

OPAIN<sub>S.A.</sub>

# MEMORIA ANUAL 2022

The Reconnection, the  
protagonist of 2022



# CONTENT

## 01 OUR REPORTS

About this report

- The best of 2022
- About us

## 02 LETTER FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS

## 03 MANAGEMENT REPORT

- A look at the environment
- A year of progress and achievements
- Financial results
- Supervening matters
- Concession contracts and legal matters

## 04 HOW WE ACT: Connected with the planet

- Relevant issues
- Corporate governance
- Ethics, compliance and transparency
- Strategic networking
- Social value actions

## 05 OUR ESG PERFORMANCE

1. Competitiveness
2. Experience and service
3. Our human resource
4. Supply chain
5. Ecosystems: water and biodiversity
6. Climate change and air quality (noise)
7. Materials and waste (Circular economy)
8. Health and safety operations
9. Infrastructure (Operational capacity / efficiency)



# 01 OUR REPORTS



## OUR REPORT

### About this report:

OPAIN, as the airport's concessionaire, seeks to generate relevant connections in the new world, which makes sustainability the essential transversal axis of the airport's operation and functioning. We work to have an efficient operation, offer an exceptional experience to users and improve the environment we impact. To fulfill this objective, this year we implemented actions that reconnected us and raised our economic, social and environmental performance. This report compiles the actions and achievements of 2022, as well as its challenges, with the aim of continuing to contribute to generate value for our stakeholders.

GRI 102-45, 102-49, 102-50, 102-51, 102-52, 102-53, 102- 54, 102-55

This report was prepared following the standards of the Global Reporting Initiative (GRI), in accordance with the "essential" option indicated by said guide. This methodology's indicators are identified in parentheses. The digital version, with the GRI indicator table, is available on the OPAIN official website ( <https://www.OPAIN.co/> ) as , well as the details of the information associated with the listed indicators.

The information contained herein corresponds to OPAIN in the period between January 1 and Saturday, December 31, 2022. This report is published annually and the annexes contain the GRI content index and the separate and consolidated financial statements (under the International Financial Reporting Standards, IFRS). Values are expressed in Colombian pesos, unless otherwise indicated. For additional information regarding this Report, you can write to us at [nleal@eldorado.aero](mailto:nleal@eldorado.aero)

## THE BEST OF EL DORADO IN 2022

In 2022, we managed to reconnect Colombia with the world, by providing our operations with continuity and thus contributing to the country's competitiveness and the sector's economic development. We served more than 35.5 million travelers, offering them quality service and an exceptional experience, and we developed initiatives to promote closer and more effective relationships with all our stakeholders, in order to maximize the positive impact of our operations.



### Competitive connections

- Skytrax, a British consultancy specialized in international air transport quality, recognized us as the best airport in South America.
- We managed to position ourselves as the busiest airport in South America and the second in Latin America.
- We were chosen the leading airport in South America by the World Travel Awards, recognized worldwide as the highest seal of excellence in
- Tourism industry.
- We inaugurated a new VIP lounge on the national terminal and 18 rest rooms for passengers on the international terminal.
- We made progress in the successful implementation of the facial biometrics system so that the pre-security and boarding processes became more agile.
- We installed new barcode reading machines (Veripax), reaching a total of 26 throughout the Airport Terminal.



### Connections with the planet

- We made progress in our climate change strategy, the mitigation component, by achieving a 77% reduction in emissions.
- We are the first airport certified by ICONTEC in the use of renewable electricity, meaning that 100% of the energy we use in Terminals 1 and 2 of the Airport originate from solar panels - installed on the roof - and from renewable energy projects.
- We were recognized as the first "Water Hero" for our commitment to the sustainable management of this resource, within the framework of the "We are water" strategy of Bogota's Aqueduct Company (EAAB).
- The "Green Airport Recognition" awards recognized us for our energy optimization project in the air conditioning system. The Chicago Department of Aviation at the "Airports Going Green" awards recognized us for our sustainable infrastructure actions, congratulating the airport for its search for sustainability in the aviation industry.
- As part of our "Plastic for Smiles" program the neighboring communities of Fontibón, Engativá and the municipality of Funza, recycled 4 tons of plastic, which were used to build 3 playgrounds. We installed 5 Ekomuros, a rainwater recycling system, so that neighboring communities can recycle rainwater and use it to wash floors, water gardens, toilets, feed animals and water vegetable gardens.
- For the fourth consecutive year, ICONTEC awarded us the Zero Waste certification, making us a Platinum Member, for our commitment and performance in the implementation of comprehensive solid-waste management programs.



## Close Connections for Inclusion

- We increased personal development opportunities within the organization by going from 40% of vacancies filled with internal talent to 50% in 2022. We increased the number of development opportunity beneficiaries by 9 percentage points, from 12% (2021) to 21% in 2022.

- We created the first employment portal in the airport sector in order to provide greater opportunities to the inhabitants of the surrounding communities of Engativá, Fontibón and Funza.
- We were recognized with the TUR4all badge as a properly equipped establishment for people with particular mobility needs.
- We sponsored a student from the town of Engativá to go to NASA and develop her STEM skills as part of the She Is Foundation programme.



## Transformative connections

- During the month of October, we joined the campaign "Don't turn your back on breast cancer" together with the AMESE Association, an NGO that supports women with breast related diseases.
- We strengthened our alliance with UNICEF through the "Me la juego Azulado" campaign, with which we seek to highlight the importance of creating a world where children's rights are guaranteed.
- We awarded 548 English and robotics scholarships through the Fundación Alianza Social Educativa.
- Together with Odinsa and the Fundación Grupo Argos, we awarded 2 university scholarships to young people from the town of Fontibón.

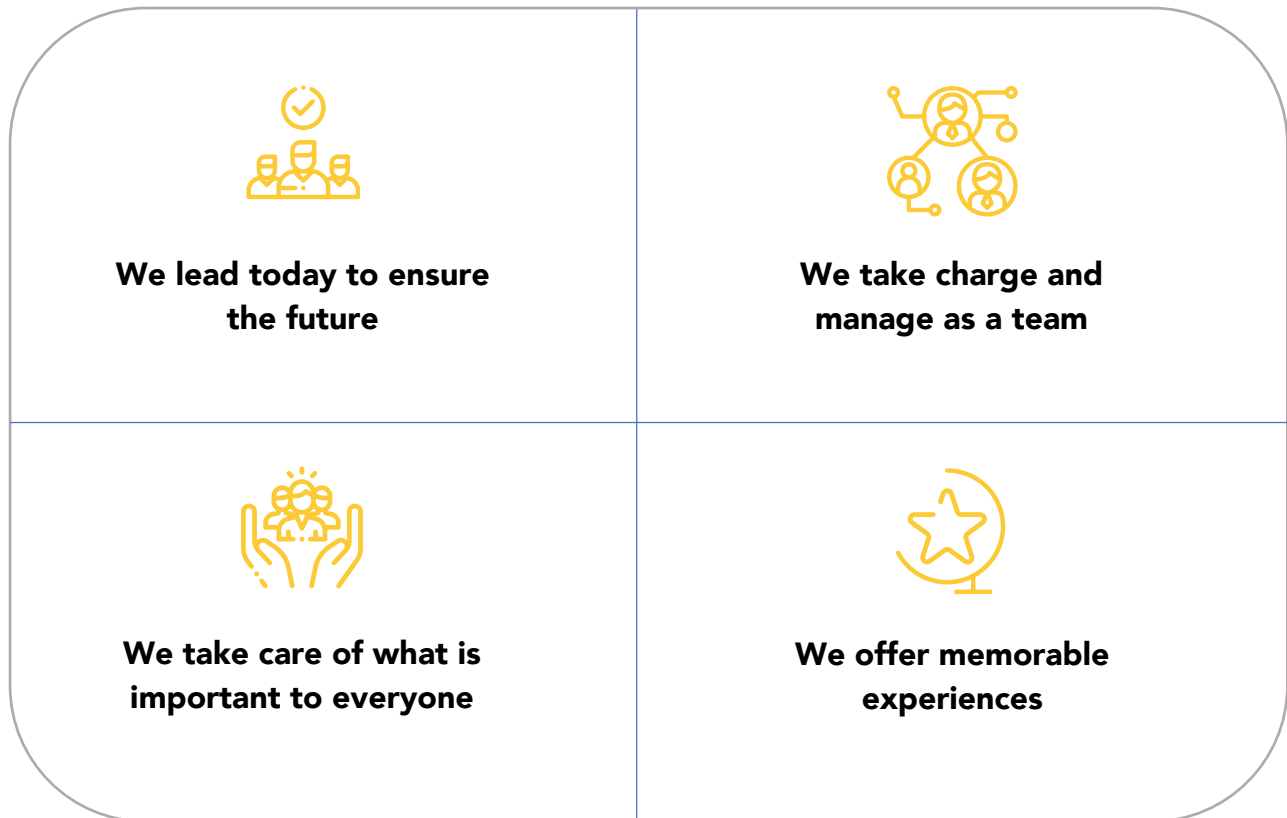
## ABOUT US

GRI 102-2-4-6-7-8

El Dorado is the first cargo airport (in volume) and the second passenger airport in Latin America, an important connection point between Colombia and the world and one of the most important doors to Latin America.

## Higher purpose and pillars

*"We create Surprising Connections to offer memorable experiences"*



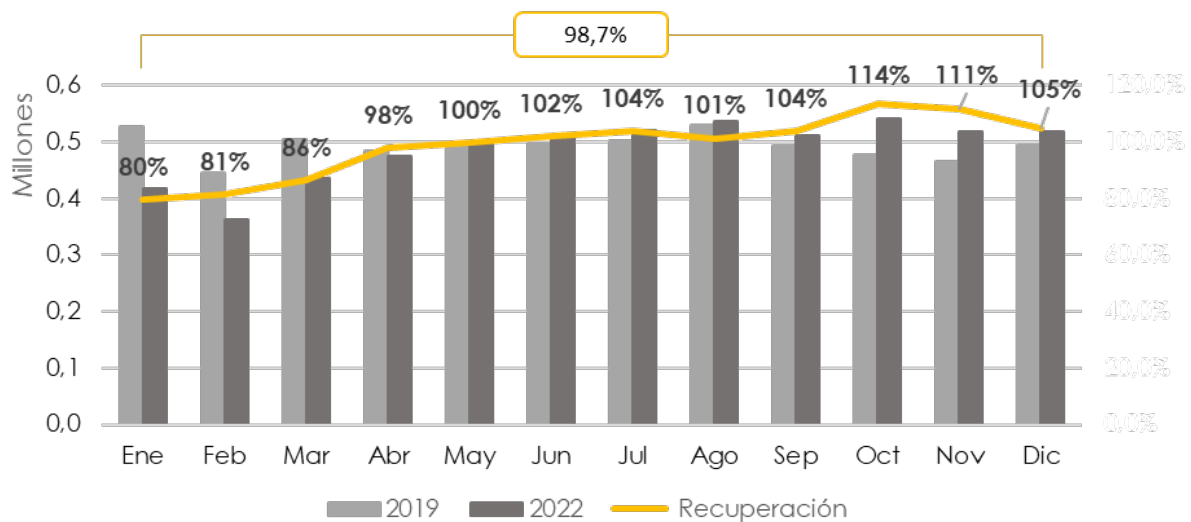
## EL DORADO IN FIGURES

In 2022, El Dorado recorded a total of 35.5 million mobilized passengers, which represents a recovery of 101.2% compared to 2019 (pre-pandemic). The foregoing shows a solid resilience, especially when compared with the performance of the different regions around the world (See "Evolution of the airport sector - national and international").

Regarding domestic traffic, El Dorado managed to mobilize 24.6 million passengers in 2022, a 104.2% recovery during the year compared to 2019. With regard to passengers who pay the tax, it was a 104.9% recovery compared to 2019, reaching 10.6 million passengers.

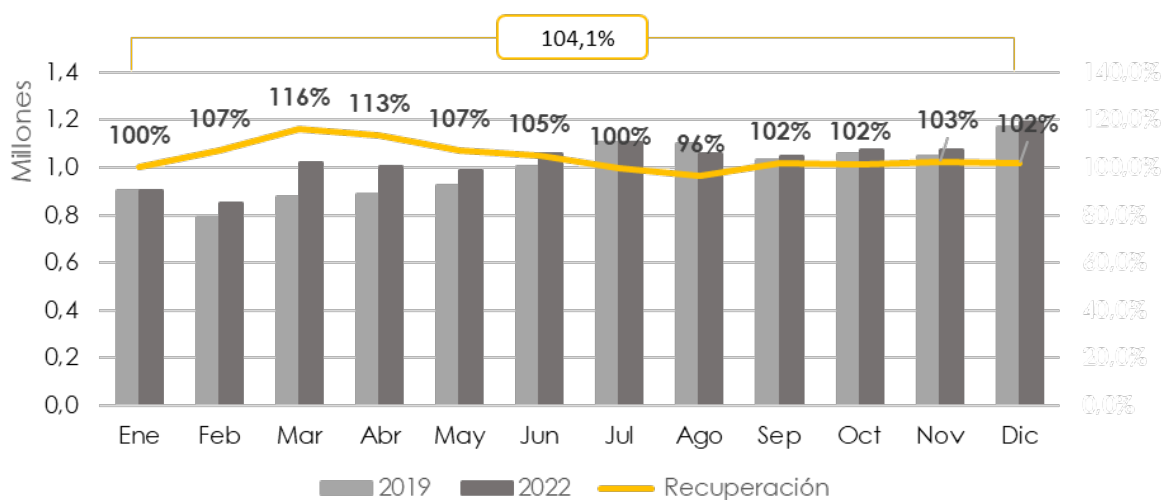
For its part, international traffic recorded 10.8 million passengers mobilized (95.2% compared to 2019), of which 4.3 million correspond to those who pay airport taxes (101.7% vs. 2019).

## International Passengers Boarded



(N DEL T: Millions. Jan Feb Mar May Jun Jul Aug Sep OCT Nov Dec. Recovery)

## Domestic Passengers Boarded



(N DEL T: Millions. Jan Feb Mar May Jun Jul Aug Sep OCT Nov Dec. Recovery)

Regarding cargo mobilization, in 2022 a total of 764,483 metric tons were transported, which represents an increase of 3.6% compared to the 738,121 tons mobilized during 2021.

Number of direct employees: **485**

Percentage of indirect female employees: **62,4%**

Number of direct employees: **1775**

Percentage of direct male employees: **63,3%**

Percentage of direct female employees: **36,7**

Percentage of indirect male collaborators: **37,6%**

# 02

## LETTER OF THE CHAIRMAN OF THE BOARD DIRECTORS



## DEAR SHAREHOLDERS

In 2022, our great objective was to reconnect with our environment, after having endured years marked by the pandemic and the recovery efforts. At the end of the year, we proved to be able to reconnect Colombia with the world, giving the operation continuity and thus contributing to the country's competitiveness and the economic development of the sector. 2022 was marked by the recognition of travelers who pass through the terminal, as the Best Airport in South America according to Skytrax, and the Leading Airport in South America by the World Travel Awards.

In addition, we managed to position ourselves as the busiest airport in South America and the second in Latin America. With this, Colombia sees its opportunities to promote connectivity and competitiveness in the region's air sector, and thus bringing greater momentum to the national economy. At El Dorado we continue to promote national and international tourism, by mobilizing the dreams and life projects of 35.5 million passengers and generating benefits for the country.

Through social, environmental and operational initiatives, we managed to reconnect with the neighboring communities of Engativá, Fontibón, Funza, the airport community, travelers, employees and suppliers.

Our purpose of continuing to generate relevant connections for this new world was in force quite visible the year. We wanted to generate well-being in our neighbors, and we created and launched the first employment portal in the airport sector called "Runway of Opportunities", through which the inhabitants of Engativá, Fontibón and Funza can apply for jobs offered by OPAIN, airlines, shops, and, in general, the companies that operate in the airport. Along the same lines, we successfully executed the "Plastics with smiles" program, through which neighboring communities recycled 4 tons of plastic that we turned into 3 parks made with recycled plastic and wood, for the enjoyment of children that live in the terminal's surrounding areas.

Our commitment to sustainability and the fight against climate change has allowed us to implement actions that have an impact, such as ICONTEC's certification in renewable electrical energy use, which confirms that 100% of the energy we use in airport terminals 1 and 2 comes from our solar panels and renewable energy projects. Likewise, we received the Airport Carbon Accredited - ACA level 2 certification in the Reduction category, a recognition that has ratified us, since 2019, as an airport committed to reducing its carbon footprint. Among other recognitions, we were recognized by the Bogota Aqueduct and Sewer Company (EAAB) as the first "Water Hero" for our commitment to water's sustainable management. In addition, we installed the first electric vehicle charging station, pioneers in the country's airports.

Our reconnection with passengers, to whom we seek to provide the best experience when passing through the terminal, occurred through innovation and technology. In 2022, we implemented the facial biometrics pilot test, improving the time in the pre-security and boarding processes. In addition, we installed new barcode reading machines (Veripax), with which we expedite entry to the waiting areas, reaching a total of 26 throughout the Airport Terminal. We inaugurated a VIP room at the national terminal for passengers and we have 18 rest rooms at the international terminal, allowing travelers to rest, work or store their luggage while waiting for their flight.

This year we celebrate our 15th anniversary as an airport concessionaire, three decades in which we have managed transformation, growth and reconnection of El Dorado with a new world, all thanks to the dedication of our employees who have made this possible.

Today we connect more than 35.5 million passengers a year, through 26 international airlines, 4 more than in 2021, and 7 national ones, 1 more than in 2021; through which more than 600,000 tons of cargo pass to market. At OPAIN, we are aware that we occupy a strategic place in Colombia's airport sector, a vital industry for economic development, so in 2023 we will continue to generate connections that allow us to contribute and build for future generations.



# 03

## MANAGEMENT REPORT



# 04

## OUR

# WAY OF ACTING

### CONNECTED WITH THE PLANET



We understand that in order to generate value for society we must continually improve our efforts in tackling the most relevant issues of our business and our stakeholders. In this sense, materiality is a tool that allows us to identify the foci in which we must work.

The exercise of materiality enriches corporate strategy and stakeholders' relations to the extent that it allows us to make visible and manage our assets and strategic risks, impacts and opportunities that guarantee business continuity and the value of the assets.

In 2019 we carried out our first materiality exercise in order to identify the most relevant work foci for the next 7 years, which were analyzed, validated and approved by the Steering Committee and the Board of Directors.

Following our corporate strategy, 2022 was a year for reconnection that focused on strengthening our commitment to sustainability, by updating our sustainability policy with the aim of transforming the operation and provide a better service and experience to our visitors, as well as promoting close and effective relationships with our stakeholders.

In accordance with this policy, our action pillars and their results were classified as follows:

#### COMPETITIVE CONNECTIONS:

Infrastructure, Competitiveness, User and customer experience, Supply chain

#### CONNECTIONS WITH THE PLANET:

Climate change, Circular Economy, Water, Biodiversity

#### CLOSE CONNECTIONS FOR INCLUSION:

Human talent, Safety and health in airport operations, interest groups

#### TRANSFORMATIVE CONNECTIONS:

Strategic Relationship, Human Rights, Ethics, Compliance and Transparency

## STRATEGIC RISKS

To avoid any strategic deviations that could alter the sustainability and continuity of the business, we have defined strategic risks for each of our assets:

### Economic Asset

It is the right to receive or obtain economic compensation for the development and execution of the concession.

Its source of value generation results from revenue growth, cost or expense optimization, or margin improvement.

Associated strategic risk:



-  Deviation in the execution of business plans.

### Physical Asset

It is the infrastructure, technology and processes and involves the management of people and compliance with the obligations necessary to achieve the organization's higher purpose, the purpose of the concession contract and the business model.

Its value generation source results from the adequate use, performance, operation, continuity and safety of people, airport and commercial facilities of the El Dorado Airport.

Associated strategic risks:

-  Impact on business continuity.
-  Breach of contractual or regulatory obligations.

## Social and reputational asset

The policies, governance and compliance model, relationship, organizational culture and actions that are related to stakeholders.




Its value generation source results by complying with the plans and actions derived from ESG (Environmental, Social and Corporate Governance) and talent strategies (attraction, retention, commitment, succession and new ways of working).

Associated strategic risk:

-  Impairment of stakeholder perceived value.

Each strategic risk is analyzed for its causes, effects, controls and response actions approved by the Board of Directors and managed by the responsible areas.

## Achievements

-  We have updated the "Connected with the planet" sustainability policy.
-  For a second consecutive year, we have developed a Sustainability Classroom with the aim of teaching our employees all the sustainable practices implemented in El Dorado.
-  We participated in the 3rd International Congress on Environmental Research and Innovation, led by the Regional Autonomous Corporation (CAR, Spanish Acronym), making our actions visible to more than 5,000 participants.

## Corporate governance

GRI 102-7-10-18-19-20-22-23-24-26-28-29-30-35-36, 405-1

Our corporate governance model is established in the Good Governance Code, which contemplates the best corporate practices and establishes rules and principles that must be observed by all company officials and governing bodies: General Assembly of Shareholders, Board of Directors, General Management and Steering Committee.

## General Shareholders Assembly

It is the highest governing body and is made up of all OPAIN shareholders. Delegates the management of the Company to the Board of Directors and the Legal Representative through the assignment of statutory functions.

## SHAREHOLDERS STRUCTURE

Shareholders	Identification	Shares	%
ODINSA S.A.	NIT 800.169.499-1	107.032	34,98967%
GRUPO ARGOS S.A.	NIT 890.900.266-3	91.770	30,00039%
CSS CONSTRUCTORES S.A.	NIT 832.006.599-5	91.707	29,97980%
TERMOTECNICA COINDUSTRIAL S.A.S.	NIT 890.903.035-2	15.295	5,00007%
OTHER		92	0,03008%
<b>TOTAL</b>		<b>305.896</b>	<b>100%</b>

During 2022 there were no changes in the shareholder structure.

## BOARD OF DIRECTORS

It is the highest management body and is responsible for ensuring compliance with corporate's strategic objectives and monitor actions taken to achieve it. Comprised of 7 main members and 7 alternate members, it is elected by the

General Shareholders Assembly for 1-year periods. They may be re-elected indefinitely and freely removed even before their term expires.

Members must attend at least 80% of the meetings to which they are summoned. There is no requirement for a maximum number of mandates in relation to their participation in other Boards.

OPAIN Nombre	MAURICIO OSSA ECHEVERRI		JORGE GONZÁLEZ GÓMEZ		FRANCISCO VÉLEZ SIERRA	EDUARDO BETTIN VALLEJO	ANDRÉS ORTEGA REZK	JUAN PABLO GONZÁLEZ (Miembro de Junta desde abril de 2022)	MANFRED GARTZ (Miembro de Junta desde abril de 2022)
Independiente (sí / no)	No				No	No	No	No	No
Empresa donde labora	Odinsa S.A.		CSS Constructores S.A.		Termotécnica Coindustrial S.A.	Odinsa S.A.	Odinsa S.A.	CSS Constructores S.A.	Grupo Argos
Cargo	Presidente		Gerente General	Directora Jurídica	Gerente General	Vicepresidente de Asuntos Legales e Institucionales	Vicepresidente de Concesiones Aeroportuarias	Gerente General Suplente	Gerente de Estrategia y M&A
Ejecutivo - no ejecutivo	No ejecutivo		No ejecutivo	No ejecutivo	No ejecutivo	No ejecutivo	No ejecutivo	No ejecutivo	No ejecutivo
Tiempo como miembro de Junta	7 años	4 años 3 meses	6 años	3 años 8 meses	15 años	3 años y 4 meses	3 años y 4 meses	9 meses	9 meses
Comité (s) de Junta al (los) que pertenece	Auditoría Finanzas y Riesgos  Nombramientos y Remuneraciones	Auditoría Finanzas y Riesgos	Compras y Comercial  Nombramientos y Remuneraciones	Nombramientos y Remuneraciones	Nombramientos y Remuneraciones  Sostenibilidad y Gobierno Corporativo	Sostenibilidad y Gobierno Corporativo  Compras y Comercial	Auditoría Finanzas y Riesgos  Compras y Comercial	Sostenibilidad y Gobierno Corporativo	Auditoría Finanzas y Riesgos
Experiencia en la industria de infraestructura de transporte y competencias relacionadas con asuntos de sostenibilidad y riesgos.	Ha sido gerente de Negocio Industrial, Gerente Nacional de Mercadeo y vicepresidente de la Regional Caribe de Cementos Argos.	Fue Gerente de Fusiones y Adquisiciones de Grupo Argos S.A., Director de Energía y Recursos Naturales y Asociado Senior en Banca de Inversión Bancolombia	Ha sido administrador y representante de sociedades y proyectos, con énfasis en infraestructura vial, proyectos de Asociación Público Privadas y contratos de obra como CSS Constructores y ANYCO LTDA.	Se ha desempeñado como asesora jurídica en temas administrativos, contractuales, laborales, societarios y judiciales de CSS Constructores desde el año 2016.	Se ha desempeñado como Gerente General en el sector de construcción y desarrollo de infraestructura y mantenimiento de Termotécnica Coindustrial.	Se ha desempeñado como Gerente Legal de Cementos Argos, Secretario General de Cementos del Caribe y de Cementos Paz del Río y Presidente de Sator S.A.S.	Cuenta con una amplia experiencia en el sector aeroportuario y fue parte, desde 2008, del proceso de transformación y crecimiento de OPAIN, como Gerente General	Se ha desempeñado como Representante legal del Consorcio Constructor Nueva Girardot, como Director Jurídico de nuevos negocios en CSS Constructores	Se ha desempeñado como miembro de Junta Directiva de Construcciones El Condor S.A., como Vicepresidente de Fusiones y Adquisiciones de Banca de Inversión y Gerente de Finanzas Corporativas en el Grupo Bancolombia, así como Vicepresidente Financiero del Grupo Éxito.
Número de Juntas asistidas en 2022	Asistió a 15 sesiones de 15. 100%	Asistió a 02 sesiones de 03 durante el periodo en el que ejerció como miembro de Junta. A la sesión a la que no asistió envió al suplente. 100%	Asistió a 15 sesiones de 15. 100%	Asistió a 03 sesiones de 03 durante el periodo en el que ejerció como miembro de Junta. 100%	Asistió a 15 sesiones de 15. 100%	Asistió a 15 sesiones de 15. 100%	Asistió a 13 sesiones de 15. 87%	Asistió a 12 de 12 sesiones desde que fue nombrado como miembro de Junta. 100%	Asistió a 12 de 12 sesiones desde que fue nombrado como miembro de Junta. 100%

The Shareholders Assembly sets the remuneration of the members of the Board of Directors, based on the structure, obligations and responsibilities, as well as on the personal and professional qualities of each member, the time that they must give to said activity and their experience. The remuneration of the Chair of the Board of Directors may be higher, due to the scope of specific functions and time allocation.

The Board of Directors as a collective body, and each of the directors individually considered, are assessed each time so required. Said assessment can be performed by external auditors or as self-evaluation.

## COMPOSITION OF THE BOARD OF DIRECTORS DURING THE TERM

Of the 15 meetings of the Board of Directors, 12 were held remotely. The technological platforms used were Teams, Outlook and Zoom, and all members were guaranteed the possibility to deliberate and decide throughout the meeting.

### Supporting Committees

For the proper development of its functions, the Board has 4 supporting committees, comprised by some of the members of the Board of Directors:

- ➔ The purpose of the Audit, Finance and Risk Committee is the assessment of accounting procedures, the relation management with the Statutory Auditor, supervising the effectiveness of the control architecture and the risk management system.
- ➔ The function of the Sustainability and Corporate Governance Committee is to propose and supervise sustainability and corporate governance measures.
- ➔ The Appointments and Remuneration Committee supports the Board in the exercise of its functions associated with Senior Management appointments, remuneration and compensation, as well as for other company employees.
- ➔ The Procurement and Sales Committee performs a preliminary review of the purchases and commercial negotiations made by the company on a monthly basis.

## Sustainability issues addressed by the Board of Directors

During 2022, through the Sustainability and Corporate Governance Committee, the organization's leadership role in Environmental, Social and Governance (ESG) issues was proven; the following issues stand out:

- Approval and monitoring of the sustainability project schedule results for 2022, on topics such as biodiversity, circular economy, responsible management of water resources and climate change.
- Follow-up on relevant company projects, such as mitigation in terms of reducing GHG emissions, monitoring of the Airport's circularity indicators, strategic relationship for water and biodiversity issues.
- Approval of the Sustainability Policy "Connected with the Planet".
- Approval and monitoring of projects related to the surrounding communities.

## STEERING COMMITTEE

OPAIN has a Steering Committee that is in charge of supporting the integral management of the organization subject to current legal, regulatory and statutory provisions. The Steering Committee reports on a monthly basis to the Board of Directors on the different issues (including economic, environmental and social issues as required) and submits for its approval those under its purview pursuant to its statutory competence.

NOMBRE	ANDRÉS ORTEGA REZK	NATALÍ LEAL GÓMEZ	MAURICIO ANTONIO VÉLEZ	LUIS ALFONSO SOTO PRIETO	SERGIO APARICIO PRADILLA	TOMÁS ARAGÓN PALACIOS	SUSANA ORTIZ
<b>Cargo</b>	Gerente General hasta 31 de octubre de 2022	Gerente de Asuntos Legales e Institucionales hasta 31 de octubre de 2022  Gerente General desde 01 de noviembre de 2022	Gerente de Infraestructura	Gerente de Gestión Humana y Administrativa hasta 30 de noviembre de 2022  Gerente de Gestión Humana y Tecnología desde 1 de diciembre de 2022	Gerente Comercial	Gerente de Operaciones	Gerente Financiera y de Compras desde febrero de 2022
<b>Experiencia académica</b>	Administrador de empresas del Colegio de Estudios Superiores de Administración (Cesa), con maestría en Dirección de Empresas en el Instituto de Empresa en Madrid.	Abogada especializada en derecho comercial y en derecho financiero con MBA de la Escuela de Organización Industrial de Madrid y Maestría en Leyes (LLM) de Northwestern University.	Arquitecto de la Universidad América con especialización en Gerencia de Construcciones de la Universidad Javeriana y EMBA de Dirección y Administración de Empresas de ISEAD	Administrador de Empresas con estudios en HR Management Program - INCAE Business School, Georgetown University y MBA Modelo ejecutivo del Tecnológico de Monterrey.	Diseñador industrial de la Pontificia Universidad Javeriana	Administrador de Aeropuertos e Ingeniero de Ejecución en Administración de Empresas de la Universidad Mariano Egaña.	Ingeniera Administradora de la Universidad de la Escuela de Ingeniería de Antioquia con una maestría en Negocios Económicos y Financieros en la Universidad van Amsterdam
<b>Experiencia profesional</b>	Vicepresidente de Concesiones Aeroportuarias de Odinsa S.A.  Gerente Financiero de OPAIN  Vicepresidente Financiero en Constructora Colpatría.	Directora de Cumplimiento de Odinsa S.A.  Directora de Cumplimiento de Grupo Argos S.A.  Especialista de Asuntos Legales Financieros de Protección S.A.	Gerente de Proyectos de Sodimac Colombia S.A.  Gerente Regional Bogotá de Grupo Dinpro  Director Nacional de Proyectos de Carulla Vivero S.A.	Director de recursos humanos de País Colombia de Alstom Colombia S.A.  Gerente de RH de transmisión para Centro América y Países Andinos de Alstom Colombia S.A..	Gerente de centros comerciales de Parque Arauco S.A.  Gerente comercial de Parque Arauco S.A.  Gerente General de MOABI S.A.S CASAIDEAS.	Director de Operaciones Aeropuerto Internacional El Dorado.  Director de Operaciones Aeropuerto Internacional Santiago Mariño	Directora de Planeación Financiera y Directora de Finanzas para Centro América de Celsia (antes Colinversiones)

## Remuneration

The Steering Committee and the General Manager have an annual variable compensation plan that is assessed by metrics that are established annually and taken to the Board of Directors for approval. Once these metrics have been assessed and approved, payment is made for results obtained in the year immediately prior to the assessment. 100% compliance with the assessed metrics is rewarded with a bonus. No compensation has been established in company shares.

## Achievements

In 2022 the General Shareholders' Assembly met in its ordinary session, where it approved Opain's financial statements, as well as the management report. Likewise, the Board of Directors met properly.

- ➔ A self-assessment was carried out by all the members of the Board of Directors with very satisfactory results.
- ➔ The members of the Board of Directors filled out the Annual Declaration of Conflicts of Interest and no risk or alert situation was evidenced.

## ETHICS, COMPLIANCE AND TRANSPARENCY

GRI 102-16-17-25, 103-1-2

OPAIN upholds the standards of the Argos Business Group, this is why all of the companies that comprise it ground themselves on the best management and governance practices.

The company is managed within a framework of ethics and transparency as the fundamental grounds for decision-making and complying with the business strategy. Our position is of **zero tolerance against fraud, bribery and corruption**, which is why we have implemented various practices to effectively combat against these activities.

Since September 2017, the Board of Directors approved the Code of Business Conduct ("Code of Conduct"), which aims to serve as a behavioral guide, having as its main axis the principle of integrity, understood as a responsible, honest, straight, serious, transparent action, in accordance with the law and internal policies.

### Management instruments

In development of the principles contained in the Code of Conduct, a fraud, bribery, corruption and LAFT risk management program was implemented, based on best national and international practices, the purpose of which is to establish various measures aimed at prevention.

- Policy for the management of risk of fraud, bribery and corruption.
- LAFT Risk Management Policy.
- Gift and hospitality policy.
- Training and communication program - Relationship policy between related companies.
- Data handling policy.
- Contractual clauses
- Penalties for non-compliance

**Transparency hotline:** free channel through which you can report, anonymously if you prefer, incorrect acts and breaches of the Code of Conduct and internal regulations. The line is managed by an independent third party, it has an email and a toll-free telephone line, is open from Monday to Saturday from 6.00 am to 10.00 pm the information received through the line is treated with the highest standards of confidentiality.

- Email: [lineatransparencia@eldorado.aero](mailto:lineatransparencia@eldorado.aero)
- Telephone: 01-8000-125-222

During the year, five (5) reports of potential breaches of the Code of Conduct were received through OPAIN's Transparency Line. In none was there evidence of corruption, fraud, asset laundering, terrorist financing, unfair competition or restrictive practices. 100% of the cases received, have now been closed.

(102 -25 ) Issues related to conflicts of interest, the parameters for their identification, disclosure and prevention are found in the Code of Conduct, which establishes that when there is a conflict of interest or a situation that may eventually generate such, a disclosure timely and adequate disclosure must be made, that describes the situation in a complete and detailed manner, documenting the event and supplying all the information that is relevant for making the decision. For conflict interest disclosure, all our collaborators and members of the Board of Directors fill out the Declaration of Potential Sources of Conflicts of Interest on an annual basis.

## Control mechanisms

- ➔ Business Conduct Committee: body in charge of managing compliance with the Code of Conduct and other associated policies, as well as managing all matters related to ethics and transparency, defines the investigation lines, strengthens the training programs and contributes to the generation of a culture of compliance.

Comprised of the General Manager, the Manager of Legal and Institutional Affairs and the Manager of Human and Technological Management.

- ➔ The number of complaints received and the main issues related to Ethics and Transparency are presented on an annual basis to the Sustainability and Corporate Governance Committee, in order to assess and follow up on them.
- ➔ The Business Conduct Officer is in charge of managing everything related to the Code of Conduct, training plans, complaints and other relevant issues related to conduct and compliance.

## Achievements

- ➔ The compliance risk matrix was completed, identifying and establishing the controls for risk mitigation and the corresponding action plans.
- ➔ Throughout the year we actively participated in the meetings of the Anti-Corruption Institute and the Latin American Compliance Network.
- ➔ Development and execution of the Communications Plan aimed at company employees, in order to disseminate the Code of Conduct's content and other compliance measures.

- ➔ "The Power of Your Decision-third season" online training course and the subsequent evaluation, which included ethical, moral and conduct dilemmas was organized.
- ➔ The Guidelines for mitigating asset laundering and the terrorist financing were reviewed and updated.
- ➔ Employees were trained in information confidentiality and the protection of personal data.

## In the future

- ➔ Implementation of a communication plan for the Code of Conduct given to suppliers.
- ➔ Launching campaigns that reinforce the Transparency Hotline.

## STRATEGIC NETWORKING

GRI 203-2, 412-3

A fundamental part of our strategic networking is the relationship with the neighboring communities of the airport. During the year new programs and tactics were implemented, thanks to which communication and networks were strengthened, thus achieving the following:

- ➔ As part of our "Plastics for Smiles" program, the neighboring communities of Fontibón, Engativá and the municipality of Funza, recycled 4 tons of plastic that were used to build 3 playgrounds. We installed a 12 solar panel system at the General Santander school in Engativá, becoming the first public school in the city to have a system with these characteristics.

- We installed 5 Ekomuros, a rainwater recycling system, so that neighboring communities can recycle rainwater and use it to wash floors, water gardens, toilets, feed animals and vegetable gardens.
- We sponsored a girl from the neighborhood of Engativá to learn about NASA and receive training in STEM skills as part of the She Is Foundation program that empowers, motivates and inspires girls across the country to be examples and role model for other girls.
- We held four entrepreneurship fairs at the airport to support and continue aiding the economic recovery of our neighbors. It included the participation of 53 entrepreneurs from the neighborhood of Engativá and Fontibón, as well as mothers' heads of the household.
- We awarded 548 English and Robotics Scholarships through the Foundation Alianza Social Educativa ("FASE"), in order to strengthen the capabilities and technical competences of boys and girls from public schools in our area of influence.
- Together with Odinsa and the Grupo Argos Foundation, we awarded 2 university scholarships to young people from the neighborhood of Fontibón. We delivered 150 kits of school supplies to students from educational institutions in Fontibón, Engativá and Funza.
- We created the first employment portal in the airport sector, that provides more opportunities to the inhabitants of the surrounding communities of Engativá, Fontibón and Funza. Currently, the portal includes 39 airport community companies that publish any job openings and during the 8 months that it was active, 229 job offers were published.
- Special celebrations: (i) We shared with the Fontibón community the celebration of Mother's Day by delivering 100 manicure kits. (ii)

- On Halloween we delivered 1,000 bags filled with sweets to the mayoralties of Fontibón, Engativá and Funza; and, in the La Rosita de Fontibón neighborhood, we shared 200 balloons with our neighbors for the children of the area. (iii) At Christmas, we delivered 1,700 gifts for children in neighboring communities and held the Cinema Dorado sessions at the General Santander schools in Engativá and at the Atahualpa Coliseum in Fontibón.
- Preventive health fairs: were we organize talks about nutrition in our neighborhoods in the area of influence of the airport. They had the support of the Keralty Foundation and the help of the ÁMESE foundation for breast cancer prevention.
- We contract products and services with neighboring companies, such as cloth bags, agenda separators and corn machines rental.
- We carried out 15 tours at El Dorado Airport with the participation of neighboring communities, the local municipalities of Engativá and Fontibón and local media, to socialize our circular economy and energy efficiency model.
- We delivered 21 jackets to the Environmental Club of the San Ramon School in the municipality of Funza.
- In alliance with Fundación Grupo Argos and Odinsa, we delivered 51 clay filters to provide better quality water to the neighboring communities of Funza.

## Achievements

- We implemented the OPAIN stakeholder engagement policy and the engagement matrix.

- We strengthened the spokesperson capacities of the management and executive team, through training and workshops.
- We achieved the successful execution of the employability, circular economy, water care and energy efficiency programs, for the benefit of neighboring communities.

## In the future

- Implement the MERO - Relationship system through which we will monitor the interaction that OPAIN has with all its stakeholders.
- Continue working to strengthen the relationship of El Dorado with neighboring communities , generating empathic, close, sustainable connections, with social value for the localities that we impact.
- Getting the airport's community to take part in the campaign led by OPAIN #UNOCONTIGO, to provide better passenger service.

## SOCIAL VALUE ACTIONS

### Campaign



In order to join Breast Cancer Awareness Month, we changed the name of El Dorado during October to " El Rosado." For this year, we managed to provide prevention conferences given by the AMESE association to neighboring communities. In addition to this, we installed chairs with educational information in different waiting rooms in order to promote self-care and provide help and advice.

## UNICEF Campaign



For 2022, we continued with the fundraising activities carried out by the UNICEF fundraising team that sought to support adolescence and childhood in Colombia, focused in topics such as health, well-being and education.

## Partnership with Fundación Santa Fe de Bogotá

We entered into a partnership with the Foundation Alizanz con la Santa Fe de Bogotá, which seeks to educate about the different degrees of burns and the care that should be considered in these situations.



# 05

## OUR ESG PERFORMANCE



## NUESTRO DESEMPEÑO ESG

GRI 103-1-2-3, 401-1, 404-1-3, 102-41

### 1. Competitiveness

#### *Operational efficiency (ACDM- Airport Collaborative Decision Making)*

We closed 2022 with a 78.7% punctuality in arrivals and 82.2% in departures.

Continuing with the ACDM project, we acquired the Airport Collaborative Information Sharing Platform (ACISP) system.

We socialized the ACDM project with all the involved actors and managed to increase the number of signatories of the ACDM letter of agreement, a document that establishes the responsibilities and rights of each party and the general project guidelines.

#### *Increase in connections and destinations*

In 2022, new airlines joined our network: Ultra Air (domestic), Plus Ultra, Arajet and Turpial (international) and we include new destinations: Aero Parque (Argentina) and Guadalajara (Mexico), we also resumed the route to London, thus strengthening our connectivity.

Passenger airlines: 29

Cargo Airlines: 25

Domestic destinations: 45

International destinations: 44

#### *Innovation or restructuring the business model*

2022 represented the consolidation of the commercial operation for lessees as compared to 2019, with the opening a total of 3,670 new m2 for sale, of which 2,495m2 generated income in 2022.

At the end of the year, there were 386,608 m2 in the subcategories of Warehouses, Hangars, Commercial Premises, Lots, Modules, Offices and Surrounding Areas.

With regard to our commercial offers, a new VIP room was opened at the south national terminal, and 5 new retail stores in this same terminal: Pura Drugstore, SunglassHut, Victoria Secret, Crocs and Cascabel.

The Starbucks brand came to complement our offer with two new stores, Mis Carnes Parrilla, Tommy Hilfiger, US Polo, Martin Pescador, and Droguería Pura.

## Achievements

- We climbed one position in the ranking of airports with the highest passenger transport in the region, thus ranking first in South America and second in Latin America, handling more than 35.5 million people in 2022.
- 4 new airlines were added and we added two new international destinations.
- We consolidated the commercial operation of lessees and achieved a full recovery of their income compared to 2019.
- At the end of the year we achieved an occupancy rate of 96.3%.

## In the future

- Maintain the ranking of the best airport in South America.
- Continue to improve the Airport's commercial offer and the income per passenger.

## 2. User experience

### *Smart, efficient and quality infrastructure*

- We implemented the XOVIS system (109 sensors) in the south, north and international national terminals, which allows us to predict the queue time and capacity in the pre-security and Avsec areas.
- We increased the number of self-service kiosks in the national area for printing boarding passes and bag tags, to improve check-in times.
- We installed 2 corridors with facial biometric technology at the entrance to the south terminal.
- We renewed the WiFi network infrastructure for passengers.
- We replaced 11,626 sodium/mercury vapor technology luminaires with an equal number of LED technology bulbs, guaranteeing greater lighting efficiency and reducing electrical energy consumption by 11.7%.

### *Information and/or communication services and channels*

- We updated our website [www.eldorado.aero](http://www.eldorado.aero) and the mobile application (El Dorado App), to complement the information on the services provided and the commercial offers.

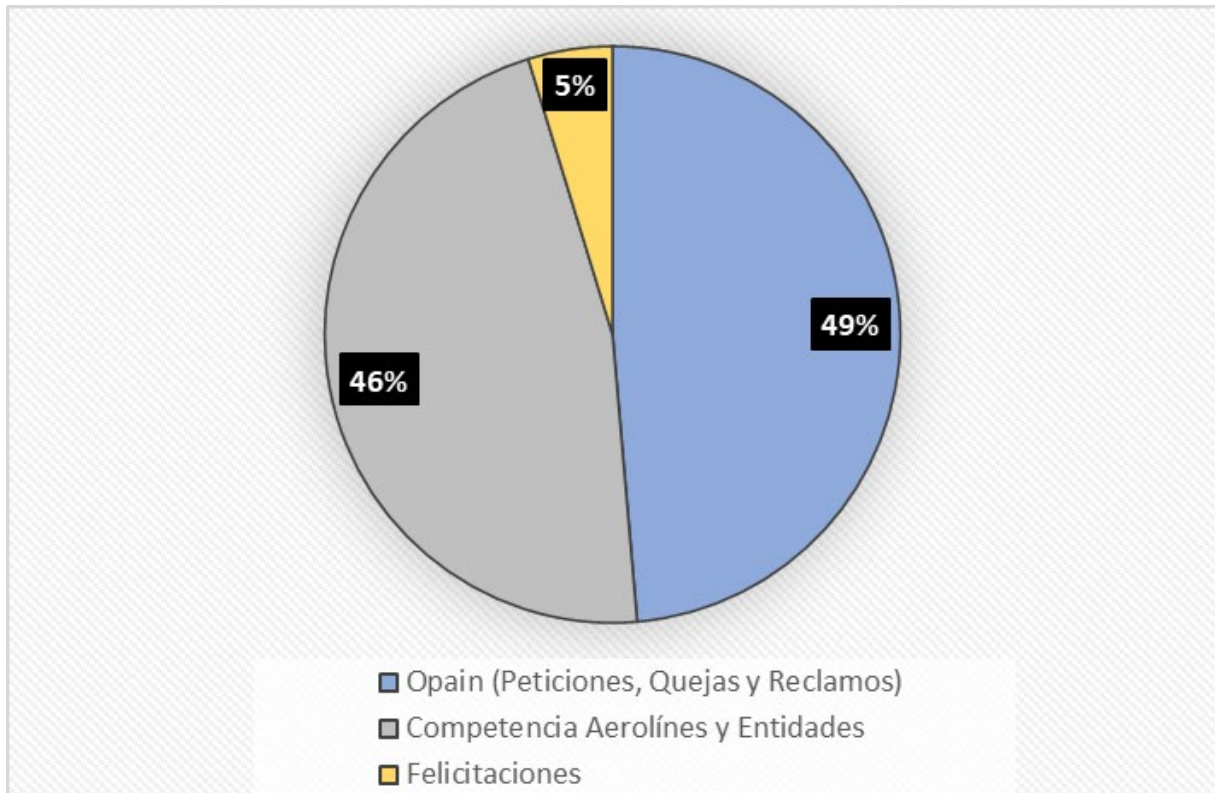
### *Use of technology, information and innovation*

- We installed payment terminals in the ATMs in the parking lots.
- We potentiated the lighting control system, through the implementation of new parameterizations and installation of sensors to have greater zone control.
- We implemented screens to inform passengers of the queue times in the pre-security and security processes of the north, south and international terminals.
- We extended the coverage of the sales monitoring system with the inclusion of 26 new brands, through 38 additional devices to support the commercial strategy through data analytics.

### *Measurement of user satisfaction and service assessment*

We have several channels for receiving PQR's (requests, complaints, and claims): 18 digital registration multimedia modules, two physical spaces at the information points of each terminal, website, and El Dorado app. Additionally, QR codes were installed in each of the modules as well as a Chatbot in order to facilitate the process for users.

During 2022, a total of 1,795 RCCs were received, of which 837 are the purview of Airlines and entities and 873 are direct requests to OPAIN.



(N DEL T: Petitions, Claims and Complaints . Airline and entity competition)

The most frequent causes of complaints are reviewed on a quarterly basis to implement action and improvement plans.



(N DEL T: Top 10 Claims and Complaints. Quantity)

Complaint for not knowing the rules (Airport Safety)	Quality of service – Lessees (Commercial Department)	Irregularities in charges – Lessees (Commercial Department)	Quality of service – Information screens (Operations)	Safety personnel not complying with procedures (Safety...)	Alleged theft - Lessees (Commercial Department)	Quality of service – Safety personnel customer services	Remission due to competence - Lessees (Commercial Department)	Quality of service – Cleaning (Maintenance)	Product quality – Lessees (Commercial Department)
--	--	---	---	--	---	---	---	---	---

## Achievements

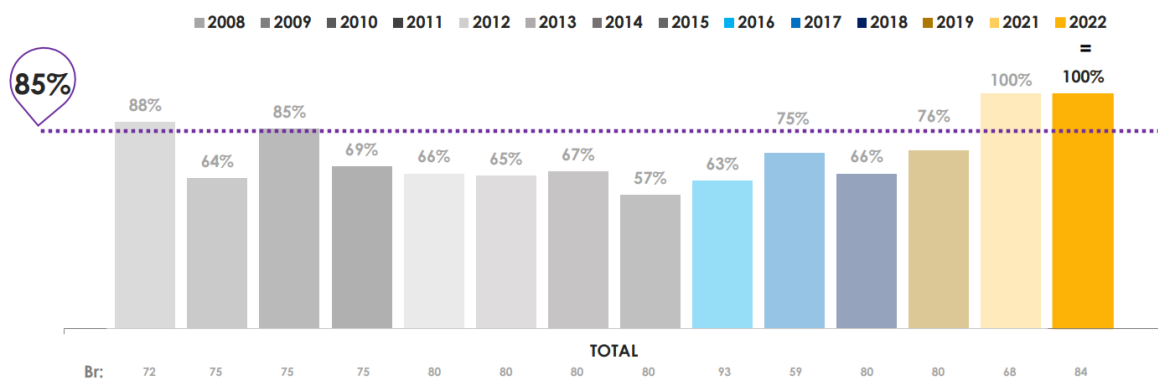
- RCC satisfaction surveys were carried out by the polling firm called Yanhaas, achieving a 100% result for the second consecutive year.

## Claims and complaints service

Quality of the reception and the service and complaints

### | ATENCIÓN A QUEJAS Y RECLAMOS |

#### Calidad en la recepción y atención a quejas y reclamos



Nivel mínimo de aceptación después etapa de modernización y expansión



We implemented metrics and data collection systems to monitor the status and availability of the Infrastructure.

## *In the future*

- ➔ Mats and stair automation in order to modernize the control and igniting system of the equipment through the use of speed variators controlled through radar sensors.
- ➔ Enhancement of a lighting control system and air conditioning automation.

## 3. Our Human resource

GRI 404-3

With the aim of offering memorable experiences and having an operation with excellence, we increased the number of personnel, from 467 to 485. During the year, 134 new people joined the team.

In total, we went from generating 1,565 jobs, both direct and indirect, to 1,775.

We inaugurated new administrative offices for the return to face-to-face activities and we remodeled the operational offices.

We continue to strengthen our cultural pillars and higher purpose, through various communication initiatives for our organizational culture, by highlighting our purpose and desired behaviors in our culture.

Culture fit is a key aspect that we assess in our annual selection and performance management process.

### **Communication**

From internal communications, endomarketing was performed on different processes that impact the organization's climate, commitment, culture and value proposition. Areas were accompanied to socialize and publicize relevant aspects

of the processes they perform; working on issues such as: conduct, sustainability, diversity and inclusion, operations and relevant information for the knowledge of the people of our company.

Special emphasis was placed on the inclusive communications guide, so this type of language can be used in the content generated within the organization and be better adhered to. The idea is to be consistent with our purpose of being a company that works in favor of gender equality.

## **Self-care culture**

OPAIN is committed to the Safety and Health of all employees, contractors, subcontractors, mission workers, visitors and interested parties, we established promotion and protection guidelines, creating a safe and healthy environment through the motto "Care Starts with You" with a focus on promoting a culture of self-care through the Safety and Industrial Hygiene, Chemical Safety and Preventive and Occupational Medicine programs that are part of the Occupational Health and Safety Management System.

## **LABOR PRACTICES**

### **OPAIN more diverse and inclusive**

We strengthened the Gender Equality and Equity Management System, designing and implementing an action plan for continuous improvement and evolution in the process. In this sense, we were audited by an external party, who validated the company's improvement in this regard.

We continued our Diversity Committee and the Diversity Working Group of the Business Group. We participated for the second consecutive year in Ranking Par, a tool that measures the conditions of gender equality in Latin American organizations, and we closed the Diversity Multipliers Program, with three multipliers successfully graduated from this training process.

Additionally, the Training Program was implemented: El Dorado Inclusive Service and Care Guide, with the aim of providing theoretical and experiential concepts in relation to what disability is and thus delving into the seven types of disabilities.

Favoring skills in our collaborators that allow them to provide a better service and experience to this population. With this training initiative, it was possible to impact 69.07% of our collaborators. The Program will continue in 2023.

In line with diversity and inclusion initiatives, we doubled the number of Soul Friends (Amigos del Alma) linked to the organization, from 4 to 8 Inspectors of Junior Support Terminal, a position currently held by the people who are part of our organization in alliance with the Best Buddies Foundation, thus strengthening the program that has been in force since 2016.

### **More benefits for our workers**

We extended paternity leave for an additional week in addition to the legal one, and if possible and the position allows it, the mother could work remotely during lactation leave.

We performed various wellness activities such as a Halloween costume contests, divided by individual, group, family and pet categories; as well as a family day that included environmental awareness messages, in which approximately 250 people participated by planting 1,000 trees.

We commemorated OPAIN's 15 years of existence and specially recognized 33 of our employees who have been with us for 15 years. In this celebration, we raffled 60 prizes, including 65-inch TVs, bikes, iPhones, electric scooters, appliances, and shopping gift cards.

We had an airport tour with 70 of our collaborator's children, they were between the ages of 10 and 15, which included educational activities focused on the importance of recycling and reusing plastic materials.

We delivered 349 basic shopping baskets and grocery gift cards to our lowest-paid employees, and trying to recognize their collaboration and dedication.

## HUMAN TALENT DEVELOPMENT

During 2022, we trained 98% of our collaborators, achieving a total of 24,239.91 hours of training. Training was carried out on various topics grouped in the Educa Model Schools:

School	Featured courses	Training hours
E4 Academy	Dare to be different and manage your unconscious biases	81,6
Supply chain	Insurance and other contracting guarantees	121,5
Corporate	The Power of your decision 2nd season	2.878,38
Diversity	<ul style="list-style-type: none"> <li>- Guía de servicio y atención incluyente El Dorado</li> <li>- Profundización en la Guía de Comunicación Inclusiva y cómo ponerla en práctica</li> <li>- Conversatorio discapacidad derechos y acciones para un mundo inclusivo</li> </ul>	1.151,3
Languages	English	492,82
Infrastructure and Business Airport	<ul style="list-style-type: none"> <li>- Airport Management Course</li> <li>- Machinist- Hazmat and Rescue</li> <li>- Power seminar</li> <li>- Generator operation and maintenance</li> <li>- AMS</li> <li>- Infrastructure and visual aids</li> <li>- Basic airport operations</li> <li>- On the job training</li> <li>- Foreign Object Debris (FOD) Prevention</li> <li>- Basic civil aviation security course for operators</li> </ul>	10.089,04

Leadership and Management	<ul style="list-style-type: none"> <li>- Training program in organizational skills and behaviors</li> <li>- Coaching with horses: self-awareness and strengthening of skills</li> <li>- Inner traveler</li> <li>- Management and influence</li> <li>- Self-development program</li> <li>- Advanced management program</li> <li>- Inclusive leadership</li> <li>- Oxford Executive Strategy Program</li> <li>- IV Business exchange for human management and innovation leaders</li> <li>- Strategic Thinking for CEOs</li> <li>- Management, Influence and Relationship</li> <li>- Executive Presence and Influence: Developing Persuasive Leadership</li> </ul>	2.328,24
Sustainability	<ul style="list-style-type: none"> <li>- Internal Auditor in ISO 9001:2015, with a Risk-based approach</li> <li>- HeartSaver AHA (CPR and Automatic External Defibrillation for Adults)</li> <li>- Sustainability Classroom</li> <li>- Health and Safety in the Workplace Re-induction</li> <li>- Protection against radiation</li> <li>- Principles of the good pedestrian</li> </ul>	7.051,96
Other	Other	45,07

**The amounts invested in training reflected an increase in line with business results: \$407,882,862.**

## Development opportunities

- 41.735% of the selection processes were filled with internal talent, through internal summons, promotions, horizontal movements, movements between companies or commissions. 19.79% of our collaborators obtained a development opportunity within the organization. Of the total development opportunities, 61.46% were for men and 38.54% were for women.
- All management and leadership positions were assessed by an external consulting firm in order to identify their strengths and development opportunities.

## PERFORMANCE MANAGEMENT

We performed a performance management process, which consists of evaluating the year's objectives as prepared under the SMART methodology and Organizational Competencies. Additionally, the performance evaluation includes the preparation and implementation of an individual development plan, for specialist positions and upwards.

This process seeks to generate an individual performance objective measurement that is based on work team alignment aimed at achieving the organization's strategic objectives, thus generating a feedback and recognition culture that promotes and enhances the development of employees and facilitate talent planning.

The performance management evaluation results are the relevant inputs of the selection processes for internal vacancies and for other group companies.

## ATTRACTION AND RETENTION

We work to strengthen our employer brand by participating in different virtual and face-to-face job fairs. Additionally, we reinforce the brand through the

communications process, focusing on endomarketing our value proposition as an organization.





In our selection process, we transmit our organizational culture with the aim of attracting the talent that best suits our environment, way of working and relating to each other. In the year 2022, we managed to attract more than 20,000 applicants to our vacancies.

We implemented a satisfaction survey in which the selected people rate the process and we obtained a score of 4.85. Likewise, we evaluated the induction process, obtaining a total score of 4.93.

## VOLUNTARY TURNOVER

In 2022, the voluntary turnover rate was 8.04%, which represents a decrease compared to 2021, which was 9.42%. This shows an increase in the number of people and adequate talent retention conditions.

### Achievements

-  We implemented the work disconnection policy and procedure.
-  We inaugurated the new administrative offices.
-  We created the "Golden Points" program, to recognize the outstanding employees. This program allows you to accumulate points in order to redeem for products, services, experiences, free days and other prizes.
-  We participated for the second time in the par ranking, a tool for measuring equity conditions in Latin American companies.

## In the future

- Reinforcement of the sense of organizational belonging - Reduction of the voluntary turnover rate.
- Strengthening of the organizational culture.
- Development of a program that strengthens the experience and service of our users.
- Implementation continuity of strategies that favor diversity, inclusion and gender equality.
- Virtualization of the induction process.
- Mapping of critical positions, key talent and succession plans.  
Conformation of the 2nd School of Aeronautical Firefighters.

## 4. Supply chain

GRI 103-2-3, 308-1-2, 414-1-2, 409-1, 408-1, 407-1

In 2022, we strengthened commercial relations with our strategic partners, based on changing strategies in the way we manage the supply chain; based on:

- Assurance of management systems that minimize supply chain risks.
- Monitor by using more and better control points for high-impact projects and directly involving manufacturers and their representatives.
- Generating agreements with suppliers in order to guarantee inventory stocks that would comply with airport maintenance and operation plans.

- Prices and contracts review with different suppliers to have long-term relations.
- Preparation of management plans for supply chain limitations to have goods and services that, in the event of a shortage, will impact the operation.
- Logistics capacity assurance, by considering alternative routes and modes of goods acquisition.

We moved on to the next stage of the supplier approval process, focused on a sustainable supply chains, as follows:

- Saving and efficient water use programs
- Environmental contingency plan
- Zero waste management system
- Carbon footprint measurement
- Corporate governance
- Gender equality

We ended 2022 by spending in the supply chain a total of COP 668,000 MM. National purchases were 99% and international 1%.

### **Supplier selection and evaluation criteria**

Our evaluation, selection and re-evaluation procedure for OPAIN suppliers, defines the selection and evaluation criteria considered for acquiring goods and/or services, as follows:

- Economic.

- Technical
- Occupational Health and Safety
- Environmental

At the end of 2022, 93 new suppliers were included in the tender invitation process, out of which, 6 were evaluated in the aspects described above.

The supplier evaluation, selection and re-evaluation procedure were complied with.

Regarding the annual reassessment, 45 companies of the 450 active by 2022 were assessed, in accordance with the following criteria:

- The purchase amount per number contracts or individual that represents 80% of the total value of purchases generated in the year.
- Products or services cataloged in the Annual Purchasing Plan (PAC) as strategic and/or bottlenecks according to the Kraljic matrix.
- Products or services cataloged with medium and/or high criticality in the critical processes' matrix.
- By special requirement of the technical area

### **Criteria for the identification and management of critical suppliers**

The identification of suppliers that supply goods and/or services that are considered critical (according to levels of high, medium and low criticality), considers the following factors:

- Operational continuity
- Operational and airport security
- Human safety
- Legal, normative and contractual
- Technology
- Environmental and social
- Financial
- Reputational

Suppliers identified with medium and high criticality are subjected to an annual re-evaluation process which permits us to verify their performance and actions plans for its improvement and development.

## Risk management in the supply chain

In OPAIN we continue to strengthen the mechanisms established for the identification and management of supply chain risks, among which are:

- Management of the Kraljic methodology, which classifies of goods and/or services according to their complexity, supply and financial risk , and defines purchase strategies.
- Regular check of suppliers, directors and shareholders in restrictive lists.
- Supplier selection, evaluation and reevaluation procedure (annually)
- Strengthening risk mitigation program for contracting - Strategic partners, work that is performed in partnership with the insurance broker Delima Marsh.
- Implementation of the Due Diligence and Certification Addendum - Conflicts of Interest and Disabilities

## Development of suppliers and sustainability alliances

We continue advancing in our sustainable ecosystem initiative for supplier development, in order to seek the organization's competitiveness and sustainability, through the following criteria: reduction of water use, energy consumption optimization, development and innovation and implementation of sustainability good practices (benefit programs for its employees, gender equality, environmental conservation programs in its production processes, among others).

## Achievements

- We complied with the contractual obligations for equipment renewal contained in Addendum 7.
- We renegotiated long-term strategic contracts, in order to give continuity to the operation and generate significant savings.
- We included suppliers from Fontibón, Engativá and Funza in our supply chain.
- We implemented the Sustainable Purchases Manual, associated to infrastructure operation and maintenance through the reduction of resource consumption, to obtain economic, environmental and social benefits.

## In the future

- Digitize the inventory management exit vouchers process.
- Develop of suppliers in sustainability matters.

## 5. Ecosystems: water

### Efficient resource management

GRI 103-2, 103-3, 303-1, 303-3-4, 303-5, 306-1

We are committed to the proper water use and to the conservation and protection of the ecosystems that are part of the Airport's area of influence, including the Bogotá River. For this reason, we have environmental management and maintenance plans that contain detailed procedures for sustainable water management, in addition to sustainable infrastructure that includes an independent sewage system from the city, made up of rainwater and wastewater treatment plants.

We were selected as one of the nine finalists among 180 initiatives from different companies in the third category: Protecting Water Corridors at the BIBO 2022 Awards, through which BIBO and EL ESPECTADOR divulge environmental projects that aim to stop and reverse the loss of nature.

Water consumption is proportional to the increase in the number of passengers passing through the Airport, so the result in total water consumption in 2022 was 763,288 cubic meters.

## Water consumption

Water extraction by source	Unit of measurement	Year 2022
Fresh water drawn from surface sources, including water from wetlands, rivers, and lakes	m3	0
Rain water	m3	15.429
Ground water	m3	0
Produced water	m3	0
Third-party water (municipal aqueducts or other water companies)	m3	747.859
Water extraction in all areas	m3	763.288

Source: OPAIN 2022.

## Water risk analysis

We have a system for evaluating the demand and quality of the Airport water, as well as the possible impacts of the operation. Sustainable practices of the different stakeholders are also promoted so that they do not affect resources.

We implemented different mechanisms in the Environmental Management Plan to guarantee water quality, based on compliance and generating added value and a responsible interaction with water resources.

## Wastewater quality and management

The Wastewater Treatment Plant (WWTP) at El Dorado Airport has a treatment capacity of 57.3 liters per second, which equal filling an Olympic pool in 12 hours.

This process prevents the daily dumping per of 1.85 tons of organic matter and 345.34 kilograms of solid waste to the Bogota River.




In 2022, a total of 1,003,338.14 m<sup>3</sup> of wastewater was treated at the WWTP.

### Initiatives for the protection *and/or conservation of water sources or bodies*



We continued with the measurement and analysis of the blue and gray water footprints of the Airport in order to monitor and manage water use. Terminal 1 of the Airport has a water conservation system, consisting of low-consumption technologies in all bathrooms and two rainwater treatment plants.

In 2022 we finished the water consumption and discharge diagnosis process (baseline), with a consulting company and we began the path towards circularity by including the flow of water in the Circular Economy Plan to start its implementation in a comprehensive manner.

## Achievements

-  Use of 100% of the rainwater captured in the roof of the terminal. In total, 15,429 m<sup>3</sup> of water were used.
- 
-  We installed bottle fillers at the Puente Aéreo Terminal, helping the environmental sustainability, by providing drinking water to our passengers and avoiding dependence on the use of PET bottles and plastic jugs, as well as use traceability.

## In the future

-  By 2025 the goal is not discharge water to the Bogotá River: "Zero Discharge"
-  By 2028 achieve Neutral Water at El Dorado Airport

**Ecosystems: biodiversity**  
 GRI 304-1-2-3-4

*Identifying ecosystems for Biodiversity*

Continuing with our partnership with the Academia, and within the scope of our agreement<sup>1</sup> with the EAN University, the identification and recognition of the evolution and changes that the moors located on the periphery of the area concessioned to OPAIN underwent was carried out. The results were the following results:

- Identification of the Hyntiba-Escritorio moor scenario in the current context of approval of the Bogotá Land Zoning Project.
- Recognition of the recent history of transformation of the moors.
- Establishment of concrete conservation and restoration actions that the Airport can carry out in the moors and additional danger to birds and within the management plans and actions of the authority responsible for the surrounding protected areas.
- Defining a strategy to promote the restoration of moors in the Sabana de Bogotá.

*Biodiversity offset initiatives*

In 2022, in the company of employees and their families, we planted 1,000 trees in the Canoas Archaeological Park in the municipality of Soacha, considered an area of historical and ecological wealth, under the "Green Leaves" program of the Corporación Ambiental Empresarial (CAEM), thus OPAIN contributed to the recovery of an ecosystem that was degraded by anthropic activities.

---

<sup>1</sup> The purpose of the Agreement is to establish cooperation actions between OPAIN and the EAN University that promote the development of academic projects, research, consultancy, information exchange and documentation that contribute to sustainability.

## *Fauna protection nor conservation initiatives*

We implemented actions to reduce the possibility of collisions between aircraft and wildlife within airport facilities.

Species included in the IUCN * list and other conservation lists, that are present in the operation of the Airport	2022
Critically endangered category	0
Endangered category	2
Vulnerable category	0
Near threatened Category	2
Minor concern Category	164
Total number of species on the IUCN list or other lists	168

\* The International Union for Conservation of Nature (IUCN) is made up of governmental organizations and civil society organizations. IUCN has the experience, resources and reaches of more than 1,400 Member organizations and the contributions of more than 17,000 experts. This experience makes the IUCN the world's authority on the state of the natural world and the measures necessary to safeguard it.<sup>2</sup>

The dispersion and inspections monitoring results are registered in the databases designed for each purpose.

### Bird and other fauna risk management program (GERPAF)

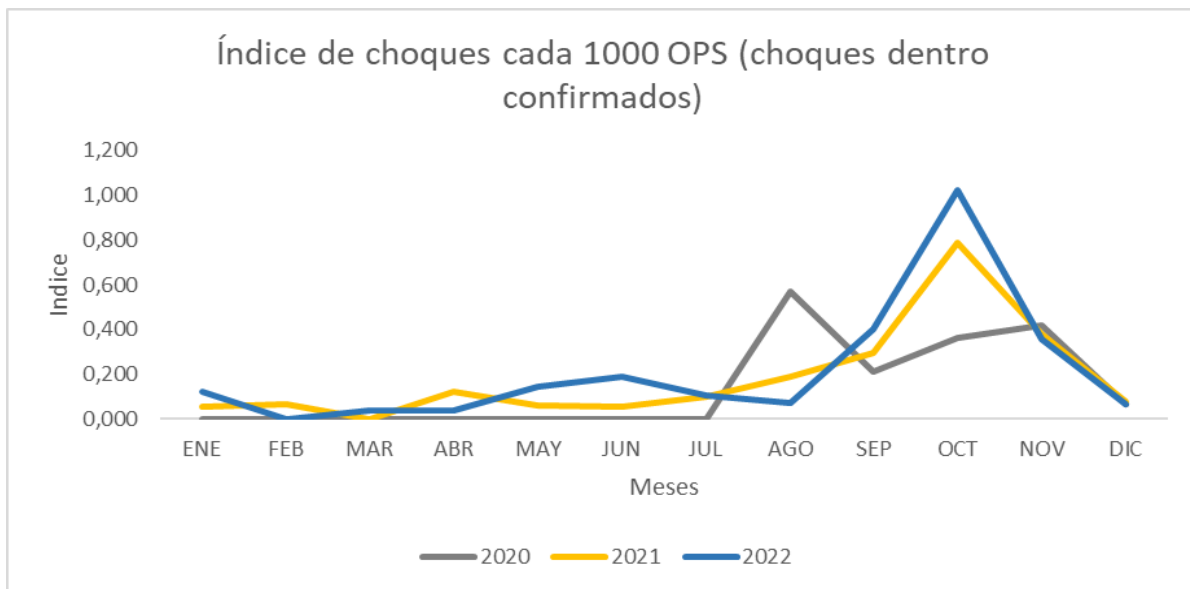
Prepared and implemented in accordance with the requirements of the National Program for the Limitation of Fauna in Airports, issued by the Civil Air Authority. The implementation of GERPAF, has led to achievements towards the institutional strengthening of risk control associated with the presence of fauna at El Dorado Airport, among these: the continuity of operational fauna control personnel with a 24/7 presence, within the airport facilities. Also, the implementation of the International Bird Strike Committee (IBSC) standards, which include:

<sup>2</sup> IUCN: <https://www.iucn.org/es/acerca-de-la-uicn>

permanent fauna monitoring, acquisition of specialized monitoring equipment, active dispersal, retention and passive controls and attractive conditions for fauna.

➔ **Incident notification:** The fauna control team records in the field log any incidents fauna inside the International Airport El Dorado. Collisions with fauna are compared with the online reports sent to the Aerocivil , according to the informative circular CI-007- Report of Presumed Impacts with Fauna. In the same way, what is signed in the Letter of Agreement with the Control Tower continues to be fulfilled, for the notification of incidents and clashes with fauna.<sup>3</sup>

➔ **Airport committees for the prevention of bird and fauna dangers:** four committees are held each year, led by OPAIN with the participation of government authorities, UAEAC, airlines and the rest of the airport community.



(N DEL T: Collision index each 1000OPS (Confirmed collisions. Index. Months)

<sup>3</sup> The Letter of Agreement with the Control Tower establishes the necessary coordination procedures between the El Dorado Control Tower in Bogotá, the movement supervisor, and the Operations Management dependencies of OPAIN SA, in the daily operation of the El Dorado International Airport.

## *Partnerships with stakeholder in order to protect Biodiversity*

Complying with the commitments of the Memorandum of Understanding signed with the District Secretary for the Environment, we have implemented training activities for more than 1,000 people from OPAIN, amongst them OPAIN contractors and lessees, related to the negative impacts generated by wildlife trafficking and the correct form of reporting.

We disseminated through graphic pieces, prepared by the District Environment Secretariat, that discourage the purchase and use of natural materials and species that have an impact on the conservation of flora and fauna.

### **Achievements**

- We continued to strengthen partnerships with relevant actors in the territory adjacent to El Dorado in order to transfer knowledge regarding the actions carried out by OPAIN; the conservation of ecosystems of ecological importance; and, the activities carried out to mitigate bird related dangers.
- With the participation of the District Environment Secretariat, the Aqueduct of Bogota, the Regional Autonomous Corporation, the Bogotá Botanical Garden and the Planning Secretariat, we sought to integrate the purposes of district and national institutions into operational safety needs, and establish joint actions that allow us to have coordinating mechanisms for the conservation of the airport's environment.
- We participated in the High-Level Conference of the Americas about illegal wildlife trade led by the United Nations Office on Drugs and Crime (UNODC) and the United Kingdom, where the actions El Dorado implemented against the activity of wildlife trafficking were presented as well as the partnerships that allow us try and control the actions that affect ecosystems.

## In the future

In 2028, our goal is to implement the International Union for Conservation of Nature-IUCN protocol of Net Positive Impact for El Dorado, in the biodiversity component.

## 6. Climate change

GRI 305-1-2-5

### *Mitigation*

We continue working to meet the established goal of reducing emissions of 57% by 2028 compared to 2018. For this, we began implementing the energy efficiency project, Phase 2 Lighting System Retrofit, with which we achieved a 30% reduction in energy consumption for lighting, compared to the immediately previous year. These savings represents the following:

Savings with respect to the total energy demanded in 2021:

Terminal T1: 2.3%

Terminal T2: 11.9%

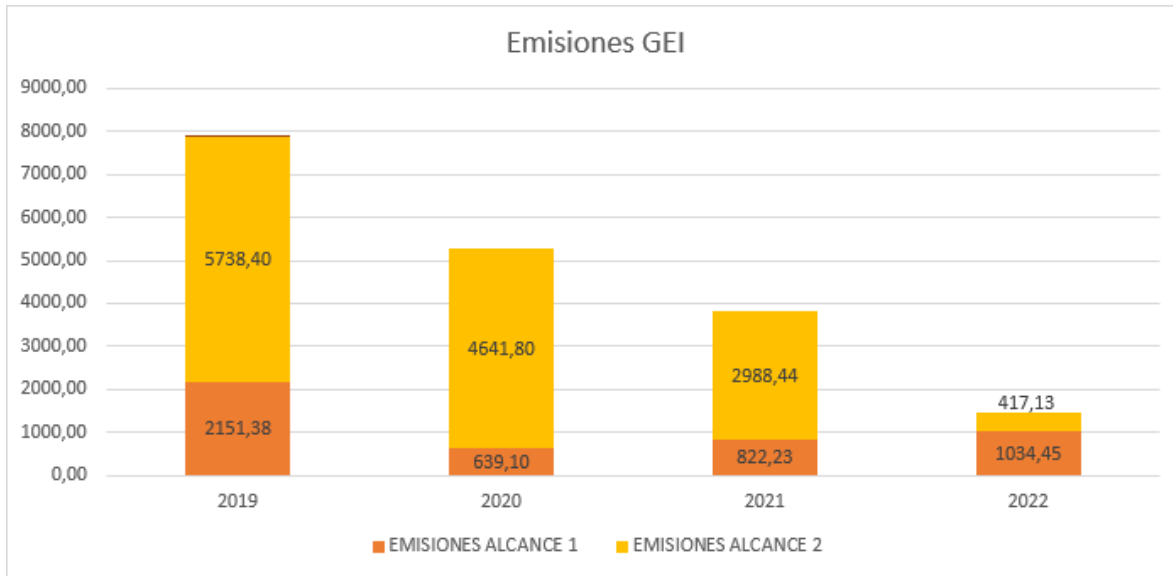
Cargo terminal: 13.3%

Perimeter and access roads: 2.6%

These savings are added to those already obtained in implemented initiatives that reduce energy consumption, which contribute throughout the year to the reduction of Scope 2 emissions.

3 charging stations were installed in the central parking lot of Terminal 1, with the goal of reducing Scope 3 emissions, indirect emissions that are part of our value chain.

Green House Gas Emissions are monitored by applying the Green House Gas Protocol (GHG Protocol) methodology on an annual basis.



**(N DEL T: GHG Emissions- Scope 1 Emissions – Scope 2 Emissions)**

\*The calculation of emissions is made considering the emission factor defined by the UPME Mining-Energy Planning Unit, which varies annually.

\*\*For the calculation of scope 1 in 2022, the emissions generated by theoretical leaks in the air conditioning equipment were accounted for. Refrigerants with HCFC components such as R22 were considered, a refrigerant that according to the Protocol of Montreal is to be phased out 100% by 2040.

Compared to 2021, for OPAIN's energy consumption, there was an increase in:

Fuel consumption: in December an incident occurred that activated the emergency plant system of the T1 passenger terminal, increasing fuel consumption by 101.1% compared to 2021.

Energy consumption: there was an 11.8% increase in electricity consumption, due to an increase of passenger operations, however, thanks to the use of renewable energy, the reduction of emissions in scope 2 was achieved.

## Energy saving initiatives implemented in 2022

Initiative	Description of the Initiative	Tons avoided	Scope in which reductions occurred
<b>Phase 2 Retrofit Lighting Systems</b>	Replacement of 11,626 old sodium/mercury vapor luminaires with LEDs, which guarantee energy savings and greater light efficiency.	151.54 CO2	Scope 2

## Adaptation

OPAIN, within its climate change management program, undertakes mitigation plans as part of its emission reduction strategy. Likewise, the organization identified physical and transition risks, which contain, in addition to their causes and consequences, controls and response actions.

As part of the development of the climate change strategy and strengthening adaptation that includes actions aimed at limiting impacts, reducing vulnerabilities and increasing the resilience of the organization, the Risk and Disaster Management Plan was used as a tool to define a framework of actions to consolidate preventive actions, as well as those of direct attention, in case the physical risk associated with natural threats occurs.

Additionally, in 2022 the second version of the Risk and Disaster Management Plan was issued, strengthening the risk awareness, risk reduction and disaster management processes (preparedness and response to emergencies), emphasizing possible risk scenarios resulting from the materialization of physical risk.

Among the identified threats associated with risk we can highlight:

### Events of Natural Origin

 Earthquake

- ➔ Atmospheric Discharges (Lightning)
- ➔ Floods due to drain saturation or the Bogotá river overflowing.
- ➔ Presence of fauna in the flight path of aircraft on land and in the air.
- ➔ Hailstorms.

### Events of Anthropogenic Origin

- ➔ Forest, structural or vehicular fires that generate a smoke column.

We established risk scenarios for each threat, where a quantitative evaluation was performed to establish a risk profile and the intervention measures to be carried out before or during the event:

EVENT	INTERVENTION MEASURES
Earthquake	Drill planning
	Training and awareness
	Civil works maintenance plan
	Infrastructure status review
	Earthquake resistant constructions
	Triage in Massive Events
Atmospheric discharges (Rays)	Maintenance and tests
	Shielding system for buildings
	Backup/Redundancy System
Floods	Preventive maintenance program in rainwater drainage channels
	Pumping system maintenance program
	Monitoring the level of the Bogotá River

	Mutual aid agreements
	Pumping system
	Monitoring the level of the Bogotá River
	Storm drainage system
	Infrastructure status review
	Evacuation and rescue
	Evacuation checkpoints
	Victim Classification Area
	Mutual Aid Agreements Coordination of activities with external parties
<b>Presence of fauna in aircraft flight path on land and in the air</b>	Active dispersal methods
	Passive dispersal methods
	Mutual Aid Agreements Coordination of activities with external parties
	Risk Management Program for Bird and Fauna Hazard Control.
	Fauna incidents notifications
<b>Hailstorms and strong winds</b>	NOTAM
	Resistant infrastructure
<b>Forest fire impacting vegetation cover within the concessioned area</b>	Inspection of the physical conditions of facility roofs or covers
	ARFF aeronautical firefighters
<b>Applicable to any event</b>	Green area maintenance
	Emergency Brigade
	Maintenance and contingency plans
	PGRD of any third party

## 7. Power

GRI 302-1-3

El Dorado is supplied with power from 3 sources:

- ➔ The National Interconnected System -SIN- of Colombia.
- ➔ The photovoltaic system (solar panels): these solar panels generate an average of 220,000 kWh per month using a non-conventional renewable resource (sun) and that amount of power is used in its entirety for the consumption of the Airport terminal T1.
- ➔ Emergency generators: The power generated comes from DIESEL fuel, a non-renewable resource, and is only used in an emergency due to the absence of electricity from the above sources.

By 2022 we managed to support 88% of the power in the National Interconnected System for passenger terminals T1 and T2, with Renewable Energy Certificates (RECs), as declared by the EcoGox platform with Filo de Agua generation technology, which is of conventional type renewable.

The energy power intensity ratio for the airport is calculated by integrating electricity consumption and passenger and cargo units in Traffic Units (TU).

Power intensity	Unit of measurement	2021	2022
Power Consumption	GJ	96.604	107.611
Traffic Unit (UT) UT= 1 passenger or 100 kg load	UT	25.734.368	43.144.830
Power intensity	GJ/ UT	0.00375389	0,002494188

## Achievements

- ➔ We were recertified by the ACI and its Airport Carbon Accreditation initiative at a Level II Reduction.
- ➔ We obtained the Bogotá Chamber of Commerce recognition for Good Sustainable Development Practices, in Objective 9 of the UN Sustainable Development Goals.
- ➔ We were finalists in the UPME-Ministry of Mines Energy Efficiency Awards in the Industry, Commerce and Services category for our power optimization project for the air conditioning system at El Dorado Airport.
- ➔ We participated in the National Carbon Neutrality Program of the Ministry of the Environment in Group 4 (highest category).

## In the future

- ➔ By 2025, achieve carbon neutrality.
- ➔ Meet the 57% emissions reduction target by 2028.
- ➔ Recertify ourselves in LEED PLATINUM by 2023.
- ➔ Implement electric vehicles in OPAIN's operations

## 8. Circular Economy

GRI 103-2-3, 306-2

### Efficient use of materials and waste

In 2022, we managed to reuse 66% of the airport's waste. We passed from 3,177 tons in 2021 to 5,374 tons in 2022, which is equivalent to an increase of 69%.

Out of the total used, 41% corresponds to organic waste, disposed of through composting and 25% to materials recovered in the strip separation process (plastics, glass, cardboard, paper, tetrapack, scrap), and new waste (construction and demolition - RCD's, materials that will be recirculated in new production cycles).

To increase the use indicator, in 2022 classification band surpluses were used for the cogeneration of energy in Cementos Argos kilns, through the Sistema Verde managing system. Additionally, we began disposing of the sludge from the Wastewater Treatment Plant - WWTP as Biosolids.

### Percentage Used 2022

Source: OPAIN, 2022

1.282,57 tons of hazardous waste were generated, of which 16.97 were destined for post-consumer use systems. Of the hazardous waste destined for disposal: 1,251.02 tons were managed for incineration and 14.58 tons for final disposal in security cells.

### *Decrease in single use materials*

In 2022, the roadmap for the implementation of the Circular Economy Plan was established with four lines of action: materiality, sustainable purchases and consumption, projects and communications strategy.

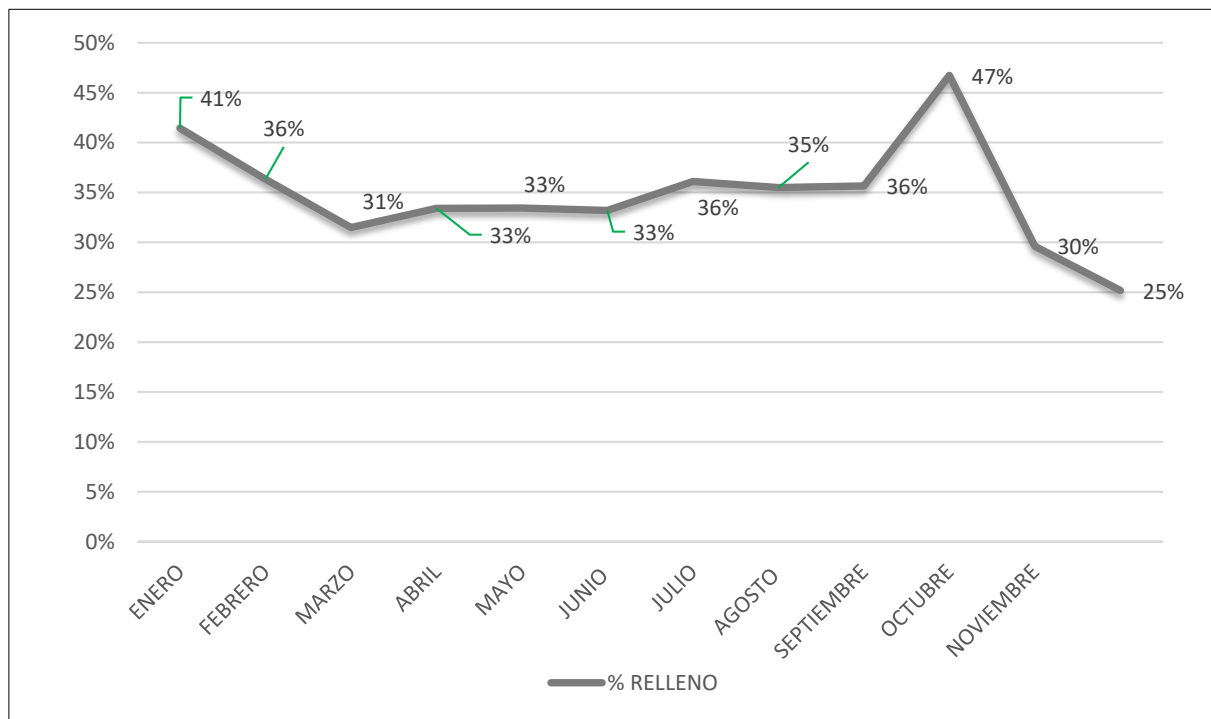
In the Zero Waste Management System - SGBC, the following initiatives were included:

- ➔ Maintenance and logistic cart repair
- ➔ Reuse of electronic device waste
- ➔ Implementation of the Zero Paper Policy
- ➔ Provide Opain employees with glasses/thermos to reduce the consumption of single-use items in the cafeteria.

### *Decrease in the generation and disposal of waste*

In 2022, the percentage of solid waste delivered through the Ciudad Limpia SA ESP for final disposal at the Doña Juana landfill , was 44%. This percentage decreased compared to 2021 which was at 36%, thanks to the strategies established within the Zero Waste Management System .

## Percentage disposed of in Doña Juana landfill 2022



(N de T: January, February, March, April, May, June, July, August, September, October November. Filled)

Source: OPAIN, 2022

## Partnerships with stakeholders in order to use waste materials

During 2022, we signed and launched our alliances with Ecopetrol, CocaCola Femsa, Secretary of Environment, Ministry of Environment of Chile, Sistema Verde, International Solid Waste Association-ISWA, UASESP and GIZ, which will contribute to the transition towards a circular economy in the Airport and the country, by reincorporating the materials used in new production chains, such as the inauguration of the first stretch of road paved with modified asphalt that contains recycled plastic.

## Achievements

- ➔ We started the implementation of the Circular Economy Plan for El Dorado International Airport.

- ➔ We are part of the successful cases selected by the District Environment Secretariat that represent Colombia in the Circular Economy Innovation and Entrepreneurship Portfolio that will be published by the District Environment Secretariat, the Ministry of Environment and Sustainable Development of Colombia and the Ministry of Environment of Chile.
- ➔ Together with Ecopetrol, we paved the first road section of one of the access roads to the Airport with modified asphalt containing 125,000 recycled plastic bags, under the standards established by current regulations in the country.
- ➔ Recognition as a Zero Waste Platinum Member by Zero Waste Global, for achieving for the fourth consecutive year the certification in the highest category, gold, and having been recertified for our waste management model of in the Gold category.
- ➔ Use of 66% of the waste derived from the operation of the airport.
- ➔ We avoided the use of more than 2.7 million single-use plastic bottles, with a capacity of 591 milliliters, thanks to the bottle recharging point initiative implemented in 2020, which allows us to read how many in real time Single-use bottles are no longer consumed and are replaced by filling reusable containers.

## **In the future**

- ➔ By 2023, we seek to implement the Neutral Plastic policy at El Dorado Airport.
- ➔ By 2025, increase the use of waste from airport operations to 70%.

## 9. Health and safety in airport operations

### Occupational Health and Safety

#### Occupational Health and Safety Management (SST, Spanish Acronym)

##### Care Starts with YOU

- ➔ We performed 991 PCR and Antigen tests on our collaborators as a free benefit, in order to detect COVID-19 in a timely manner.
- ➔ We accompanied and offered psychological support to collaborators, through the Labor Risk Insurer Psychosocial Teleorientation hotline.
- ➔ We did a vaccination day for Influenza, Tetanus and Hepatitis A and B.
- ➔ We provided occupational psychiatric monitoring, in order to prevent, support and assess the presence of mental health needs in our employees.
- ➔ We apply the psychosocial risk group, with a participation of 94% of the organization's human talent.
- ➔ We disseminated physical and psychological self-care behaviors to mitigate risks, through prevention campaigns.
- ➔ We strengthened the interdisciplinary physical conditioning program, created for Aeronautical Firefighters personnel.

- ➔ We performed tests for the detection of alcohol and drugs, in compliance with the health and safety in the workplace management system.
- ➔ We provided preventive medical follow-up to 154 employees infected with COVID-19 in 2022, who recovered satisfactorily at home.
- ➔ We ran workshops on physical health, from the physical conditioning perspective, with the participation of 82% of our collaborators.
- ➔ We performed 100 physical aptitude tests in order to assess the health conditions of the organization's human talent.
- ➔ We evaluated the ergonomic conditions for 57 work at home employees, reinforcing the importance of postural hygiene and self-care, preventing the appearance of musculoskeletal injuries.
- ➔ Followed-up and monitored personnel with cardiovascular risk, through medical and nutritional recommendations.
- ➔ We performed executive medical check-ups on Managers and Directors.
- ➔ We evaluated high-risk tasks by means of a baseline.
- ➔ We implemented training sessions for contractor management from the legal perspective in matters of Safety and Health in the Workplace, highlighting the responsibilities of different actors in the organization, aimed at contract supervisors and the organization's Procurement and Supplies area.
- ➔ We evaluated 15 legal requirements associated with the economic level of the activity development carried out by OPAIN.

- ➔ We updated the Occupational Safety Management System, evaluating each of the regulatory criteria on OSH issues.

***Governance of health and safety management (committees, participation of management and Board of Directors)***

We invited OPAIN's recurring contractors and/or those who carry out high-risk activities at the Airport, to the contractors' committee annual event, which was attended by 33 representatives. Attendance at the event is voluntary and its objective is to strengthen communication and reinforce the importance of compliance with current legal regulations on Occupational Health and Safety issues. Three of the participating companies had a space during the event to disseminate and share good prevention practices in their Occupational Health and Safety Management Systems.

During 2022, the road safety committee continued to provide effective solutions to the needs and requests submitted by the audit, working hand in hand with the different areas of the organization.

***Risk management and measure implementation***

We implemented the software called LISSTOS, for the control and verification of compliance with the Occupational Health and Safety Management System for recurrent Contractors who carry out high-risk activities at the airport.

***Initiatives and programs for the management of employee health and safety - includes biosafety***

- ➔ We updated the epidemiological surveillance system for pneumoconiosis due to contact with silica.
- ➔ We created the epidemiological surveillance system for musculoskeletal disorders for Aeronautical Firefighters.

- ➔ We updated OPAIN's socio-labor reinstatement program, in accordance with the guidelines of the Ministry of Labor, published in resolution 3050 of 2022.
- ➔ We implemented Resolution 773 of 2021, related to the compliance with the Globally Harmonized System, for OPAIN, OPAIN contractors and lessees.

*Initiatives and programs for the management of supplier and contractor health and safety - includes biosafety*

- ➔ We carried out the SAFETY, SECURITY & SUSTAINABILITY WEEK - 2022, with the participation of the airport community, collaborators, contractors and subcontractors, with an attendance of 429 people.
- ➔ We audited 100% of the contracting companies scheduled for 2022, evaluating compliance with Occupational Health and Safety aspects, in accordance with current legal regulations.
- ➔ We performed the annual OSH performance evaluation on contractors selected by the procurement and supplies area.

*Compliance and performance of employees, supplier and contractor health and safety indicators and goals*

In 2022, the number of hours worked by our collaborators was 1,355,710.13. Based on these data, severity and frequency indices were prepared.

We met the 2022 goal of keeping the average frequency rate below 0.8 and the average monthly severity rate below 3.1, achieving 2.22. OPAIN employees did not have any serious or fatal work accidents. 13 minor work accident injuries (with disability time) were registered.

## Achievements

- ➔ We complied with 100% of the activities projected in the annual work plan and the goals and objectives of the Occupational Health and Safety Management System.
- ➔ We had zero qualifying work-related illnesses.
- ➔ We carried out 2,099 Occupational Health and Safety inspections in the concession area, exceeding the goal set for the year with 117%. We obtained the "license for the use of Ionizing Radiation emitting equipment" issued by the District Health Secretariat, complying with Resolution 482 of 2018 of the Ministry of Health and Social Protection, ratifying that all processes, procedures, training, technology, measurements environmental and occupational, guarantee a safe operation that does not represent any health risk.

## In the future

- ➔ Continue promoting a culture of self-care in the organization, contractors and subcontractors.
- ➔ Implement new technological tools for the management and control of OSH indicators.
- ➔ Increase OSH training, to prevent the dangers and risks inherent in the work activities of Opain's human talent.
- ➔ Continue implementing controls in Contractors to mitigate risk and verify compliance with OSH issues.
- ➔ Strengthen communication between process leaders, contract supervisors and OSH, to notify adequate risk assessment of the activities to be carried out.

## OPERATIONAL SAFETY

GRI 103-2-3

Operational Safety is the risk state associated with aviation activities, as related to the operation of aircraft, or that directly support said operation, to be reduced and controlled to an acceptable level.


Through the timely identification of hazards, the evaluation and efficient management of risks, we achieved a year with zero incidents or aviation accidents, this achievement is attributable to OPAIN's operational activities.

The effects on air operations due to bird collisions consisted of a total of 66 minutes throughout 2022, which correspond to the closure of runways for the confirmation of events or the collection of debris on the runway surface and its safety zones, an activity carried out by part of the supervisors of the maneuvering area, in charge of the Civil Aeronautics Agency.

### Operational safety governance management

During the year, the objectives established in the Operational Safety Management System (SMS) were met.

### Risk management and measure implementation.

-  Through the use of Aviplan, specialized software for the design of aerodromes and evaluation of aircraft movement, the following were carried out:
  - Operational simulations to identify hazards and assess the risks inherent in the movement and parking of aircraft.
  - Platform reconfiguration designs to mitigate identified operational risks.

- Generation of operational concepts for the lease of commercial spaces on the airside (hangars, platforms, equipment parking areas).

- Prevention of FOD (Foreign Object Damage): via the training and sensitizing of operations' personnel from the community. The aim is to identify, reduce and/or eliminate the potential dangers that particles and other loose elements may generate particles in the aircraft's maneuver area.
- Instruction and training program in Operational Safety and Fauna Control, to mitigate the risks associated with its own management procedures and other procedures in charge of the interested parties of the airport's community.
- Wildlife risk management program: in order to mitigate incidents and accidents between wildlife and aircraft.

### Compliance and performance indicators and goals for operational safety

- Mitigated safety reports that compare the number of OPAIN reports made and closed with the number of reports received in each quarter. The proposed goal was 80.00% and the average annual value was 88.00% exceeding the proposed goal.
- Collision Index: The number of aircraft collisions with fauna (confirmed within the airport) is measured with respect to the total number of operations in each quarter. The goal proposed for the year 2022 was an index of less than 0.18 crashes per 1,000 operations and 0.21 was obtained.

## Alliances and synergies for operational safety

- Coordination with the SDA - District Secretary of the Environment for OPAIN's delivery of wildlife specimens found in airport facilities
- Avianca participated in the safety week SSSW 2022, through the conference "Operational safety management within the framework of the general aviation system."
- Participation in the national inter-institutional committee for the prevention of bird and fauna dangers, summoned by the Civil Aeronautics Agency.
- OPAIN participated in the regional committee of Operational Safety ACI-LAC International Council of Airports Latin America and the Caribbean region.
- Annual participation in CARSAMPAF (Committee of avian danger and fauna in the Caribbean and South America).

## Achievements

- Active participation in the creation of the Bird Hazard and Fauna Subcommittee attached to the ACI-LAC Regional Safety Committee (founding members).
- Participation as guest speakers at the Operational Safety Week 2022 of the Punta Cana International Airport (Dominican Republic).
- Updated the Risk Management Program for birds and other Fauna (GERPAF), based on the provisions of the national program for limiting fauna at airports issued by the Civil Aeronautics Agency.

- Development of a project to evaluate the effectiveness of the passive method of bird dispersal, through the installation of reflective tapes in the water mirror lateral to old oxidation lagoons (11 months of evaluation).
- Investigate the abundance and richness of birds related to the vegetative state of the airport's bodies of water.

## In the future

- Migrate to the PowerBI system, for reports, measurement and analysis of data generated in the implementation of the SMS for pertinent cases.
- Implementation of a monthly inspection program for external doors in general aviation areas in order to avoid suitable conditions for domestic fauna to enter the airside.

## Airport security

The objective of airport security is to prevent acts of unlawful interference that impact El Dorado Airport's operations.

During 2022:

- 18.2 million passengers and their items were inspected. Each security line has the capacity to process 235 passengers per hour for domestic flights and 158 passengers per hour for international flights.
- During the inspection processes, 1,196,999 prohibited elements were detected in the security filters, in which 48 fire arms and 427 ammunitions were detected.
- 83 airport security training sessions were given to different companies and airport authorities, strengthening the security culture at the airport.

## Achievements

- We ran 9 airport security committees and 7 extraordinary Intelligence committees. In the latter **El Dorado Airport is a pioneer in the country, and one of the few airports in the region that handles this scheme.**
- We increased International passenger screening processing by 26%. Going from processing a maximum of 125 passengers per hour in each filter in April to 158 in December.
- We improved the lost items platform in order to have better real time traceability and thus reduce reporting times.

## In the future

- Technological renew equipment for the inspection of people and hand luggage in passenger filters.
- Develop a technological tool to register visitors at the Cargo Terminal, for access control, thus eliminating the use of physical cards.
- Develop a project together with its technological component, to install cameras, in access filters to the NZAG restricted área.
- Support for the construction phase of the infrastructure adaptation project for the RAC 160 regulatory requirement including the inspection point for people and vehicles, access doors 7 and 8 to the airside. From the procedural point of view, implement the necessary contingency plans to mitigate the operational impact at these points.

## 10. Infrastructure

### Planning, design and construction

During the year, several lines of projects were developed with the aim of: Improve the airport infrastructure.

- ➔ Improve the airport infrastructure.
- ➔ Fulfill contractual commitments.
- ➔ Facilitate the development of the activities of government entities that operate at the Airport.
- ➔ Make feasible, in a short time, new projects and commercial initiatives.

### Improve the infrastructure in the concessioned area

The improvement works carried out during the year had an investment greater than 9,263 million COP and the most relevant are:

- ➔ At the end of the first quarter of 2022, we satisfactorily completed the **CATAM Tunnel drainage mitigation works**, that got started in December 2021. Throughout the year, it was possible to show that the activities managed to mitigate the occurrence and impact of flooding events in the tunnel area.
- ➔ During the year, we continued with the process of dismantling the oxidation ponds, which are expected to be completed by 2023. At the end of 2022, the project had an execution of 51%, exceeding the 47% estimated in programming.
- ➔ We carried out the works on the grease traps for the platforms of Terminal T2 (45,185 m2) and Cargo Terminal 3 (88,305 m2) and we built

the protection curb in the E25 GSE to mitigate fuel spills in case of incidents with the ground assistance service. OPAIN.

## Projects:

- We will continue structuring the Complementary Works project for the Decongestion Platform to the west of the concessioned area. After carrying out several work and coordination work groups with the ANI, the Civil Aeronautics Agency and the Navy, and based on the agreements entered into in said meetings, in September we filed the update and modification of the designs, CAPEX valuation, OPEX for review and approval by the National Infrastructure Agency.
- In June we presented a proposal for Voluntary Work and Complementary Work, to build an Aircraft Parking Platform, which will allow us to have 7 additional positions and a remote room. Currently, we are advancing in the elaboration of the corresponding designs.
- We replaced the ATR (Automatic Tag Reading) systems and updated the software and hardware of the Airport Baggage Handling System

## Achievements

- We successfully completed the flood mitigation works in the CATAM Tunnel.
- We started the lagoon dismantling project.
- We started work on two (2) JET A1 tanks in the current Depot to expand storage capacity.
- We reduce the amount of luggage sent to the manual coding stations thanks to the increase in the effective reading rate at reading stations and inductions.

## In the future

- Carry out all the budgeted works and adjustments for 2023.
- Finish grease trap execution for Cargo Terminal 1 (TC1)
- Finish building the two (2) JET A1 tanks at the current Depot.
- Start Work on the Decongestion Platform and the Parking Platform.
- Execute works to improve the infrastructure in terms of accessibility to the Airport.

OPAIN S.A.

EL DORADO  
Nuevo mundo. Nuevas conexiones.

