		56.53	19.58
Staff		26.68	19.12
<b>LISBON</b>			
<b>Average hours of training of employees by gender</b>		<b>31.27</b>	<b>38.76</b>
Men		32.83	51.40
Women		28.50	14.47
<b>Average hours of training of employees by category</b>		<b>31.27</b>	<b>38.76</b>
Management		43.79	30.11
Staff		30.18	39.48
<b>PORTO</b>			
<b>Average hours of training of employees by gender</b>		<b>51.46</b>	<b>25.49</b>
Men		58.58	30.50
Women		27.63	8.85
<b>Average hours of training of employees by category</b>		<b>51.43</b>	<b>25.49</b>
Management		8.00	25.69
Staff		56.00	25.47
<b>FARO</b>			
<b>Average hours of training of employees by gender</b>		<b>27.52</b>	<b>10.86</b>
Men		29.69	12.45
Women		21.37	6.71
<b>Average hours of training of employees by category</b>		<b>27.52</b>	<b>10.86</b>
Management		44.21	19.50
Staff		26.28	10.21
<b>BEJA</b>			
<b>Average hours of training of employees by gender</b>		<b>29.18</b>	<b>20.06</b>
Men		31.15	18.59
Women		25.25	23.745
<b>Average hours of training of employees by category</b>		<b>29.18</b>	<b>20.06</b>
Management		0.00	15.50
Staff		35.02	20.82

404-1 Average hours of training per year per employee

<sup>10</sup>The completion rate (100%) represents 1,061 forms created for the eligible population whose performance evaluation was actually done. Of these 1,061, 1,035 have completed all the steps required to close their case. The remaining 26 have been effectively evaluated, but the last step in completing the process ("confirmation of knowledge") has not been completed, as this concerns situations of absence from work (e.g. sick leave). The management information breakdown was based on the 1,035 employees whose appraisal process had been completed.

		<b>AZORES</b>	
		<b>Average hours of training of employees by gender</b>	<b>51.96</b> <b>26.88</b>
		Men	57.57    30.05
		Women	30.40    15.022
		<b>Average hours of training of employees by category</b>	<b>51.96</b> <b>26.88</b>
		Management	49.78    32.53
		Staff	52.30    25.99
		<b>MADEIRA</b>	
		<b>Average hours of training of employees by gender</b>	<b>37.40</b> <b>24.71</b>
		Men	46.93    28.05
		Women	15.69    16.30
		<b>Average hours of training of employees by category</b>	<b>37.40</b> <b>24.71</b>
		Management	27.82    45.20
		Staff	38.03    23.28
404-2	Programmes to upgrade employee skills and transition assistance programmes	Carrying out assessments in cases of mobility and/or taking on a position with greater responsibility, training in various areas (e.g. OHS and environment, diversity, equity and inclusion, operational, engineering and maintenance, business, legal, technical, leadership, behavioural, among others), teambuilding, participation in female leadership empowerment projects.	
			<b>2022</b> <b>2023</b>
		<b>Percentage of employees receiving regular performance and career development reviews by gender</b>	<b>100.0%</b> 100.0% <sup>10</sup>
		Men	64.4%    65.1%
		Women	35.6%    34.9%
404-3	Percentage of employees receiving regular performance and career development reviews	<b>Percentage of employees receiving regular performance and career development reviews by category</b>	<b>100.0%</b> 100.0%
		Management	9.2%    14.8% <sup>11</sup>
		Staff	90.8%    85.2%
<b>GRI 405 - Diversity and Equal Opportunities 2016</b>			
<b>GRI 3 - Material Topics 2021   3-3- Management of material topics</b>		ANA Aeroportos subscribes to VINCI's principles and policies, namely the <a href="#">Charter of Ethics and Conduct</a> , in which it undertakes to guarantee equal opportunities for everyone. The company is committed to training programmes that promote diversity, equity and inclusion to create a gender pay equity index that monitors the pay gap, together with having women in 40% of leadership positions by 2025. Learn more at <a href="#">ANA SR23   Promoting development and recognition</a> .	
			<b>2022</b> <b>2023</b>
		<b>Percentage of individuals who are members of the organisation's governance bodies</b>	
		<b>Gender</b>	
		Men	85.70%    83.3%
		Women	14.3%    16.7%
		<b>Age group</b>	
		< 30 years	0.0%    0.0%
		>= 30 and <50 years	57.1%    66.7%
		>= 50 years	42.9%    33.3%
405-1	Diversity of <i>governance bodies</i> and officials		

<sup>11</sup>With regard to this parameter, there has been a change in the assumptions compared to the previous year - as of this year, the positions classified as "Management" now include all leadership and similar positions (e.g. coordinators, Executive Committee advisors), thereby changing the relative distribution between management/staff.

		Percentage of new employees by category	
		<b>Staff</b>	
		<b>Gender</b>	
		Men	64.5% 65.2%
		Women	35.6% 34.8%
		<b>Age group</b>	
		< 30 years	3.7% 3.6%
		>= 30 and <50 years	54.3% 50.9%
		>= 50 years	42.0% 45.6%
		<b>Management</b>	
		<b>Gender</b>	
		Men	65.7% 65.7%
		Women	34.3% 34.3%
		<b>Age group</b>	
		< 30 years	0.0% 0.0%
		>= 30 and <50 years	59.0% 47.1%
		>= 50 years	41.0% 52.9%
			<b>2022 2023</b>
		<b>Technicians</b>	
		Ratio between base salaries	1.05 1.06
		Ratio between remuneration (base salary + other financial compensation [commissions, bonuses])	1.01 1.01
		<b>Airport Operations Officials</b>	
		Ratio between base salaries	1.00 1.03
		Ratio between remuneration (base salary + other financial compensation [commissions, bonuses])	0.97 1.01
		<b>Specialists</b>	
		Ratio between base salaries	1.00 0.99
		Ratio between remuneration (base salary + other financial compensation [commissions, bonuses])	0.96 0.95

GRI 405-2 Ratio of base salary and remuneration of women to men

**GRI 413: Local Communities 2016**

<p><b>GRI 3 - Material Topics 2021   3-3- Management of material topics</b></p>	<p>Airports are fundamental infrastructures for socio-economic development of territories. They are gateways for people, goods and services, facilitating connections between different regions and countries. In addition, airports generate jobs and income, helping to galvanize the local economy. They also play a strategic role in tourism and perform key functions in emergencies, enabling the fast 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 in a complex value chain, can in many cases be decisive. ANA Aeroportos' ambition is to play an increasingly more proactive role in economic, social and environmental terms in the communities where it operates and in the society to which it belongs, reflected in the VINCI Manifesto, which defines the positioning of the Group's companies in their relationship with stakeholders and society at large. Learn more about some of ANA Aeroportos' local initiatives at <a href="#">ANA SR23   Territorial Development</a>.</p>
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413-1	Operations with local community engagement, impact assessments and development programmes	Out of a total of seven (six regions with airport operations and one registered office), 100% of ANA's operations have community engagement, impact assessment or local development programmes.
413-2	Operations with significant actual and potential negative impacts on local communities	<p>At ANA Aeroportos, we value the environment, an area that has always played a pivotal role in our day-to-day management. The company has taken on the duty to act, developing solutions that help improve living conditions, but also reducing its business impact. This environmental ambition is realised through management measures implemented in the company's day-to-day operations, focusing on innovation, responsibility and proactivity. ANA Aeroportos is committed to monitoring, controlling and reducing its business impact on local communities and surrounding areas, making every effort to ensure responsible action, consistent with the principles of sustainable development, at the micro and macro levels, and promoting a balance from environmental, social and financial standpoints. Therefore, given the characteristics of its business, the potential negative impact on surrounding communities could be associated with the descriptor of noise. In particular, managing noise emissions is reflected in ANA Aeroportos' Environmental Policy, and mitigating its impact around airports remains a priority action area, even though this depends heavily on the airlines, given that ambient noise is generated by aircraft flying over the city.</p> <p>In this context, ANA Aeroportos monitors noise continuously through a Noise Monitoring System installed at the airports where this environmental descriptor is most significant (Lisbon, Porto, Faro and Madeira Airports), as well as at the Porto Santo Airport, with the issuance of Noise Monitoring Reports. Simulations/forecasts are also carried out, through the regular production of Noise Maps, which characterise the acoustic environment around larger airports, where significant impacts can be expected in terms of aircraft noise.</p> <p>At the airports considered to be Large Air Transport Infrastructures, and in conjunction with the Portuguese Environment Agency, ANA Aeroportos is continuing to implement the measures contained in the Noise Reduction Action Plans for the Lisbon and Porto Airports, in accordance with applicable legal provisions. In this regard, there are different types of interventions for managing, controlling, minimising and reducing noise, from a balanced approach perspective, in line with current best practices and international directives.</p> <p>Recently, to adapt to the noise impacts caused by the Lisbon Airport, ANA Aeroportos shared operational and acoustic information associated with the movement of the aircraft used via the Webtrack application, and continued preparing the Neighbourhood Programme to acoustically insulate buildings around the airport. Learn more at <a href="#">ANA SR23   Managing noise</a>.</p>

#### GRI 414 - Social Assessment of Suppliers 2016

GRI 3 - Material Topics 2021   3-3- Management of material topics		<a href="#">ANA SR23   Integrating Sustainability into Purchasing</a>	
		2022	2023
GRI 414-1	New suppliers that were screened using social criteria	Percentage of new suppliers screened using social criteria	n/avail.
		Obtaining indicators relating to the 'screening of new suppliers' based on social or environmental criteria is still a very manual process, not yet organised to enable direct extraction of indicators.	n/avail.

#### GRI 415 - Public Policies 2016

		2022	2023
GRI 415-1	Political contributions	Total monetary value of direct and indirect political, financial or other contributions made by the organisation	
		0	0

**GRI 416: Consumer Health and Safety 2016**

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

Airport security is one of the main areas of activity at ANA Aeroportos, covering various aspects to protect and safeguard passengers. The certified airport security management system is an internal instrument that guarantees the safety of operations. The aspect of security involves security standards and requirements, and the appropriate response to threats and/or unlawful interference against people and property, and extends to landside and airside operations to ensure that all activities comply with domestic and international technical requirements in place at each airport. In this way, safety is an essential and decisive contribution towards guaranteeing operational efficiency, as well as the overall quality of service provided by ANA airports

		2022	2023	
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Cases of non-compliance with laws and/or voluntary codes in relation to health and safety impacts caused by products and services	2	0
		...with laws that resulted in a fine or penalty	2	0
		...with laws that resulted in a warning	0	0
		...with voluntary codes	0	0

**GRI 417 - Marketing and Labelling 2016**

		2022	2023	
GRI 417-3	Incidents of non-compliance concerning marketing communications	Cases of non-compliance with laws and/or voluntary codes in relation to marketing communications, including advertising, promotion and sponsorship	0	0
		...with laws that resulted in a fine or penalty	0	0
		...with laws that resulted in a warning	0	0
		...with voluntary codes	0	0

**SECTOR INDICATORS**

		2022	2023	
AO1	Total annual number of passengers	<b>Total number of passengers</b>	<b>55,712,741</b>	<b>66,331,663</b>
		Lisbon	28,261,904	33,648,691
		Porto	12,637,663	15,204,955
		Faro	8,171,413	9,640,232
		Beja	959	4,964
		Azores	2,546,679	2,995,916
		Madeira	4,094,123	4,836,905
				<b>2022</b>
AO2	Total annual number of aircraft movements	<b>Total number of aircraft movements</b>	<b>407,528</b>	<b>456,702</b>
		Lisbon	198,200	222,753
		Porto	90,134	101,710
		Faro	55,600	62,709
		Beja	169	343
		Azores	32,661	35,125
		Madeira	30,764	34,062

		Units	2022	2023
	<b>Total amount of cargo tonnage</b>	<b>t</b>	<b>210,408</b>	<b>210,477</b>
AO3	Total amount of cargo tonnage	Lisbon	155,818	160,247
		Porto	43,208	38,695
		Faro	7	51
		Beja	0	0
		Azores	7,405	7,514
		Madeira	3,970	3,970
AO6	Used and treated aircraft and pavement de-icing/anti-icing fluid per m <sup>3</sup> and/or tonnes		De-icing/anti-icing fluid is not used for aircraft and flooring at ANA airports.	
AO8	Number of people physically or economically displaced, voluntarily or involuntarily, by the airport operator or, on its behalf, by a governmental or other entity, and compensation offered		No physical or economic displacement took place in 2023, whether voluntary or involuntary.	
AO9	Total annual number of <i>wildlife strikes</i> per 10,000 aircraft movements		<b>2022</b>	<b>2023</b>
		<b>BS/10,000 Movements</b>	<b>0.37</b>	<b>4.29</b>
		<i>Bird strikes</i>	165	196
		Movements	4,470,887	456,702
		<b>LISBON</b>		
		<b>Wildlife strikes/10,000 Movements</b>	<b>1.77</b>	<b>2.11</b>
		<i>Wildlife strikes</i>	35	47
		Movements	198,200	222,753
		<b>PORTO</b>		
		<b>Wildlife strikes/10,000 Movements</b>	<b>5.21</b>	<b>6.49</b>
		<i>Wildlife strikes</i>	47	66
		Movements	90,134	101,710
		<b>FARO</b>		
		<b>Wildlife strikes/10,000 Movements</b>	<b>3.42</b>	<b>3.19</b>
		<i>Wildlife strikes</i>	19	20
		Movements	55,600	62,709
		<b>BEJA</b>		
		<b>Wildlife strikes/10,000 Movements</b>	n/a	n/a
		<i>Wildlife strikes</i>	n/a	n/a
		Movements	169	343
		<b>AZORES</b>		
		<b>Wildlife strikes/10,000 Movements</b>	<b>12.25</b>	<b>11.10</b>
<i>Wildlife strikes</i>	40	39		
Movements	32,661	35,125		
<b>MADEIRA</b>				
<b>Wildlife strikes/10,000 Movements</b>	<b>7.80</b>	<b>7.05</b>		
<i>Wildlife strikes</i>	24	24		
Movements	30,764	34,062		

		Foaming	Units	2022	2023
Scope 1	Chemical fire extinguishing powder	Total quantity		10,030	16,183
		Lisbon		2,040	1,790
		Porto		4,525	2,431
		Faro	Litres	575	800
		Beja		0	0
		Azores		800	6,800
		Madeira		2,090	4,362
					Units
Scope 2	Plant protection products (herbicide)	Quantity of plant protection products used (herbicide)		237	183
		Lisbon		0	0
		Porto		0	0
		Faro	Litres	0	0
		Beja		0	0
		Azores		220	180
		Madeira		17	3

## METHODOLOGICAL NOTES

The GHG inventory was calculated in accordance with the guidelines of Airport Carbon Accreditation (ACA/ACI), in line with the procedures of the Greenhouse Gas Protocol (GHGP) (WRI&WBCSD, 2004) and ISO 14064-1:2018. Following the guidelines of the GHGP, in accordance with the operational control approach selected for defining organisational boundaries, this emissions inventory considers all the companies in which ANA has operational control of the activity.

With regard to emission sources, this document includes Scope 1 and 2 emissions, which are mandatory reporting sources. With regard to scope 1 emissions, these correspond to direct emissions that come from sources owned or controlled by the company. On the other hand, Scope 2 sources correspond to indirect emissions that relate solely and exclusively to emissions resulting from the production of electricity and heat/cold consumed at airports/registered office and purchased from an external supplier.

The activity data provided by the ANA were taken into account when calculating emissions. The calculation of emissions was based on specific available calculation methods and parameters, as shown below.

In the case of scope 2, emission values calculated according to two different approaches are shown, in accordance with GHGP guidelines, and in line with ACA/ACI instructions: the localisation method and the market method. All organisations must present emissions according to the location method, while the market method should only be presented in countries or regions with a free electricity market, where the organisation has the power to choose the source of the electricity it consumes.

### Location-based method:

In this method, emissions are calculated taking into account an emission factor for electricity production stipulated for the national grid by a reference entity. Thus, the reference value for mainland Portugal published by the Renewable Energy Association (APREN) for the year 2023 was used, while in the case of the Azores and Madeira, the specific emission value published by the companies responsible for producing and distributing electricity on each of the islands was used, given that the energy in the grid on each of the islands comes from just one producer.

### Market-based method:

In this method, emissions are calculated using an emission factor specific to the electricity supplier to the organisation, characterising the choice of the consumer. However, in 2021 the purchase of electricity with the association of Guarantees of Origin (GO) began at all airports and the registered office, and will continue in 2023. These guarantees of origin are purchased directly from the electricity supplier in the case of mainland airports and the registered office, and on a voluntary basis, with a value corresponding to the energy consumed, in the case of the island airports. These guarantees of origin make it possible to certify the consumption of energy from sources that are 100% renewable. As such, for the calculation based on the market method, the applicable emission factor will be zero.

## List of emission factors and calculation parameters

	Parameter	Unit	Amount	Source
Natural Gas	EF CO <sub>2</sub>	kg/GJ	56.4	APA - National Inventory Report 2023 Portugal
	EF CH <sub>4</sub>	kg/GJ	0.001	
	EF N <sub>2</sub> O	kg/GJ	0.0001	
	PCI	GJ/Nm <sup>3</sup>	0.03844	APA - European Emissions Trading Scheme (EU ETS) 2013-2021: Lower Calorific Value, Emission Factor and Oxidation Factor
	Oxidation Factor	-	0.995	
Propane Gas	EF CO <sub>2</sub>	kg/GJ	63.1	APA - National Inventory Report 2023 Portugal
	EF CH <sub>4</sub>	kg/GJ	0.001	
	EF N <sub>2</sub> O	kg/GJ	0.0001	
	PCI	GJ/t	46.3	APETRO - Information no. 60 - The differences between natural gas and LPG (May 2017)
	Oxidation Factor	-	0.995	APA - European Emissions Trading Scheme (EU ETS) 2013-2021: Lower Calorific Value, Emission Factor and Oxidation Factor
	Density	kg/m <sup>3</sup>	1.89	Gas Encyclopaedia Air Liquide
Butane gas	EF CO <sub>2</sub>	kg/GJ	63.1	APA - National Inventory Report 2023 Portugal
	EF CH <sub>4</sub>	kg/GJ	0.001	
	EF N <sub>2</sub> O	kg/GJ	0.0001	
	PCI	GJ/t	45.80	APETRO - Information no. 60 - The differences between natural gas and LPG (May 2017)
	Oxidation Factor	-	0.995	APA - European Emissions Trading Scheme (EU ETS) 2013-2021: Lower Calorific Value, Emission Factor and Oxidation Factor
Density	kg/m <sup>3</sup>	2.54	Gas Encyclopaedia Air Liquide	
Liquid Fuels	PCI Petrol	GJ/t	44.77	APA - National Inventory Report 2023
	PCI Diesel	GJ/t	43.31	
	PCI JET A1	GJ/t	43.00	
	Petrol density	kg/l	0.746	Directorate-General of Energy and Geology (DGEG) - Density of oil products 2019
	Diesel density	kg/l	0.84	
	JET A1 density	kg/l	0.80	
	Oxidation Factor (JET A1, petrol and diesel)	-	0.99	APA - European Emissions Trading Scheme (EU ETS) 2013-2021: Lower Calorific Value, Emission Factor and Oxidation Factor
	HVO PCI	GJ/t	44.0	SEAI Conversion Factors
	HVO density	kg/l	0.846	SEAI Conversion Factors

	Parameter	Unit	Amount	Source	
Mobile Sources	EF Petrol CO <sub>2</sub>	kg CO <sub>2</sub> /GJ	71.2	APA - National Inventory Report 2023 Portugal	
	EF Petrol CH <sub>4</sub>	g CH <sub>4</sub> /GJ	10.1		
	EF Petrol N <sub>2</sub> O	g N <sub>2</sub> O/GJ	1.2		
	EF Diesel CO <sub>2</sub>	kg CO <sub>2</sub> /GJ	69.2		
	EF Diesel CH <sub>4</sub>	g CH <sub>4</sub> /GJ	1.1		
	EF Diesel N <sub>2</sub> O	g N <sub>2</sub> O/GJ	2.7		
	EF JET A1 CO <sub>2</sub>	kg CO <sub>2</sub> /GJ	71.5		IPCC Guidelines for National Greenhouse Gas Inventories (2006)
	EF JET A1 CH <sub>4</sub>	g CH <sub>4</sub> /GJ	0.5		
	EF JET A1 N <sub>2</sub> O	g N <sub>2</sub> O/GJ	2.0		APA - National Inventory Report 2023
	EF HVO CO <sub>2</sub> e	g CO <sub>2</sub> e/MJ	15.3		EEA - Greenhouse gas intensities of transport fuels in the EU in 2020

	Parameter	Unit	Amount	Source	
Stationary Sources	EF Petrol CO <sub>2</sub>	kg CO <sub>2</sub> /GJ	69.3	APA - National Inventory Report 2023 Portugal	
	EF Petrol CH <sub>4</sub>	g CH <sub>4</sub> /GJ	9.9		
	EF Petrol N <sub>2</sub> O	g N <sub>2</sub> O/GJ	0.6		
	EF Diesel CO <sub>2</sub>	kg CO <sub>2</sub> /GJ	74.1		
	EF Diesel CH <sub>4</sub>	g CH <sub>4</sub> /GJ	3		
	EF Diesel N <sub>2</sub> O	g N <sub>2</sub> O/GJ	0.6		
	EF Diesel 100% mineral CO <sub>2</sub>	kg CO <sub>2</sub> /l	2.63		DEFRA 2023, Fuels, Diesel (100% mineral diesel)
	EF Diesel 100% mineral CH <sub>4</sub>	g CH <sub>4</sub> /l	0.29		
	EF 100% mineral diesel N <sub>2</sub> O	g N <sub>2</sub> O/l	33.08		

	Parameter	Amount	Source
Refrigerant Gases	Installation losses ( <i>chillers and splits</i> )	1%	IPCC Best Practice Guidance and Uncertainty Management in National Greenhouse Gas Inventories. Note: values used if there are no leak verification sheets.
	Annual losses ( <i>chillers</i> )	5%	
	Annual losses ( <i>splits</i> )	5%	
	Annual losses (refrigeration equipment)	5.5%	

	Distribution company	Unit	Amount	Source
Electricity	Localisation method Azores Airports	kg CO <sub>2</sub> /kWh	0.446	EDA (Electricity Labelling 2022) - Year 2022
	Localisation method Madeira Airports (AM)	kg CO <sub>2</sub> /kWh	0.513	EEM (Specific emissions referenced to the monthly production mix) - Year 2022
	Localisation method Madeira Airports (APS)	kg CO <sub>2</sub> /kWh	0.604	EEM (Specific emissions referenced to the monthly production mix) - Year 2022
	Localisation method Main-land airports	kg CO <sub>2</sub> /kWh	0.086	APREN - Evolution of emissions Specific to the Portuguese Electricity Sector (2022)

	Type of flight	Unit	EF	Source
Transport Aeroplane	Domestic flight EF CO <sub>2</sub>	kg CO <sub>2</sub> e/pkm	0.12871	DEFRA 2022, Business travel - air (Average passenger)
	Short-Haul Flight EF CO <sub>2</sub>	kg CO <sub>2</sub> e/pkm	0.08040	
	Long-Haul Flight EF CO <sub>2</sub>	kg CO <sub>2</sub> e/pkm	0.10111	
	Domestic flight EF CH <sub>4</sub>	kg CO <sub>2</sub> e/pkm	0.00010	
	Short-Haul Flight EF CH <sub>4</sub>	kg CO <sub>2</sub> e/pkm	0.00001	
	Long-Haul Flight EF CH <sub>4</sub>	kg CO <sub>2</sub> e/pkm	0.00001	
	Domestic Flight EF N <sub>2</sub> O	kg CO <sub>2</sub> e/pkm	0.00122	
	Short-Haul Flight EF N <sub>2</sub> O	kg CO <sub>2</sub> e/pkm	0.00076	
	Long-Haul Flight EF N <sub>2</sub> O	kg CO <sub>2</sub> e/pkm	0.00096	
	Take-off factor	%	109	
	RFI (Radiative Forcing Index)	-	1.9	

	Type of vehicle (parameter)	Unit	EF	Source
Non-public ground transport	Diesel passenger car	kg CO <sub>2</sub> /km	0.192	NIR 2023, page 3-80 table 3-49
		kg CH <sub>4</sub> /km	0.0000012	
		kg N <sub>2</sub> O/km	0.0000007	
	Petrol passenger car	kg CO <sub>2</sub> /km	0.202	
		kg CH <sub>4</sub> /km	0.000028	
		kg N <sub>2</sub> O/km	0.000004	
	LPG passenger car	kg CO <sub>2</sub> /km	0.192	
		kg CH <sub>4</sub> /km	0.0000344	
		kg N <sub>2</sub> O/km	0.00000	
	Hybrid car	kg CO <sub>2</sub> /km	0.141	
		kg CH <sub>4</sub> /km	0.0000199	
		kg N <sub>2</sub> O/km	0.000002	
	Motorcycle	kg CO <sub>2</sub> /km	0.127	
		kg CH <sub>4</sub> /km	0.0000541	
		kg N <sub>2</sub> O/km	0.000002	
	Diesel truck	kg CO <sub>2</sub> /km	0.560	
		kg CH <sub>4</sub> /km	0.0000192	
		kg N <sub>2</sub> O/km	0.000025	
	LNG truck	kg CO <sub>2</sub> /km	0.810	
		kg CH <sub>4</sub> /km	0.0022991	
		kg N <sub>2</sub> O/km	6.213E-07	
Freight train	kg CO <sub>2</sub> e/ton.km	0.02782	DEFRA 2022, Freight goods Transport capacity per container - 23 tonnes (information provided by MED- WAY)	
Transport of cargo/mail	kg CO <sub>2</sub> e/t	8.270937	DHL	

	Public transport	Unit	8.270937	Source
Public ground transport	Metro (Lisbon)	kgCO2/km.pax	0.0422	Lisbon Metro Sustainability Report 2021
	Metro (Porto)	kgCO2/km.pax	0.04	Porto Metro Sustainability Report 2018
	Train	kgCO2/km.pax	0.0258	Comboios de Portugal (CP) Sustainability Report 2020
	Fertagus train	kgCO2/km.pax	0.0210	Fertagus Sustainability Report 2013/2014
	Bus	kgCO2/km.pax	0.18695	Carris Sustainability Report 2021
	General Bus	kgCO2/km.pax	0.0965	DEFRA 2022, business travel-land
	Tejo Ferry	kgCO2/km.pax	0.19	Transtejo + Soflusa Sustainability Report 2014
	General Ferry	kgCO2/km.pax	0.1129	DEFRA 2022, business travel-sea

	GHG	GWP	Source
Global Warming Potential per Gas	CO <sub>2</sub>	1	IPCC Sixth Assessment Report: Climate Change 2021 (6AR)
	CH <sub>4</sub>	29.8	
	N <sub>2</sub> O	273	
	R-134A	1,530	
	R-143a	5,810	
	R-32	771	
	R-407A	1,923	IPCC Fifth Assessment Report: Climate Change 2015 (5AR)
	R-407C	1,624	
	R-410A	1,924	
	R-438A	2,059	
	R-449A	1,282	
	R-407A	2,107	







## ***Independent Limited Assurance Report***

***(Free translation from the original in Portuguese. In the event of discrepancies, the Portuguese language version prevails)***

To the Board of Directors

### ***Introduction***

We were engaged by the Board of Directors of ANA Aeroportos de Portugal, S.A. (“ANA” or “Company”) to perform a limited assurance engagement on the indicators identified below in section “Responsibilities of the auditor” that are part of the sustainability information included in the Sustainability Report, for the period ended December 31, 2023, prepared by the Company for the purpose of communicating its annual sustainability performance.

### ***Responsibilities of the Board of Directors***

It is the responsibility of the Board of Directors to prepare the indicators identified below in section “Responsibilities of the auditor”, included in the Sustainability Report, in accordance with the sustainability reporting guidelines “Global Reporting Initiative” and with the instructions and criteria disclosed in the Sustainability Report, as well as to maintain an appropriate system of internal control that enables the adequate preparation of the mentioned information.

### ***Responsibilities of the auditor***

Our responsibility is to issue a limited assurance report, which is professional and independent, based on the procedures performed and specified in the paragraph below.

Our work was conducted in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) “Assurance engagements other than audits or reviews of historical financial information”, issued by the International Auditing and Assurance Standards Board of the International Federation of Accountants and we have fulfilled other technical standards and recommendations issued by the Institute of Statutory Auditors. These standards require that we plan and perform our work to obtain limited assurance about whether the sustainability indicators identified in the Annex “GRI Table” of the Sustainability Report, are free from material misstatements.

For this purpose the above mentioned work included:

- a) Inquiries to management and senior officials responsible for areas under analysis, with the purpose of understanding how the information system is structured and their awareness of issues included in the report;
- b) Identification of the existence of internal management procedures leading to the implementation of economic, environmental and social policies;
- c) Testing, on a sampling basis, the efficiency of processes and systems in place for collection, consolidation, validation and reporting of the performance information analysed, through calculations and validation of reported data;
- d) Confirmation that operational units follow the instructions on collection, consolidation, validation and reporting of performance information;

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**PricewaterhouseCoopers & Associados – Sociedade de Revisores Oficiais de Contas, Lda.**

Sede: Palácio Sottomayor, Rua Sousa Martins, 1 - 3º, 1069-316 Lisboa, Portugal

Receção: Palácio Sottomayor, Avenida Fontes Pereira de Melo, nº16, 1050-121 Lisboa, Portugal

Tel: +351 213 599 000, Fax: +351 213 599 999, [www.pwc.pt](http://www.pwc.pt)

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- e) Execution of substantive procedures, on a sampling basis, in order to collect evidence of the reported information;
- f) Comparison of financial and economic data included in the sustainability information with the data audited by the external auditor, in the scope of the audit of Company's financial statements for the year ended December 31, 2023; and
- g) Verification that the sustainability information included in the Sustainability Report complies with the requirements of GRI Standards and with the instructions and criteria defined by the Company.

The procedures performed were more limited than those used in an engagement to obtain reasonable assurance and, therefore, less assurance was obtained than in a reasonable assurance engagement.

We believe that the procedures performed provide an acceptable basis for our conclusion.

### ***Quality management and independence***

We apply the International Standard on Quality Management 1 (ISQM1), which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code) and of the ethics code of the Institute of Statutory Auditors.

### ***Conclusion***

Based on the work performed, nothing has come to our attention that causes us to believe that the Indicators identified above in section "Responsibilities of the auditor", included in the Sustainability Report, for the period ended December 31, 2023, were not prepared, in all material respects, in accordance with GRI Standards requirements and with the instructions and criteria disclosed in the Sustainability Report and that ANA has not applied, in the sustainability information included in the Sustainability Report, the GRI Standards guidelines.

### ***Restriction on use***

This report is issued solely for information and use of the Board of Directors of the Company for the purpose of communicating its annual sustainability performance in the Sustainability Report and should not be used for any other purpose. We will not assume any responsibility to third parties other than ANA by our work and the conclusions expressed in this report, which will be attached to the Company's Sustainability Report.

June 28, 2024

PricewaterhouseCoopers & Associados  
- Sociedade de Revisores Oficiais de Contas, Lda.  
represented by:

### ***Signed on the original***

António Joaquim Brochado Correia, ROC no. 1076  
Registered with the Portuguese Securities Market Commission under no. 20160688