

HERE WE PRESENT
OUR ACHIEVEMENTS

2023 | #UNO *Contigo*

A year of service
and memorable experiences



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01 ABOUT OUR ACHIEVEMENTS

EL DORADO

Luis Carlos Galán Sarmiento



THE BEST OF EL ORADO

IN 2023

In 2023, El Dorado took on the challenge of supporting the country's economic reactivation, and in this sense, based on its new brand concept **"Uno Contigo" (One with you)**, it promoted the following:

Sustainability



➤ During 2023, El Dorado demonstrated its commitment to sustainability, consolidating its efforts to minimize its environmental impact and promote responsible practices.

➤ Significant initiatives addressed energy efficiency, waste management, material value chain identification, sustainable transportation promotion, natural resource use, and water resource management.

These efforts have not only strengthened the airport's position as an industry leader in terms of sustainability but have also contributed positively to the well-being of the community and to the economic growth of the participating stakeholders.

➤ In the context of the circular economy, we achieved the utilization of 79% of the Waste generated in the concessioned area, leaving 5,661 tons of waste at the Doña Juana landfill.

➤ We made progress in our climate change strategy control.

➤ Thanks to water resource management, we used 100% of the rainwater captured on Terminal 1's roof; 13,449 m³ of water was used in the mitigation component, achieving a 78% reduction in emissions.

➤ In terms of energy efficiency, 1.07 million kWh were saved in 2023 because of (i) the automation of vertical and horizontal transport equipment, (ii) the automation of the HVAC system, and (iii) the optimization of lighting used.

➤ The first airport was certified by ICONTEC for renewable electric energy used in terminals 1 and 2.

➤ For the fifth year in a row, ICONTEC has Awarded Zero Waste certification, thanks to our commitment and performance in implementing integrated solid waste management programs.

➤ El Dorado won the GRI INFRA AWARDS ANDEAN AWARDS, which recognizes projects in the infrastructure and energy sectors in the region's countries.

El Dorado was recognized for its water resource management.

➤ The first airport in Latin America to obtain ACI level 2 accessibility accreditation,

this program recognizes airports for their management and compliance with conditions facilitating access for people with disabilities.

Relationship and Social Impact



➤ We continue strengthening our partnership with Compensar and our employability portal, "Pista de Oportunidades" (Track of opportunities).

During 2023, we collaborated closely to incorporate 24 new companies, generating more than 330 job offers.

This effort recruited approximately 1,742 people through the online portal, including more than 283 neighbors in our communities. By the end of 2023, 62 companies will update their information continuously. Your job opportunities are in "Pista de Oportunidades" (Track of opportunities).

➤ We participated in 8 employability fairs with local municipalities near our airport. This initiative reflects our ongoing commitment to promoting employment and economic development in the surrounding communities.

➤ We organized a successful business

roundtable With 20 businesspeople to present the products, goods, and services offered by our neighbors to various companies in the aeronautical sector. This initiative strengthens collaboration and promotes the visibility of entrepreneurial capabilities in our environment.

➤ During 2023, we will successfully organize 11 Entrepreneurship fairs, transforming.

Our airport has been transformed into an outstanding commercial showcase for local businesses. This task has contributed significantly to supporting and promoting our neighbors' entrepreneurial efforts.

➤ As part of our rainwater harvesting strategy and in the fight against climate change, we successfully installed 4 Ekomuros, an innovative rainwater collection system. These walls allow the neighboring communities to use the water efficiently

Rain, using them in various activities such as washing floors, watering gardens, supplying toilets, feeding animals, and caring for communal gardens.

➡ Two solar systems, each consisting of 12 panels, were installed and implemented in schools near our communities: the General Santander School in Engativá and the Rodrigo Arenas Betancourth School in Fontibón. This initiative benefits more than 6,000 students and marks a significant step towards energy sustainability and educational support in our area of influence.

➡ We delivered an environmental classroom built with recycled plastic wood in the “Gualí de Funza” wetland. The space supports education on environmental care and conservation.

➡ We support a talented young woman from our community in Fontibón by sponsoring her to be part of the crew that visited NASA. Their participation is part of the

She Is Foundation program, focused on encouraging and training girls in STEM skills. This program promotes individual development and seeks to motivate and inspire girls nationwide, making them role models for other young women.

➡ We awarded 60 scholarships to students from public schools in neighboring communities to strengthen their English and robotics skills and competencies through the ASE Foundation (Fundación Alianza Social Educativa).

➡ Together with Odinsa and Grupo Argos Foundation, we delivered one university scholarship to a young woman from the municipality of Funza.

➡ We sponsored 1,000 young students from neighboring district schools with tickets and transportation to The Biz Fest, an entrepreneurship event at the Movistar Arena.

Health and Wellbeing



➡ In alliance with the Santa Fe de Bogotá Foundation and the Keralty Foundation, we have successfully conducted 6 preventive health days in neighborhoods near our airport. This joint effort demonstrates our ongoing commitment to community health and strengthens our ties with the community

To improve the welfare of the surrounding populations.

➡ In 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 cancer. We

raise awareness among our passengers, the airport community, and neighbors through educational talks and health brigades.

➤ We conduct prevention campaigns in collaboration with Salbo and Ámese Foundations, focused on raising awareness of cervical and breast cancer. Our commitment was translated into talks for our collaborators, contractors, and neighboring communities to make them aware of the importance of the care and prevention of these types of cancers. We highlight our impact with the Salbo Foundation, where we conducted free screening tests for 11 women, vaccinated 3 girls free of charge, and sensitized more than 500 people on site.

➤ With the collaboration of the Ámese Foundation, we conducted free mammography tests over several days, with the participation of 87 women from the airport community. These efforts seek to prevent the development of these diseases and raise awareness about the importance of early detection and self-care in the fight against cancer.

➤ 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 the rights of children are guaranteed. As a product of this alliance, we have achieved more than 10,000 children and adolescents in the country have access to education, health, hygiene, and protection programs.

➤ In 2023, 160 Opain volunteers and their families planted 2,000 trees in Canoas Park in Soacha, contributing to the care of the Bogotá River basin. In addition, an operations group member participated in the enriching experience of the Vamos Colombia Tolú Volunteer Program. Likewise, 40 volunteers transformed a communal space in the La Cabaña neighborhood of Fontibón, dedicating half a day to painting and beautification during Connect Day. These actions reflect our active commitment to the environment and community welfare.

➤ Together with the Grupo Argos Foundation, we delivered water filters to 40 families in Funza Cundinamarca to improve the quality of life of the sector's inhabitants.

Other valuable actions



During the year 2023, we executed 21 airport tours focused on neighboring communities, community action boards, district schools, universities, and interested entities. These tours aimed to present El Dorado Airport's sustainability strategy and highlight its direct connection with the surrounding communities.

In 2023, we seek to share special moments with our neighbors. We brought joy to children on Halloween with 2,000 bags of candy and delivered 2,000 Christmas gifts in December. In addition, we extended gestures of appreciation with gifts for Women's Day, Mother's Day, family celebrations, and Love and Friendship Day.

We donated 75m3 of milled material to the infrastructure areas of the neighboring municipalities of Engativá and Funza, which will be used for road repair and maintenance.

We connect with artists from neighboring communities, exhibiting their talent in our air terminal through photographs inspired by the environment, nature, landscape, fauna, flora, and biodiversity.

During school breaks and year-end vacations, we offer the children of our neighboring communities an enriching way to spend their free time. We held 6 days of Cinema in the Neighborhood, bringing the magic of film arts directly to their hearts. Cine Dorado lit up our communities with moments of joy and shared fun!

WHO WE ARE?

El Dorado is the first cargo airport and the third passenger airport in Latin America. It is a connection point between Colombia and the world and one of the most essential gateways in Latin America.

› Upper purpose and pillars:

We create excellent connections to deliver memorable experiences.



Lideramos hoy para asegurar el mañana



Nos hacemos cargo y gestionamos en equipo



Cuidamos lo que es importante para todos



Ofrecemos experiencias memorables



Gestionamos la seguridad en primer lugar

EL DORADO IN FIGURES

In 2023, the total number of passengers moved through the terminal amounted to 39.5 million, representing a growth of 11.8% compared to 2022. The above reflects resilient traffic in a market that has experienced various supply and demand shocks.

In 2023, 26 million passengers were mobilized in domestic traffic, a growth of 6.8% compared to 2022. However, passengers paying taxes decreased by 3.0% compared to the previous year.

2022's reach of 20.5 million passengers is due to increased transit on the main routes, which resulted from the exit of major players in the low-cost market.

On the other hand, international traffic registered 13.4 million passengers (22.9% YoY). Regarding passengers paying taxes, it reached 9.9 million passengers (15.1% YoY). The preceding reflects.

There is excellent dynamism towards international destinations in the context of high appreciation and volatility of the TRM.

Regarding cargo mobilization, between January and November 2023, 698,608 metric tons were mobilized, reflecting a decrease of -1.9% compared to the 712,622 tons mobilized in the same period of 2022.

Number of direct collaborators: **467**

Number of indirect collaborators: **21**

Percentage of direct female employees: **33,4**

Percentage of indirect female employees: **66,6%**

Percentage of direct male employees: **66,6%**

Percentage of male indirect collaborators: **33,4%**

02 INTRODUCTORY LETTER



TO OUR SHAREHOLDERS AND STAKEHOLDERS

2023 #UNOCONTIGO: ONE YEAR OF SERVICE AND MEMORABLE EXPERIENCES

In 2023, 39.5 million passengers moved through El Dorado International Airport, a record number that fills us with pride and motivates us to continue building relevant connections with travelers and visitors, our collaborators, and neighboring communities by implementing innovative and sustainable initiatives that interpret their needs and desires.

Meeting this challenge was a task that required the efforts of many teams. For this reason, in 2023, we launched the #UNOContigo campaign to promote, make visible, and highlight the effort that we at OPAIN and the entire airport community make to deliver memorable experiences for travelers and visitors to the air terminal. We were ranked by the British firm Cirium as the fourth most punctual airport in the world, in the 'Global' and 'Large Airports' categories.

In 2023, we are working on consolidating environmental and operational programs with neighboring communities and designing and implementing new initiatives, such as preventive health brigades, film screenings in nearby neighborhoods, mentoring for entrepreneurs, and a business roundtable for small entrepreneurs.

By 2023, together with Ecopetrol, we will pave roads and taxiways that are part of the concession with plastic material. Actions such as this one, which, in addition to efforts to our permanent facilities, such as our water treatment plant, our waste sorting station, and our energy efficiency program, made us the first airport in Latin America to receive the Airport Going Green award for our ongoing pursuit of sustainability. Also, Airports Council International and its office for Latin America and the Caribbean (ACI-LAC) awarded El Dorado Level 4 "Transformation" in the ACI Airport Carbon Accreditation program, making it the first airport in Latin America to achieve this category.

We conceived, built, and launched a 100% Colombian brand paradise, reflecting local brands' creativity, innovation, and diversity in fashion, accessories, homes, pets, and decoration. This new 670 m2 space is home to more than 40 national enterprises that we

seek to make visible and promote as an engine of local industries.

We changed the Terminal signage to make it more modern, simple, and intuitive. We also expanded the emigration area to provide our passengers with a more streamlined travel experience and strengthen our commitment to be Colombia's gateway to the world.

During the year, we continued strengthening our organizational culture by developing various activities aligning with our cultural and social pillars.

Promote the well-being of all employees. We created the School of Service to strengthen the service culture and offer memorable experiences; we inaugurated the Week of Immersive Experiences: CulturArte to strengthen the internal culture; we created the First Miles Program, a space designed for new employees and their leaders; we continued the Competencies and Organizational Culture Training Program, with LinkedIn Learning; we aligned the Golden Points recognition program with the culture of our company; we continued working on different initiatives to strengthen a diverse and inclusive culture that promotes gender equality.

Thinking of our users and visitors, we provide spaces and services that facilitate the movement of people with reduced mobility or disabilities. By 2023, we will join the organization Hidden Disabilities through the Sunflower program to serve people with invisible disabilities and create a more inclusive airport.

Likewise, in 2023, we brought to life several initiatives in which we put technology at our visitors' service to offer them a memorable experience. DoraBot, our virtual assistant created with Artificial Intelligence, provides useful information to our users via WhatsApp. In addition, DoraBot provides information on postal cargo usage and pet shipping requirements. This tool is in addition to the check-in modules,

The autonomous baggage delivery machines, the boarding pass reader machines to facilitate entry to national and international lounges, and the biometric machines in the emigration and migration areas are part of the universe of solutions that make possible an agile, safe, and comfortable operation for travelers.

Fuel storage infrastructure expansion completed Jet A-1, with 2 new tanks of 18 thousand barrels of individual capacity, increased close to 50% of the useful storage capacity in the existing fuel facilities. This work was conducted as part of the infrastructure capacity improvements planned by OPAIN for the airport to ensure continuity in fuel distribution and adapt the infrastructure to accommodate the seasonal and medium-term growth of the air terminal.

In addition, visitors to El Dorado were able to enjoy a special connection with art: through

an exhibition by renowned Colombian photographer Ruven Afanador on the occasion of the airport's 60th anniversary; art collections in 360-degree digital projections from Banco de la República, museums in Europe, the United States and Latin America. The works of the Bogota Museum of Modern Art "MAMBO" and the artist Manuela Echeverry are in the air ducts. International travelers are welcomed by Roberto Lombana's photos in augmented reality and 3D collection 'Colombia Naturally,' and so we surprise all visitors to the airport.

We will end 2023 with the satisfaction of having served a record 39.5 million travelers, offering them a memorable experience, transporting 677 thousand tons of cargo, strengthening an efficient and sustainable operation, strengthening relations with our neighboring communities, contributing to the sustainability of the planet, and contributing to Colombia's economic development.

I thank the OPAIN team for making all the above possible. Their dedication, innovative ideas, and solutions made it possible for El Dorado to be #UNOContigo with the passengers, the airport community, and the neighbors. We will take off in 2024 to continue to build an airport that is the pride of Colombians.

Sincerely yours,

Natalí Leal Gómez
Gerente General



03 MANAGEMENT REPORT



OPAIN PROFILE

OPAIN S.A., Sociedad Concesionaria Operadora Aeroportuaria Internacional S.A., domiciled in the city of Bogotá and headquartered at the Luis Carlos Galán Sarmiento El Dorado International Airport, is a large company belonging to the airport sector, whose main activity is the operation of the airport and whose stakeholders are composed of individuals or

Public or private entities that, due to their activity, have a relationship with OPAIN (shareholders, travelers, control and airport authorities, tenants, suppliers, bailees, etc.).

OPAIN's governance structure is composed of:

1

The General Shareholders' Meeting is the highest corporate body comprised of the Company's Shareholders.

2

Board of Directors: management body elected by the General Shareholders' Meeting. It consists of an odd number of members, each with an alternate, by the requirements of Article 434 of the Colombian Commercial Code.

3

A legal representative appointed by the Board of Directors who exercises the immediate administration of the Company, its legal representation, and corporate business management. The Legal Representative has two alternates. In addition, there are three legal representatives for judicial and administrative matters.

AN OUTLOOK ON THE ENVIRONMENT

The year 2023 was permeated by uncertainty in the financial markets. The expectation of a balance between economic growth and monetary policy in different economies has caused market volatility. In addition to the above, the behavior

of a robust U.S. economy with declining inflation in developed and some emerging economies has progressively dispelled concerns about global economic growth. By 2024, the scenario is expected to continue.

The global recovery and efforts in different economies to control inflation may generate changes in monetary policies that improve market uncertainty.

INTERNACIONAL ENVIRONMENT¹

The North American market presented one of the most representative recoveries in the world, starting with inflation, which ended 2023 at 3.4%, and achieving a rebalancing in the labor, real estate, and vehicle markets in the second half of the year. Even though the markets are recovering to pre-pandemic levels, the U.S. Federal Reserve System - FED - would maintain the high-rate policy for a longer period, having ended the hiking cycle in July 2023 and sustaining these levels until the second half of 2024, which is expected to close with inflation close to 2.5%. This comes in the context of the unemployment rate in the United States reaching its lowest level in the last 53 years, starting in 2023 with a rate of 3.4% and remaining below 4.0% so far this year. This has demonstrated a resilient U.S. economy despite the elevated level of monetary policy tightening.

On the other hand, the European market, thanks to European Central Bank-ECB initiated a rate hike three months later than the U.S., representing a more significant

impact on inflation. Consequently, the ECB raised interest rates to 4.5% at the end of 2023. These levels are expected to be maintained during the first half of 2024, with the expectation of a downward reaction to inflation.

Finally, China has been affected by the global economic slowdown, which marked a significant reduction in its exports and lower external demand for its products. Another sector affected is the real estate sector, given the restrictive policies that discouraged investment rather than the construction of new housing.

In conclusion, the International Monetary Fund expects a slow recovery in 2024, slowing from 3.0% in 2023 to a projected 2.9% by 2024. Monetary policy measures implemented globally are expected to close inflation and interest rate gaps; conflicts between Hamas and Israel, Ukraine, and Russia will maintain uncertainty for global markets.

1. Constructed with information from the IMF World Economic Outlook (Oct 2022) and Corficolombiana Economic Outlook (Dec 2022).

NATIONAL ENVIRONMENT²

The Colombian economy registered a slowdown in annual growth in 2023, reflecting a 0.3% contraction in GDP in the third quarter, a phenomenon that had not occurred since COVID-19.

As for inflation, food and transportation were the divisions that contributed the most to the inflationary peak of 13.34% in March. Since then, the slowdown in inflation has been slower than expected, given the increase in fuel prices and other factors that have contributed to the slowdown indexation in lodging and utilities. As a result, Banco de la República has had to play a leading role, adjusting the intervention rate twelve times and setting it at 13.25%. However, as a result of inflation, which began to show signs of slowing at the end of 2023, Banco de la República determined a reduction of 25 basis points in the intervention rate (13.0%), thus achieving an inflationary closing of 9.28%, a figure still far from the target expected by Banco de la República (3.0%).

Based on the above, analysts expect to close 2024 with a growth rate close to 1.4%, a monetary policy intervention rate close to 1.4%, a monetary policy intervention rate close to 8.0%, and inflation close to 6.0%. This anticipates a challenging year for the Colombian business sector and households,

given a longer period of tight financial conditions, a higher tax burden, and high external and local uncertainty.

EVOLUTION OF THE SECTOR FOR NATIONAL AND INTERNATIONAL AIRPORTS³

By 2023, global air travel demand remained steady; however, the industry did not reach 2019 passenger traffic levels. According to IATA, in November 2023, sector-wide air passenger traffic (measured in passenger-kilometers transported -RPK) increased 29.7% YoY to November, closing the gap vs. 2019 levels, ranking 0.9% below.

If we look at international RPKs, they grew in real terms by 26.4% YoY as of November, recovering 94.5% of prepandemic capacity. This was a consequence of the solid performance reflected in all regions, in the North American market, which, despite having the lowest YoY performance, managed to lead the recovery with an early reopening and The solid growth in domestic demand, reaching 7.4% as of November 2019, is a promising sign for the industry. Latin America (2%) and the Middle East (1.2%) were other

2. Construido con información proveniente del informe de la Organización para la Cooperación y el Desarrollo Económico "OECD: Economic Outlook". Bloomberg.

3. Construido con información proveniente de Global Outlook for Air Transport, by IATA. Air Passenger Market Analysis - November, by IATA

regions showing similar behavior. Meanwhile, domestic RPKs grew 34.8% YoY to November and 6.7% YoY to November above pre-pandemic levels. Within the performance by regions, it is worth highlighting China, which is 10.9% above 2019 levels, followed by the North American market (9.1%) and India (0.2%). This behavior is driven by increased travel demand and higher chair capacity resulting from the use of larger aircraft for domestic operations.

On the financial front, IATA's forecast net profit for the entire industry in 2023 is \$23.3 billion; while this is a positive development, profitability levels are not exceptional, as the net profit margin for air transport is a meager 2.6%. This is equivalent to only US\$5.44 per passenger, lagging other industries. The above results reflect fragile profitability for the industry and susceptibility to global political and economic factors.

In conclusion, the airline industry is expected to experience further growth in passenger demand in 2024 despite uncertainties stemming from global economic and geopolitical factors. This anticipated growth is a reason for hope, as it signifies a potential return to pre-pandemic levels and the end of a high-growth recovery phase.

EL DORADO TRAFFIC

In 2023, the total number of passengers moved through the terminal amounted to 39.5 million, representing a growth of 11.8% compared to 2022. The above reflects resilient traffic in a market that has experienced various supply and demand shocks.

As for domestic traffic, 26 million passengers were mobilized in 2023, resulting in a growth of 6.8% compared to 2022. Regarding passengers paying taxes, there was a 3.0% decrease compared to 2022, reaching 20.5 million passengers due to the increase in transits on the main routes because of the departure of the leading players in the low-cost market.

On the other hand, international traffic registered 13.4 million passengers (22.9% YoY). Regarding passengers paying taxes, it reached 9.9 million passengers (15.1% YoY). There is excellent dynamism towards international destinations in the context of high appreciation and volatility of the TRM.

Regarding cargo mobilization, between January and November 2023, 676,932 metric tons were mobilized, reflecting a decrease of 5.0% compared to the 712,622 tons mobilized in the same period of 2022.

ONE YEAR OF PROGRESS

AND ACHIEVEMENTS

FINANCIAL MEASURES

› Lending to shareholders::

Solidifying cash flow, which has responded to the growth in traffic levels and the optimal management of the company's costs and expenses, resulted in structuring the first shareholder loan in the concession's history during the second quarter of 2023. This loan anticipated the shareholders' expected cash flows and increased the assets' value. This was achieved through a joint effort with lenders, auditors, and trust.

› Payment of the loan in COP guaranteed by the Fondo Nacional de Garantías (FNG):

The total repayment of the loan balance in Colombian pesos guaranteed by the FNG was made during the first half of 2023. This loan was taken out in 2020 to support working capital needs resulting from pandemic stress.

SUSTAINABILITY

During 2023, El Dorado demonstrated its commitment to sustainability, consolidating its efforts to minimize its environmental impact and promote responsible practices.

Significant initiatives addressed energy efficiency, waste management, material value chain identification, sustainable transportation promotion, natural resource use, and water resource management. These efforts have strengthened the airport's position as an industry leader in terms of sustainability and contributed positively to the community's well-being and the participating stakeholders' economic growth.

We made progress in our climate change strategy's mitigation component, achieving a 78% reduction in emissions.

In terms of energy efficiency, 1.07 million kWh were saved in 2023 because of (i) the automation of vertical and horizontal

transport equipment, (ii) the automation of the HVAC system, and (iii) the optimization of lighting control.

Thanks to water resource management, we used 100% of the rainwater captured on the roof of Terminal 1 for a total of 13,449 m3 of water.

As a result of these initiatives, important awards obtained:

- The first airport was certified by ICONTEC for renewable electric energy used in terminals 1 and 2.
- For the fifth consecutive year, ICONTEC has awarded us the Zero Waste certification thanks to our commitment and performance in implementing integrated solid waste management programs.
- El Dorado won the GRI INFRA AWARDS ANDEAN, recognizing projects in Andean countries' infrastructure and energy sectors. El Dorado was recognized for its water resource management.
- The first airport in Latin America to obtain ACI level 2 accessibility accreditation, this program recognizes airports' management and compliance with conditions to facilitate access for people with disabilities.

IMPACT MANAGEMENT

OPAIN is aware of the need to have actions planned comprehensively both at the operational and technological levels that contribute to preparing the responses of the different leaders and teams of the different areas of the organization and that, in turn, allows to know and improve the actions to recover from a business interruption, as well as to face the challenges involved in the mitigation of operational risks and climate change, has developed the Continuity Plan.

The Business and Technology Management System is a mechanism for dealing with the impacts generated by the following risk scenarios:

Failure or fires in critical equipment.

Cyber-attacks and other technological incidents.

Earthquake (Hazard identified under Physical Hazards).

Facility Fires.

Floods caused by the Bogotá River. (Hazard identified under Physical Hazards)

Based on these scenarios, a business impact analysis was conducted, leaders and people responsible for the actions were defined, an inventory of resources and capabilities to deal with these incidents was created, and response time limits were established. (RTO - Recovery Time Objective).

Finally, the cycle of continuous improvement and increase of response capabilities will be achieved with the development of defined desk tests and drills that will be developed according to internal planning and will contribute to the strengthening of organizational resilience and risk management in the environmental, social, economic, and financial areas.

RELATIONSHIP AND SOCIAL IMPACT

› Employability and entrepreneurship:

- We continue strengthening our partnership with Compensar and our employability portal, "Pista de Oportunidades" (Track of opportunities). During 2023, we collaborated closely to incorporate 24 new companies, generating more than 330 job offers. This effort recruited approximately 1,742 people through the online portal, including more than 283 neighbors in our communities. By the end of 2023, 62 companies will be updating their information on an ongoing basis in "Pista de Oportunidades."
- We participated in 8 employability fairs, held in conjunction with local municipalities near our airport, to promote employment and economic development in the surrounding communities.
- We organized a successful business roundtable with 20 businesspeople to showcase our products and services. We will meet with various aeronautical companies to learn about our neighbors' products, goods, and services. This initiative strengthens collaboration and promotes the visibility of entrepreneurial capabilities in our environment.

➤ In 2023, we successfully organized 11 Entrepreneurs' fairs, transforming our airport into an outstanding commercial showcase for local entrepreneurs. This task has contributed significantly to supporting and promoting our neighbors' entrepreneurial efforts.

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➤ We delivered an environmental classroom built with recycled plastic wood in the "Gualí de Funza" wetland. The space supports education on environmental care and conservation.

› Education:

- We supported a talented young woman from our community in Fontibón by sponsoring her to be part of the crew that visited NASA. She participates in the She Is Foundation program, which encourages and trains girls in STEM skills. This program promotes individual development and seeks to motivate and inspire girls nationwide, making them role models for other young women.
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- We sponsored 1,000 young students from neighboring district schools with tickets and transportation to The Biz Fest in Movistar Arena.

› Health and wellbeing:

- In alliance with the Santa Fe de Bogotá Foundation and the Keralty Foundation, we have successfully conducted 6 preventive health days in neighborhoods near our airport. This joint effort demonstrates our ongoing commitment to community health and strengthens our ties with the community.
- During 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 cancer; we raise awareness among our passengers, the airport community, and neighbors through educational talks and health brigades.
- We conduct prevention campaigns in collaboration with Salbo and Ámese Foundations, focused on raising awareness of cervical and breast cancer. the commitment was translated into talks for our collaborators, contractors, and neighboring communities to raise their awareness of the importance of care and prevention of these types of cancer. We highlight our impact with the Salbo Foundation, where we performed free screening tests for 11 women, vaccinated

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➤ In 2023, 160 Opain volunteers and their families planted 2,000 trees in Canoas Park in Soacha, contributing to the care of the Bogotá River basin. In addition, an operations group member participated in the enriching experience of the Vamos Colombia Tolú Volunteer Program. In addition, 40 volunteers took part in transforming a community space. In the La Cabaña neighborhood of Fontibón, dedicating half a day to painting and

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➤ Together with the Grupo Argos Foundation, we delivered water filters to 40 families in Funza Cundinamarca to improve the quality of life of the sector’s inhabitants.

› Other valuable actions:

➤ During the year 2023, we executed 21 airport tours focused on neighboring communities, community action boards, district schools, universities and interested entities. The objective of these tours was to present the company’s sustainability strategy. El Dorado Airport, highlighting its direct connection with the surrounding communities.

➤ In the year 2023, we seek to share special moments with our neighbors, bringing joy to the children with 2,000 bags of candy on Halloween, as well as handing out 2,000 Christmas gifts in December. In addition, we extended gestures of appreciation with gifts for Women’s Day, Mother’s Day, family celebrations and Love and Friendship Day.

➤ We donated 75m3 of milled material to the infrastructure areas of the neighboring municipalities of Engativá and Funza, which will be used for road repair and maintenance.

➤ We connect with artists from neighboring communities, exhibiting their talent in our air terminal through photographs inspired by the environment, nature, landscape, fauna, flora, and biodiversity.

➤ During school breaks and year-end vacations, we offer the children of our neighboring communities an enriching way to spend their free time. We held 6 days of Cinema in the neighborhood, bringing the magic of film arts directly to their hearts. Cine Dorado lit up our communities with moments of joy and shared fun!

HUMAN TALENT MANAGEMENT

ORGANIZATIONAL CULTURE

We are committed to generating an adequate organizational culture that will promote the well-being of all our collaborators. In 2023, we will include a new cultural pillar: we manage safety first. To strengthen the safety culture, we will continue consolidating behaviors that will reflect the other cultural pillars: We lead today to secure tomorrow; we take charge and manage as a team; and take care of what is essential to everyone.

In furtherance of these pillars, we implemented the following initiatives during the year:

➤ We inaugurated the **Week of Culture: CulturArte** to strengthen culture through disruptive spaces and recreational activities that promote new experiences. We were able to impact 56% of the total population. The different activities conducted during the week had an overall satisfaction rating of 4.98/5.

- We created the **First Miles** Program, a space designed for new employees and their leaders.
- We implemented the **360° evaluation** for management positions (70 people) to map critical competencies in our culture and identify important aspects of leadership.
- We created the **School of Service** to strengthen the service culture and offer memorable experiences.
- We are continuing the **Competency and Organizational Culture Training Program**, which we launched in 2020, with LinkedIn Learning. We allocated 60 leaves of absence, with a different target audience than the one impacted in previous years (people recently promoted to professional, coordination, and leadership positions who had not had the benefit previously).
- We aligned the Puntos Dorados recognition program with our company's culture and continue to work on various initiatives to strengthen a diverse and inclusive culture that promotes gender equality.

LABOR PRACTICES: DIVERSITY, EQUITY, WELL- BEING

To work and carry out actions that make OPAIN a more inclusive and diverse company with better practices in terms of gender equity and equality, we continued with the Gender Management and Equality System, designing and implementing an action plan for the different dimensions: Recruitment and Selection, Promotion and Development, Training, Remuneration, Compensation and Salary, Work Environment, Health and Quality of Life, Workplace and Sexual Harassment, Non-sexist Communication, Work-Life Balance.

The action plan was executed at 97%, and thanks to this management, we obtained excellent results during the Equipares follow-up audit conducted in November. The standard evaluates 83 requirements, and for 71, we achieved the highest rating: 4/4, indicating that the evolution of the process and the closing of gaps is evidenced. The remaining 12 points were rated at 3.

Among the initiatives highlighted in the action plan are:

- We created historical indicators in Power BI (2007 to 2023), which show the evolution in the balance between men and women, disaggregated by area and contribution level.

- We conducted a human rights assessment with Aluna Sustainability.
- We updated the organization's membership form, including ethnic minority, sexual orientation, and gender identity.
- We mapped masculinized and feminized positions in the organization.
- 81.81% of women in management positions obtained sponsorship in management skills, female empowerment, or English programs.
- We measured the wage segregation index, identifying that there is equity and parity in compensation.
Gender and position level, with a percentage of 3.89% by 2023 and a decrease in the gap concerning 2022, with a score of 3.99%.

TALENT DEVELOPMENT: TRAINING AND DEVELOPMENT, MEASUREMENT OF RETURN TO INVESTMENT

During 2023, we will achieve a total of 33,246.59 hours of training. Investment amounts in training reflected an increase by 2023, in line with the challenges and aligned with the business strategy, which is aimed to strengthen.

experience and customer service-oriented competencies.

The development of our #OneWithYou School of Service was the most important training program of 2023. This school was built with the objective of facilitating the strengthening of competencies and the acquisition of practical tools that would contribute to offer a memorable service to our users and clients.

Regarding development opportunities, 40.19% of the selection processes were closed with internal talent. Based on the above, 16.43% of our employees obtained a development opportunity within the company.

OTHER PROJECTS TO HIGHLIGHT

The "Golden Points" recognition program was created and implemented to encourage our employees to be recognized for behaviors related to the cultural, service, OSH, and innovation pillars' experiences.

We implemented the shared mobility project "Muévete distinto" (Move differently) through the Try My Ride platform. This project encourages carpooling for trips to and from the following airport destinations, impacting on our employees' well-being.

As well as the sustainability and environmental impact generated by the carbon footprint. Those who earn the most points on the platform are rewarded with golden points, and car sharing, bicycles, electric scooters, and walking are encouraged to earn points.

CONCESSION AGREEMENT

In 2023, Addendum 39 to the Concession agreement was signed, whereby the following issues relevant to the concession were agreed upon:

- The Avianca Hangar demolition and platform construction project in the hangar and adjacent areas includes completing the voluntary work of Others 27 and 31 and structuring new complementary work to build up to 7 new positions. Remote areas will include aprons, taxiways, service roads, and GSE.
- Voluntary work project JW Tower, for the construction of a 20-meter-high tower with 5 levels to provide gastro bar services at the Airport and located at the place called "Plazoleta Oración al Proscrito" on the +0.00 level of T1 - International Pier.

- Change of technical specifications of the Explosives Detection System "EDS."
- Allocation and use of areas given in commodate to Security Authorities, Government Agencies, and Health Units so that Opain can recover the areas not used for more than one year by these entities.
- Presentation of the Technical Report in digital form, eliminating the physical copy.

LEGAL AFFAIRS

In general, the company's legal situation developed normally, complying with the applicable legal provisions. During the year, legal and non-legal matters were duly dealt with. The Company has not been notified of any lawsuits or sanctions that could affect the Company's financial situation.

The performance of the financial information disclosure and control systems was verified through different activities conducted by the Statutory Auditor's Office and the Board of Directors.

he Board of Directors, through the Audit, Finance, and Risk Committee, concluded that these are functioning adequately. Among the activities, the Statutory Auditor's Office's review of the financial statements and the Board of Directors' monthly follow-up of the company's results, which included analyzing transactions with related parties, stand out.

The company complied with applicable legislation on intellectual property, copyrights, and software licenses, and transactions with directors and shareholders were conducted by applicable regulations and under market conditions.

In compliance with Law 1231 of 2008, as amended by Law 1676 of 2013, the company did not hinder suppliers' free circulation of invoices.

The aspects related to Article 446 of the Code of Commerce can be found in the Financial Statements, in the Statutory Auditor's report, and in this document below:

a. The company's directors' salaries amounted to Ps. 4,190 million, and representation and travel expenses amounted to \$168 million.

b. The amount of \$22,545 million was paid in fees, which include the fees of the members of the Board of Directors.

c. During 2023, the company was part of the \$52 million She is Astronaut Presence project sponsors through the She is Foundation.

d. For the year, advertising expenses amounted to \$ 314 million. Fifty-six percent of the expenditures presented in this period correspond to advertising and 43% to public relations expenses.

e. The monies or other assets held by the company through the trust in foreign bank accounts and financial obligations are detailed in The Company's consolidated financial statements. They are presented in notes 7 and 14.2, respectively, in the consolidated financial statements.

f. The company has no investments in any other companies.

g. Related party transactions are described in note 25 to the Consolidated Financial Statements. Additional details related to transactions with shareholders and directors are available to shareholders.

h. The Company has evaluated subsequent events as of December 31, 2023. As of this report's date, no known significant events could affect the Company's financial position.

PAYMENT OF SOCIAL BENEFITS AND PAYROLL CONTRIBUTIONS

The company complied with paying salaries, social benefits, and payroll contributions.

LITIGATIONS

The company is currently involved in 65 legal proceedings, as follows:

1 class action, 2 agreement Controversies, 22 executives, 15 labor, 5 actions for annulment and reestablishment of rights, four corporate reorganizations, 1 action for direct reparation, 10 restitutions, 2 royalty regulations, 2 tort liability, and 1 arbitration.

In 42 of these proceedings, the company is a plaintiff; in 23, it is a defendant.

There are currently 9 environmental investigations and 6 sanitary investigations in progress.

Relevant movements within the processes during 2023 include:

Environmental process National Authority of Environmental Licenses ("ANLA"):

Using Resolution 00818 of December 6, 2005, the

In April 2022, the ANLA imposed a penalty on OPAIN of \$1,413,684,823.

For allegedly disposing of solid waste without authorization from the Environmental Authority. On May 19, 2022, OPAIN filed an appeal for reconsideration, resolved through Resolution 0885 of May 5, 2023, confirming the fine against the company of \$1,413,684,823. OPAIN filed a lawsuit for annulment and re-establishment of rights against the ANLA for imposition of the sanction.

In 2024, OPAIN will continue to work with passion and commitment to face the challenges in the coming months, aware of the need to continue creating relevant connections that contribute to society, neighboring communities, and the environment and improve our users' experience.



04 OUR ACTIONS



To generate value for society, we must continuously improve our management of the most relevant issues for the business and our stakeholders. In this sense, materiality is a tool that allows us to identify the areas in which we must work to make El Dorado better and better.

The materiality exercise enriches the corporate strategy and the relationship with stakeholders to the extent that it allows us to visualize and manage risks, impacts, and opportunities to ensure business continuity.

› Outcome:

The Management Committee and the Board of Directors analyzed, validated, and approved the priority topics.

PRIORITY TOPICS

1. Circular economy: Transformation of tons of plastic into parks.
2. Low carbon economy: Installation of solar panels in neighboring schools.
3. Circularity and water care: Installation of ecomuros for water collection.

4. Human Rights - Accessibility.

5. Actions to mitigate the risk of climate change.

6. Strengthening of the strategic relationship plan with neighboring communities through:

7. Granting scholarships to study English, alliance with the She Is Foundation to take a young woman from these communities to NASA, preventive medicine workshops, development of entrepreneurship fairs in neighboring communities, hiring personnel as part of the airport community, mentoring, etc.

MANAGEMENT ISSUES EFICIENT / RELEVANT

8. Noise

9. Supply chain

10. Water

Thanks to water resource management, we took advantage of 100% of the rainwater captured on the roof of Terminal 1, a total of 13,449 m3 of water used. As part of our rainwater harvesting strategy and in the fight against climate change, we successfully installed 4 Ekomuros is an innovative

rainwater collection system. These walls allow the neighboring communities to efficiently use rainwater in various activities such as washing floors, watering gardens, supplying toilets, feeding animals, and caring for communal gardens. Together with the Grupo Argos Foundation, we delivered water filters to 40 families in Funza Cundinamarca to improve the quality of life of the sector's inhabitants.

EMERGING

11. Human rights

12. Biodiversity

› Corporate governance:

(102-18) 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 governance bodies: General Assembly

of Shareholders, Board of Directors, General Management, and Management Committee.

› General shareholders' meeting:

(102-19) This is the highest governing body and is comprised of all Opain's shareholders. It is responsible for determining the mechanisms for evaluating and controlling the activities of the company's directors, senior managers, and executives.

COMPANY STRUCTURE

ACCIONISTAS	IDENTIFICACIÓN	ACCIONES	%
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%
TERMOTÉCNICA COINDUSTRIAL S.A.S.	NIT 890.903.035-2	15.295	5,00007%
OTROS		92	0,03008%
TOTAL		305.896	100%

ETHICS, COMPLIANCE AND TRANSPARENCY

(102-16, 103-1) Opain follows Grupo Empresarial Argos's standards, so the actions of all the companies that comprise it must be based on the best management and governance practices.

We manage our business within a framework of ethics and transparency, which are the fundamental basis for decision-making and the fulfillment of our business strategy. We have zero tolerance for fraud, bribery, and corruption and have implemented various practices to combat these activities effectively.

Since September 2017, the Board of Directors has approved the Code of Business Conduct, which aims to serve as a behavioral guide. Its main axis is the principle of integrity, understood as acting responsibly, honestly, uprightly, seriously, and transparently by the law and internal policies.

› Management tools:

(102-17, 102-25, 103-2)

In developing the principles of the Code of Conduct, we implemented a fraud, bribery, corruption, and LAFT risk management program based on the best national and international practices. The purpose of this program is to establish various measures aimed at prevention.

➔ Fraud, bribery, and corruption risk management policy.

➔ LAFT risk management policy.

➔ Gifts and hospitality policy.

➔ Training and communication program

➔ Relationship policy between related companies.

➔ Data Processing Policy.

➔ Contractual clauses

➔ Penalties for non-compliance

Transparency Line: Free channel through which you can report, anonymously if you prefer, improper acts and breaches of the Code of Conduct and internal rules. An independent third party manages the line, has an e-mail address and a toll-free telephone line that is staffed Monday through Saturday from 6:00 a.m. to 10:00 p.m., and is open to the public.

➔ Mail: lineatransparencia@eldorado.aero

➔ Telephone: 01-8000-125-222

During the year, there were no potential breaches of the Code of Conduct.

(102-25) Concerning conflicts of interest, the parameters for their identification, disclosure, and prevention are contained in the Code of Conduct, which establishes that in the event of a conflict of interest, the Company's Code of Ethics and Compliance establishes the following: The identification of a conflict of interest or of a situation that may eventually generate it, a timely and adequate disclosure must be made, describing the situation in a complete and detailed manner, documenting the event and providing all the information that is relevant to the decision-making process. For disclosing conflicts of interest, all our employees and members of the Board of Directors fill out the Declaration of Potential Sources of Conflicts of Interest annually.

› Control mechanisms:

➡ Business Conduct Committee: the body managing compliance with the Code of Conduct and other associated policies and all ethics-related issues.

and transparency, defines lines of research, strengthens training programs, and contributes to generating a culture of compliance.

➡ It comprises the General Manager, Legal and Institutional Affairs Manager, and Human Resources and Technology Manager.

➡ Annually, the number of complaints received, and the key issues related to Ethics and Transparency are presented to the Sustainability and Corporate Governance Committee to evaluate and follow up on these issues.

➡ Business Conduct Officer: manages everything related to the Code of Conduct, including training plans, complaints, and other relevant issues.

› In the future:

➡ Align with corporate governance decision-making procedures of Odinsa Aeropuertos, a shareholder of OPAIN, to guarantee its right to participate in the Assembly and the Board of Directors of OPAIN meetings under the principle of equal treatment of the shareholders.

➡ Increase the number of supplier training courses on the Supplier Code of Conduct.

➡ Review and modification of internal procedures, including due diligence and knowledge of third parties, to prevent money laundering and terrorism.

STRATEGIC RELATIONSHIP

Strengthening the strategic relationship plan with neighboring communities through Scholars to study English, an alliance with the She Is Foundation to take a young woman from these communities to NASA, preventive medicine workshops, developing entrepreneurship fairs in neighboring communities, hiring personnel as part of the airport community, mentoring, etc.

A fundamental part of the strategic relationship is the relationship with the airport's neighboring communities. Innovative programs were implemented during the year and tactics, thanks to which communication and relationships were strengthened, achieving the following:

➔ We continue strengthening our partnership with Compensar and our employability portal, "Pista de Oportunidades" (Track of opportunities). During 2023, we collaborated closely to incorporate 24 new companies, generating more than 330 job offers. This effort recruited approximately 1,742 people through the online portal, including more than 283 neighbors in our communities. By the end of 2023, 62 companies will be updating their information on an ongoing basis in "Pista de Oportunidades."

➔ We participated in 8 employability fairs with local municipalities near our airport. This initiative reflects our ongoing commitment to promoting employment and economic development in the surrounding communities.

➔ We organized a successful business roundtable with 20 entrepreneurs to present the products, goods, and services offered by our neighbors to various companies in the aeronautical sector. This initiative strengthens collaboration and promotes the visibility of entrepreneurial capabilities in our environment.

➔ In 2023, we successfully organized 11 Entrepreneurs' fairs, transforming our airport into an outstanding commercial showcase for local entrepreneurs. This task has contributed significantly to supporting and promoting our neighbors' entrepreneurial efforts.

➔ As part of our rainwater harvesting strategy and in the fight against climate change, we successfully installed 4 Ekomuros, an innovative rainwater collection system. These walls allow the neighboring communities to efficiently use rainwater for various activities such as washing floors, watering gardens, supplying toilets, feeding animals, etc.

➤ Two solar systems, each consisting of 12 panels, were installed and implemented in schools near our communities: the General Santander School in Engativá and the Rodrigo Arenas Betancourth School in Fontibón. This initiative benefits more than 6,000 students and marks a significant step towards energy sustainability and educational support in our area of influence.

➤ We delivered an environmental classroom built with recycled plastic wood in the "Gualí de Funza" wetland. The space supports education on environmental care and conservation.

SOCIAL VALUE ACTIONS

➤ In 2023, we launched the #UNOContigo campaign to promote, make visible, and highlight the effort that we at OPAIN and the entire airport community make to deliver memorable experiences for travelers and visitors to the air terminal. The British firm Cirium ranked us as the fourth most punctual airport in the world in the 'Global' and 'Large Airports' categories.

➤ During 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

cancer, we raise awareness among our passengers, the airport community, and neighbors through educational talks and health brigades.

➤ We conduct prevention campaigns in collaboration with Salbo and Ámese Foundations, focused on raising awareness of cervical and breast cancer. The commitment was translated into talks for our collaborators, contractors, and neighboring communities to raise their awareness of the importance of caring for and preventing these types of cancer. We highlight our impact with the Salbo Foundation, where we performed free screening tests for 11 women, vaccinated 3 girls free of charge, and sensitized more than 500 people on site.

➤ 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 the rights of children's rights are guaranteed. As a result of this alliance, we have provided education, health, hygiene, and protection programs for more than 10,000 children and adolescents in the country.

➤ In November, the partnership between El Dorado and UNICEF was celebrated to support fundraising within the framework of the "In Shades of Blue" campaign, which was presented in the context of the struggle for the rights of Colombian children.

05 OUR ESG PERFORMANCE



OUR ESG PERFORMANCE

1. Competitiveness

› Increased connections and destinations:

We were able to regain passengers' and airlines' confidence in us. Airlines are particularly interested in increasing frequencies and developing new routes and destinations, and new airlines wish to join our network.

At El Dorado, 28 passenger airlines and 21 cargo airlines operate. Connecting to more than 55 international destinations and 42 domestic destinations.

› Innovation or restructuring in the business model:

(Diversification of income from "non-air" sources: parking, hotels, commerce, services, new business opportunities)

2. User experience

› Infrastructure that is intelligent, efficient and quality:

➡ Kiosks are implemented in Terminal 1 to read boarding passes and provide passengers with real-time flight and lounge information.

➡ Kiosks have been implemented at the security filters, allowing officials to identify the validation points of the access control system to restricted and controlled areas of Terminal 1 and 2.

➡ Upgrading the PAS system by improving the broadcasting to passengers by listening in Spanish and English of predetermined messages. Optimization of boarding process activities, freeing airline operators to issue messages.

➡ Relocation and installation of new information screens (video wall) at Terminal 1, allowing to deliver flight information to passengers.

➡ Capacity was increased by 100%, leaving 20 Biomig corridors for entry by Iris biometrics for Colombians.

› Information and/or communication services and channels:

- ➔ Updating the web pages **www.eldorado.aero** y **www.opain.co** to facilitate the tracking of flights, flight registration, etc.
- ➔ Creation of the traveler assistance system **"DoraBot."** Designed to streamline and improve the user experience in person and virtually (WhatsApp).

› Use of technology, information, and innovation:

- ➔ Development and integration of the **PSE payment platform** for the parking lot.
- ➔ **A traffic light system** was installed at Emigration e Immigration that allows for an automatic census of Counter occupancy, improving the time and orientation of passenger service.
- ➔ **Facial recognition is implemented in the immigration process** which will determine the queuing time of passengers on both sides.
- ➔ **The technological upgrade of the video walls** of all the control centers at El Dorado Airport was conducted.

› Information management and cybersecurity:

- ➔ Implement the **queue and capacity monitoring system** in the pre-security and security processes at docks AB, D and C.

3. Our Human Talent

We are committed to generating an adequate organizational culture to generate well-being for all our collaborators. In 2023, we include a new cultural pillar: we manage safety first. To strengthen the safety culture, we will continue consolidating behaviors that will reflect the other cultural pillars: We lead today to secure tomorrow; we take charge and manage as a team; and take care of what is important to everyone.

In furtherance of these pillars, we implemented the following initiatives during the year:

- ➔ We inaugurate the Week of Culture: CulturArte, strengthening culture through disruptive spaces and playful activities promoting new experiences.
- ➔ We were able to impact 56% of the total population. The different activities conducted during the week had an overall satisfaction rating of 4.98/5.
- ➔ We created the First Miles Program, a space designed for new employees and their leaders.
- ➔ We implemented the 360° evaluation for Management, Director and Management (70 people), aiming to map key competencies in our culture and identify important aspects of leadership.

➤ We created the School of Service to strengthen the service culture and work on our pillar: to offer memorable experiences.

➤ We are continuing the Competency and Organizational Culture Training Program with LinkedIn Learning, which we have been launching since 2020. We assigned 60 licenses, with a different target audience than the one impacted in previous years (people recently promoted to professional, coordination and managerial positions, who had not had the benefit previously).

➤ We aligned the Puntos Dorados recognition program with our company's culture and continue to work on various initiatives to strengthen a diverse and inclusive culture that promotes gender equality.

LABOR PRACTICES

To work and carry out actions that make OPAIN a more inclusive and diverse company with better practices in terms of gender equity and equality, we continued with the Gender Management and Equality System, designing and implementing an action plan for the different dimensions: Recruitment and Selection, Promotion and Development, Training, Remuneration, Compensation and Salary, Work Environment, Health and Quality of Life, Workplace and Sexual Harassment, Non-sexist Communication, Work-Life Balance.

The action plan was executed at 97%, and thanks to this management, during the audit.

The results of the Equipares follow-up survey, conducted in November, were excellent. The standard evaluates 83 requirements, and for 71, we achieved the highest rating: 4/4, indicating that the process's evolution and closing of gaps are evidenced. The remaining 12 points were rated at 3.

Among the initiatives highlighted in the action plan are:

➤ We created historical indicators in Power BI (2007 to 2023), which show the evolution in the men and women balance sheet, disaggregated by area and level of contribution.

➔ We conducted a human rights assessment with Aluna Sustainability.

➔ We updated the organization's membership form, including ethnic minority, sexual orientation, and gender identity.

➔ We mapped masculinized and feminized positions in the organization.

➔ 81.81% of women in management positions obtained sponsorship in

management skills, female empowerment, or English programs.

➔ We measured the salary segregation index, identifying equity and parity in compensation concerning gender and position level, with a percentage of 3.89% for 2023 and a decrease in the gap concerning 2022, with a score of 3.99%.

TALENT DEVELOPMENT: TRAINING AND DEVELOPMENT, MEASURING RETURN ON INVESTMENT

We will achieve a total of 33,246.59 hours of training in 2023. The amounts invested in training reflected an increase by 2023, in line with the challenges and aligned with the business strategy; the objective was to strengthen competencies oriented to customer experience and service.

The development of our #OneWithYou School of Service was the most critical training program of 2023. This school was created to facilitate the strengthening of competencies and the acquisition of practical tools that would contribute to offering memorable service to our users and customers.

Regarding development opportunities, 40.19% of the selection processes were closed with internal talent. Based on the above, 16.43% of our employees obtained a development opportunity within the company.

› Growth:

So far this year, 79 people have had Development Opportunities in our organization, equivalent to 16% of the total population.



PERFORMANCE MANAGEMENT

The consolidation of the Performance Management process continued throughout the company organization. Sensitizing the teams to the importance of the process promoted an open culture to feedback, recognition of achievements, and areas for improvement, facilitating constant learning.

With this process, we seek an objective measurement of individual performance by evaluating organizational competencies and SMART objectives (Specific, Measurable, Achievable, Challenging, and Time-bound). The performance management results are relevant input in the selection processes of the internal calls for applications and other group companies.

ATTRACTION Y RETENTION

We continue to strengthen our employer brand to attract and retain the best talent, communicating our value proposition as an organization through different tactics. We implemented pilot surveys for new employees about our selection process and designed pieces of information about it.

Communication tools so that participants could learn more about the organization's culture. In addition, internal newsletters published development and training opportunities, relevant and outstanding actions related to social and environmental issues, and awards in the field.

VOLUNTARY ROTATION

› Achievements:

➤ We conducted the first month of training, Aprende+, where more than 40 training courses were given. So far, in 2023, we have provided 25,117 hours of training.

➤ Consistent with our commitment to gender equity and equality, we were audited by Equipares to maintain the Silver Seal. For this audit, the standard evaluated 83 requirements, of which 71 received the highest rating: 4. This rating indicates that the actions taken positively impacted closing the gaps. The dimensions measured in the audit were:

- Recruitment and Selection
- Promotion and Development
- Staff training
- Remuneration and Salary
- Work Environment, Health, and Quality of Life

- Labor and Sexual Harassment
- Non-sexist Communication
- Personal, Family, and Work Life Conciliation.

➔ We implemented the 360° Evaluation process for Heads, Directors, and Managers Facilitating a more objective assessment, giving more development tools to people by including as additional evaluators: leaders, peers, and direct personnel. Total number of people evaluated: 72 people.

➔ As part of adapting to the role, we have launched the initiative “First Miles,” where, together with each leader, we follow up with the new people joining the organization. To date, we have logged 76 first miles. We are generating feedback spaces that allow for identifying gaps and strengths, providing a closer accompaniment to the adaptation period.

› We implemented the following initiatives:

➔ The “Golden Points” recognition program was created and implemented to encourage our employees to be recognized for behaviors related to the cultural, service, OSH, and innovation pillars’ experiences.

➔ We implemented the “Move Differently” shared mobility project through the Try My Ride platform. This platform encourages the use of car sharing for travel to and

from the airport, impacting the well-being of our employees as well as the sustainability and environmental impact generated by the carbon footprint. Those who earn the most points on the platform are rewarded with golden points, and using car sharing, bicycles, electric scooters, or walking is encouraged to earn points.

4. Supply chain

The supply chain has faced great challenges due to the pandemic, which generated a change in consumption habits and reduced personnel, sales, and distribution. This implied that we had to look for different alternatives to meet the needs of our operation.

› Supplier selection and evaluation criteria:

Opain’s supplier evaluation, selection, and re-evaluation procedure define the selection and evaluation criteria to be met before hiring.

Criteria:

- Economic (selection)
- Technicians
- Occupational Health and Safety System
- Environmental

› Criteria for identification and critical supplier management:

The identification of suppliers that provide critical goods and services was conducted using the database of critical services and systems developed by the Risk Management Department, classifying the processes, services, and systems according to their criticality ("high, medium, and low"), after evaluating their impact on the following factors:

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

Suppliers with medium and high criticality are subject to an annual re-evaluation process to verify their performance and action plans for improvement and development.

› Supply chain risk management:

Different mechanisms were established to identify and manage risks in the supply chain, including the following:

Kraljic methodology, which allows for the classification of goods and/or services according to their complexity, supply, and financial risk, and purchasing strategies are defined.

➤ The Purchasing platform permanently verifies suppliers and their shareholders in restrictive lists.

➤ Supplier selection, evaluation, and reevaluation procedure (annually)

➤ Contracting Risk Mitigation Program Allies This work is conducted in alliance with the insurance broker Delima Marsh.

› Supplier development and partnerships for sustainability:

The sustainable supplier development ecosystem was consolidated, which seeks to articulate different initiatives, actors, and existing workspaces with suppliers to leverage their development and comply with their needs for seeking competitiveness and sustainability of the organization, with the following criteria: water reduction, optimization of energy consumption, development, and innovation, in search of opportunities for improvement based on the knowledge of mutual needs.

› Achievements:

Implementation of the sustainable procurement manual associated with the operation and maintenance of the infrastructure through the reduction in the consumption of resources that contribute to obtaining economic, environmental, and social benefits, among others, such as:

- ➔ Efficient use of natural resources
- ➔ Better waste management.
- ➔ Improved air and water quality
- ➔ Reduction in the use of hazardous chemicals

Design and development of a pilot plan to initiate the supplier homologation process. In this process, governance, sustainability, gender equity, and financial aspects of critical suppliers will be evaluated, encouraging development and continuous improvement to strengthen new capabilities.

› Facts that generate value:

Contribution to obtaining LEED Platinum certification (EBOM 4.1) for implementing the sustainable procurement manual.

› In the future:

- ➔ Systematize the annual purchasing plan (PAC) through a technological tool.
- ➔ Implement the resource optimization project.

5. Ecosystems: water

› Efficient resource management:

Water is a fundamental issue for El Dorado Airport, as it values this liquid as a resource for life. For this reason, it promotes initiatives for the benefit of the Bogota River, articulated towards recognizing the importance of this ecosystem for Colombia. For this reason, the airport has environmental management and maintenance plans that contain detailed mechanisms and procedures for sustainable water management.

› Water consumption:

Water withdrawal by source	Unit. measure	Year 2023
Freshwater extracted from surface sources, including water from wts, rivers, and lakes	m3	0
Rainwater	m3	13.449
Groundwater	m3	0
Produced water	m3	0
Third-party water (municipal or municipal aqueducts) from other companies)	m3	878.351
Water extraction in all areas	m3	891.800

› Water risk analysis:

In 2023, we evaluated the demand for water resources and water quality in El Dorado and the operation's potential economic, social, and environmental impacts. We also promoted sustainable practices among the stakeholders so as not to affect the resources.

› Management and quality of discharges:

The El Dorado Airport Wastewater Treatment Plant (WWTP) has a treatment capacity of 57.3 liters per second, equivalent to filling an Olympic-size swimming pool in 12 hours. This process avoids the discharge of 1 ton of organic matter and 180 kilograms of solid waste daily.

In 2023, the WWTP treated a total of 1,293,292 m³ of wastewater, complying with all the requirements made by the authority and delivering water in good condition to the Bogotá River.

› Initiatives for the protection and conservation of water sources or bodies of water:

We measured and analyzed the airport's blue and gray water footprints to monitor and manage its water use of water. Terminal 1 of the airport has a water conservation system, and low-consumption technologies are installed in all bathrooms and two rainwater treatment plants.

In 2023 we completed the circularity study including water flow in the Circular Economy Plan to initiate its implementation in a comprehensive manner.

› Achievements:

➤ As part of our rainwater harvesting strategy and in the fight against climate change, we successfully installed 5 Ekomuros, an innovative rainwater collection system. These walls allow the neighboring communities to efficiently use rainwater for various activities such as washing floors, watering gardens, supplying toilets, feeding animals, and caring for communal gardens.

› Facts that generate value:

➤ In 2023, we completed the circularity study, including water flow, in the Circular Economy Plan to initiate its comprehensive implementation.

➤ El Dorado International Airport has its sewage system, adding value to Bogota by relieving pressure on the sewage system. The city's sewerage system contributes to better water resource management.

› Ecosystems: Biodiversity

Value Ecosystem Identification for **Biodiversity**

In 2023, we continue to transfer knowledge on airport management, focusing on species conservation and avian hazard mitigation to ensure operational safety. During this period, we generated spaces with different authorities, governmental entities, contractors, and third parties to foster collaboration, establish joint actions, forge alliances, and execute new preservation strategies.

› **Biodiversity offset initiatives:**

Together with the families of our employees, we planted 2,000 native trees in Canoas Park, contributing to the restoration of the area's soil.

This initiative, which has been underway since 2022, involves establishing the El Dorado and OPAIN business forests with 3,000 native trees.

We continued developing joint actions with the District Secretariat of the Environment within the framework of the memorandum of understanding to sensitize the community to refrain from buying and moving wildlife species.

According to the articulation of the Risk Management for Control program, El Dorado Airport's Environmental Management Plan for Avian Hazard has also been used to conduct

dispersion activities such as visual and auditory techniques aimed at preserving avifauna species.

Initiatives for the protection or **conservation of fauna species.**

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

Species are included in the IUCN Red List* and other conservation lists in the airport's operation.	2023
Critically endangered category	0
Endangered category	2
Vulnerable category	0
Near threatened category	2
Category in minor concern	164
Total number of species on IUCN red list or other listings	168

* The International Union for Conservation of Nature (IUCN) is a membership union composed of governmental and civil society organizations. It has the experience, resources, and reach of more than 1,400 member organizations and the input of more than 17,000 experts. This experience makes IUCN the global authority on the state of the natural world and the measures needed to safeguard it.¹

1. <https://www.iucn.org/es/acerca-de-la-uicn>

The results of monitoring, dispersion, and inspections are recorded in databases designed for each purpose:

1. Risk management program for birds and other wildlife (GERPAF):

Developed and implemented as required by the National Program for Limiting Wildlife at Airports, issued by the Aeronáutica Civil Through the implementation of the GERPAF, they have achieved institutional strengthening for the control of the risks associated with the presence of

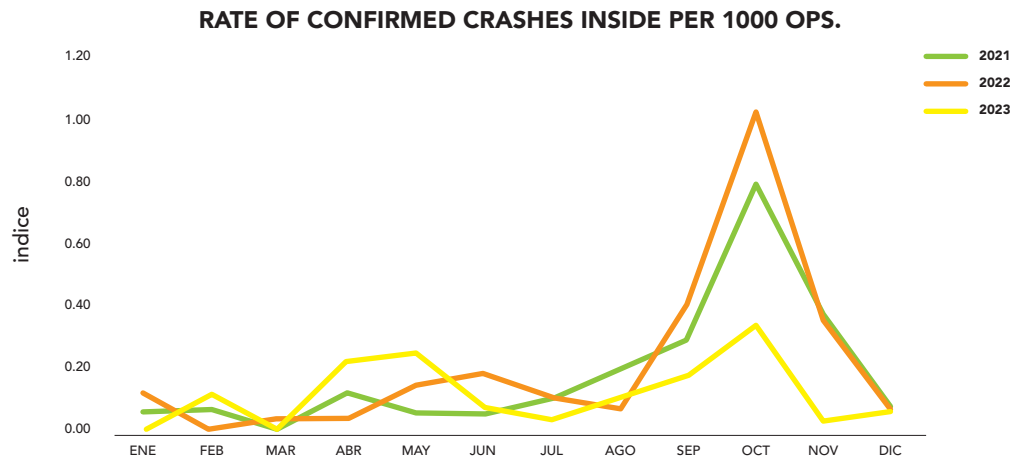
Some of these are maintaining the fauna control operative personnel with a 24/7 presence within the airport facilities and implementing the International Bird Strike Committee (IBSC) standards, including permanent fauna monitoring, acquisition of specialized monitoring equipment, active dispersion, retention, and passive.

Control of attractive conditions for wildlife.

2. Incident notifications: The wildlife control team records incidents with wildlife inside El Dorado International Airport in the field logbook. According to information circular CI007—Report of Presumed Impacts with Wildlife, wildlife strikes are cross-checked with online reports sent to Aerocivil. In the same way, we continue to comply with the Letter of Agreement with the Control Tower for the notification of incidents and wildlife collisions.

3. Airport committees for the prevention of avian and wildlife hazards:

Four committees are developed per year, led by OPAIN with the participation of government authorities, UAEAC, airlines, and the airport community.



2. The Letter of Agreement with the Control Tower establishes the necessary coordination procedures between the El Dorado Control Tower in Bogota, the movement supervisor, and the OPAIN S.A. Operations Management units in the daily operation of the El Dorado International Airport.

› *Partnerships with stakeholders for biodiversity protection:*

We continued articulating alliances with authorities and strategic environmental actors to conserve the ecosystems around El Dorado Airport's influence.

› **Facts that generate value:**

➔ We were recognized by the Danish embassy for continuing with the actions that allow the care and preservation of fauna species.

6. Climate change

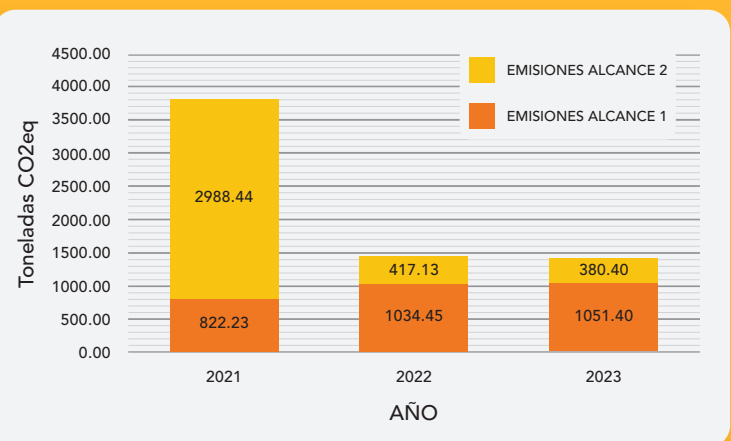
› **Mitigation:**

We made progress in our climate change strategy's mitigation component, achieving a 78% reduction in emissions because of energy optimization and backup strategies.

GHG emissions are monitored using the Green House Gas Protocol (GHG Protocol) methodology and the ACERT quantification tool, which was designed for the Airport Carbon Accreditation program.

(ACA) of Airport Council International (ACI), a globally accepted industry standard used to quantify emissions annually.

› **Emissions results 2023:**



➔ The reduction in emergency plants' fuel consumption was due to the absence of contingencies requiring their use substantial activation during the year 2023.

➔ Fuel reduction for mobile sources due to the efficient use of Opain's vehicles.

➔ Reduction in total energy consumption due to the projects implemented in the reporting year.

The first version of the natural hazard sheets identified in the company's physical risks was prepared by 2023. These sheets list the mitigation actions for each natural situation identified.

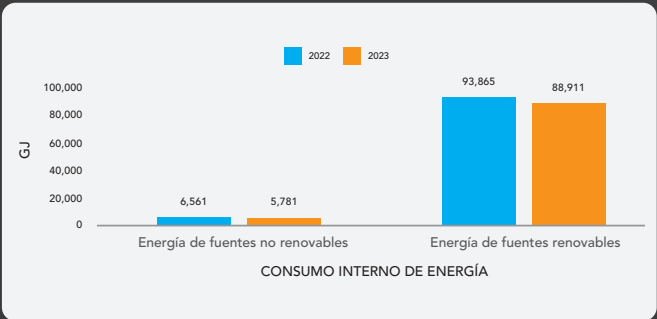
The Sustainability and Risk areas are currently reviewing and validating these files.

7. Energy

El Dorado is supplied with electricity from 3 sources:

➔ The National Interconnected System -SIN- of Colombia: According to XM, the operator of the National Interconnected System (SIN) in Colombia and administrator of the market. In terms of wholesale energy, in 2023, approximately 77% of the energy produced was of renewable origin, while the remaining 23% came from non-renewable sources in Colombia. At El Dorado International Airport, terminals 1 and 2 energy consumption was backed up with renewable hydroelectric energy from this system.

- ➔ Photovoltaic system (solar panels): The energy produced is all from renewable resources (the sun) and is used for the airport's consumption.
- ➔ Electricity generation through emergency generators: The electricity generated is based on ACPM fuel, a non-renewable resource, and is used only to generate electricity in case of emergency due to the absence of electricity from the above sources.



Energy	Annual change in energy consumption
Renewable energy	<p>The previous year's energy consumption variation decreased due to the electrical efficiency projects implemented in Terminal 1, the terminal with the highest consumption in the concession area. In addition, an increase in energy consumption from solar panels was observed in 2023.</p> <p>It should be noted that the renewable energy section includes the consumption of electricity from the SIN backed up by hydroelectric energy (Terminals 1 and 2) and the consumption of the SIN that is renewable according to the percentage of XM for the areas that were not backed up by hydroelectric energy.</p>
Energía de fuentes no renovables	<p>The reduction in energy consumption from non-renewable sources in 2023 is attributed to the decrease in the use of emergency power plants as a backup for electricity generation and a reduction in the consumption of fuels for the operation's vehicles.</p> <p>It should be noted that in the section on energy from non-renewable sources, the energy consumption of the SIN that was not supported by hydroelectric energy is added, corresponding to the percentage of XM from non-renewable sources.</p>

The airport's energy intensity ratio is calculated by integrating electrical energy consumption and passenger and cargo units into Traffic Units (TU).

Intensidad energética	Unidad de medida	2022	2023
Consumo de energía	GJ	107.611	106.045
Unidad de Tráfico (UT) UT= 1 pasajero ó 100 kg carga	UT	43.304.850	46.787.950,0
Intensidad energética	GT/UT	0.00248	0.00226

› Achievements 2023:

- ➔ El Dorado was awarded Green Airport Recognition for developing its partnership plan with third parties in management.

El Dorado not only measures the emissions generated but also seeks to involve its value chain in emission reduction projects, generating the reduction of collective goals and contribution to the country's goals in this component.

› Facts that generate value:

- ➔ El Dorado is the first airport in Latin America to receive Level 4 "Transformation" certification under the program. ACI's Airport Carbon Accreditation certification is awarded to airports recognized for their climate change management and the integration of their value chain in reducing greenhouse gas emissions.

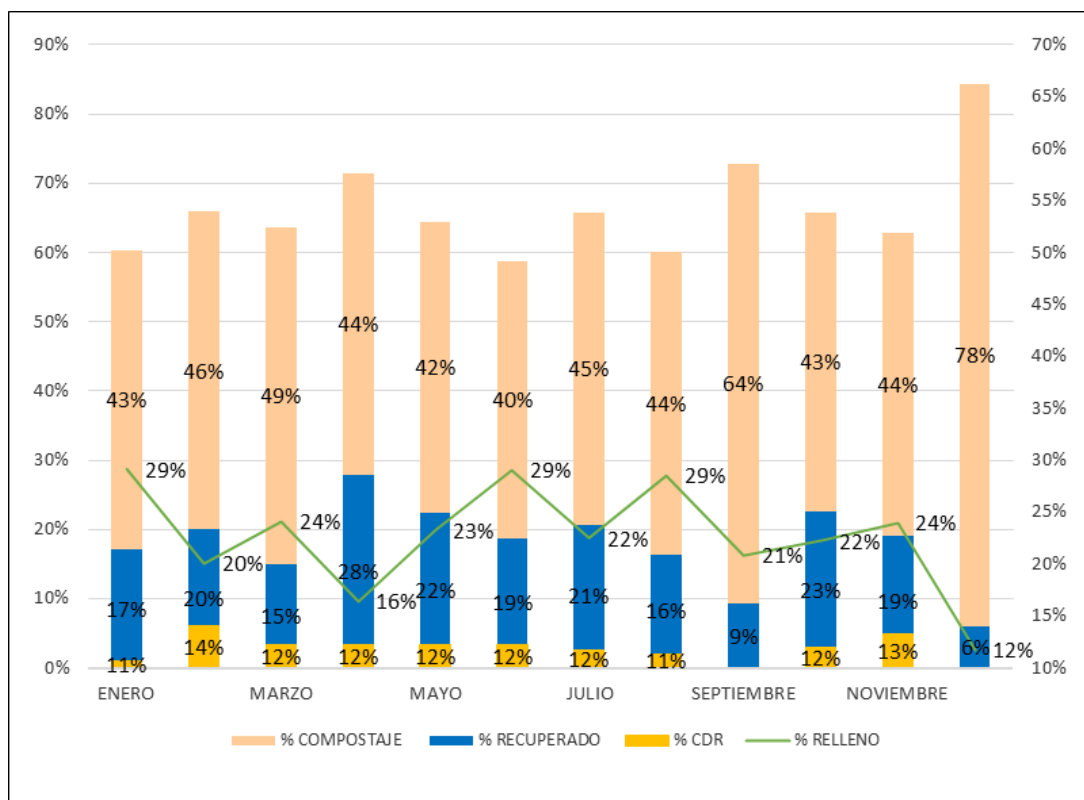
8. Circular economy:

› Efficient use of materials and waste utilization:

In the context of the circular economy, we could use 79% of the waste generated in the concessioned area, eliminating the need to send 5,661 tons of waste to the Doña Juana sanitary landfill.

The existing criteria for supplier evaluation were identified and analyzed. Based on the evaluation, voluntary sustainability criteria for eco-labeling, return services, and product-as-a-service business models were established.

› Usage Percentage 2023:



El Dorado Airport's Circular Economy Plan proposes a series of schemes and initiatives to transition the terminal to circularity in the short, medium, and long term. The main objective of this plan is to promote the circular economy, focusing on three fundamental axes that we will detail below:

➤ **Material Flow:** Focused on reducing virgin raw materials used directly or indirectly in operation and strengthening the circularity of materials thanks to the waste management process conducted at El Dorado, where 79% of the waste generated is being revalued to date. The goal by the year 2025 is to revalue 80% of the waste generated.

➤ **Energy Flow:** Aimed at reducing energy consumption from non-renewable energy sources and optimizing management through technological reconversion and the search for constant efficiency to consolidate a more resilient and sustainable energy consumption matrix. For this reason, it has been proposed that risks and opportunities related to water and energy resources be identified to promote circularity by 2023.

➤ **Water Flow:** Seeks to strengthen the adequate and efficient management of water resources within the airport's operations, reducing dependence on water sources. By 2025, we plan to reuse water and generate zero discharges into the Bogotá River, contributing to its recovery. The purpose of these initiatives is to make intelligent use of water resources.

› Reduction of single-use materials:

Thanks to the bottle refill point initiative implemented in 2020, more than 2.7 million single-use plastic bottles with a capacity of 591 milliliters will be avoided in 2023 alone. Since its installation, more than 5.5 million bottles have been avoided.

Regarding the Zero Waste Management System - SGBC, we continue with the initiatives:

- ➔ Reduction of bag consumption in the general services process.
- ➔ Increased use of water filters, aiming to reduce the use of plastic bottles.
- ➔ Reuse of construction and demolition waste.
- ➔ Reuse of minor parts of the BHS system.

› Achievements 2023:

- ➔ We updated our Circular Economy Plan, becoming the first airport in Latin America to have a consolidated circular economy strategy for water, energy, and material flows.

› Facts that generate value:

- ➔ In 2023, Global Zero Waste recognized us as a Platinum Zero Waste Member for achieving certification in the highest category, gold, for four consecutive years and recertifying El Dorado Airport's waste management model in the Gold category.

9. Safety and health in airport operations

› Operational Safety:

Safety is the state in which the risks associated with aviation activities related to the operation of aircraft or directly supporting such operation are reduced and controlled to an acceptable level.

We achieved a year with zero risks through timely identification of hazards and efficient risk assessment and management.

Aviation incidents or accidents inherent to operational activities attributable to Opain.

Operational Safety's objective is to prevent incidents and accidents associated with preventives related to aircraft operation or that directly support such operations.

› Operational safety management governance:

During the year, the objectives established in the Operational Safety Management System (SMS) stipulated in OPAIN S.A.'s Operational Safety Policy were met.

- Through the Operational Safety Management System (SMS), 185 hazards were identified, and mitigation measures were managed to maintain acceptable levels of operational safety. These measures include the management of boundaries

to reduce the risk of aircraft and vehicle operation on the air side.

- The PowerBI system measures and analyzes the data generated during the SMS implementation.

- SMS survey: 1220 results were obtained through the operational safety survey of the airport's operational personnel, which allowed us to identify new hazards and manage the associated risks.

› Safety and health management governance (committees, management, and Board participation):

- Four airport wildlife and HSE committees were held, with the participation of government entities, airport entities, and the airport community. A total of 243 people participated.
- Participation in the national inter-institutional committee for preventing avian and wildlife hazards, convened by Aerocivil.
- Participation in the Airport Program of Excellence (APEX) of the Airports Council International (ACI) in the airports of Aguascalientes (AGU) and Tijuana (TIJ) in Mexico as advisors to share experiences and operational safety best practices.
- Participation in the CARSAMPAF (Committee on Avian and Wildlife Hazards in the Caribbean and South America).

- ➔ Participation in the Avian and Fauna Hazard Subcommittee attached to the ACI-LAC Regional Operational Safety Committee (founding members).

› **Risk management and implementation of measures:**

- ➔ Coordination with the SDA - Secretaría Distrital de Ambiente for the delivery by OPAIN of wildlife specimens found in the airport facilities. By 2023, 36 deliveries were made.
- ➔ Working groups with Aerocivil contractors in charge of maintaining safety zones and rainwater canals outside the concession's scope.

› **Initiatives and programs for employee health and safety management - including biosafety:**

- ➔ Operational safety reports were mitigated by comparing the number of reports managed and closed to the number received each quarter. The proposed goal for 2023 was 82.00%, and the annual average value was 87.77%, exceeding the proposed target.
- ➔ Shock index: The number of aircraft collisions with wildlife (confirmed within

the airport) concerning the total number of operations each quarter. The proposed target for 2023 was a rate of less than 0.22 crashes per 1,000 operations, and a result of 0.12 crashes per 1,000 operations was obtained.

› **Achievements 2023:**

- ➔ Prevention of FOD (Foreign Object Damage): 2 unique FOD awareness campaigns were carried out, with the participation of 23 companies and 763 airside personnel. During these campaigns, a new didactic method was implemented to improve the participation and attention of the trained personnel.
- ➔ Program of instruction and training in Operational Safety and Wildlife Control: Training and sensitization 6,427 people distributed 249 hours of instruction in topics related to operational safety, accident prevention, accident prevention and FOD, airside driving regulations, avian hazards, and wildlife control at the airport.
- ➔ Implement a monthly inspection program of external doors in general aviation areas to prevent conditions suitable for domestic fauna from entering the airside.
- ➔ Implementation of meetings with the EPAFs (Avian and Fauna Hazard Managers) of the airlines, designated by each airline), cross-referencing crash data with wildlife.

➔ Throughout 2023, the Wildlife Risk Management Program (GERPAF) was implemented to mitigate the possibility of incidents and accidents between wildlife representatives and aircraft.

➔ Aerocivil issued an update of the Risk Management Program for Birds and Other Fauna (GERPAF) based on the provisions of the national program for limiting fauna at airports.

➔ We are updating all operational safety and wildlife control management system documentation.

➔ The effects on air operations due to bird strikes lasted 85 minutes during the entire year 2023, which corresponded to the closure of runways for the collection of remains on their surface; the supervisors of the maneuvering area conducted this activity in charge of Aerocivil.

➔ Prevention of FOD (Foreign Object Damage): by instructing and sensitizing operations personnel of the airport community, the aim is to identify, reduce, and eliminate potential hazards that particles and other loose elements in the aircraft maneuvering area may cause.

SMS and Fauna Control instruction and training program to ensure operational safety effectiveness.

➔ Wildlife risk management program: with the objective of preventing the occurrence of incidents and accidents between wildlife representatives and aircraft.

› ***Compliance and performance in operational safety indicators and goals:***

➔ Operational safety reports were mitigated by comparing the number of reports managed and closed to the number received each quarter. The proposed goal for 2023 was 82.00%, and the annual average value was 87.77%, exceeding the proposed target.

➔ Shock index: The number of wildlife aircraft crashes (confirmed within the airport) is measured with the total number of operations each quarter. The proposed target for 2023 was a rate of less than 0.22 crashes per 1,000 operations, and a result of 0.12 crashes per 1,000 operations was obtained 1,000 operations.

› ***Partnerships and synergies for operational safety:***

➔ Coordination with the SDA - Secretaría Distrital de Ambiente for delivering fauna specimens by OPAIN found at the airport facilities. By 2023, 36 deliveries were made.

- ➔ Working groups with Aerocivil contractors in charge of maintaining safety zones and rainwater canals outside the concession's scope.
- ➔ Four airport wildlife and HSE committees were held, with the participation of government entities, airport entities, and the airport community. A total of 243 people participated.
- ➔ Participation in the national inter-institutional committee for preventing avian and wildlife hazards, convened by Aerocivil.
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› Airport security

The objective of airport security is to prevent acts of unlawful interference that could affect the operation of El Dorado Airport.

During 2023:

- ➔ We screen more than 20 million passengers and their items (each security line can process 240 passengers/hour for domestic flights and 160 passengers/hour for international flights).
- ➔ During the inspection, we detected 1,197,074 prohibited items in the security filters, including 37 firearms and 1346 ammunition.
- ➔ As of December 31, 2023, 29,379 entry permits were in force for personnel performing different activities in public, controlled, and restricted areas.
- ➔ We also provided 97 airport security awareness courses to various companies and airport authorities, strengthening the airport's security culture.
- ➔ We have conducted eight airport security committees and nine extraordinary intelligence committees. In the latter, El Dorado Airport is a pioneer in the country and one of the few regional airports that manages this scheme.

› Achievements 2023:

› Innovación:

➡ We agreed with the national anti-narcotics police to jointly operate an advanced security filter at the international dock. This filter includes computed tomography equipment with state-of-the-art algorithms for automatically detecting security threats in carry-on baggage, a millimeter-wave body scanner for non-contact inspections (extending the range of detectable threats beyond metallic objects), and automatic tray return for more efficient baggage preparation. By diverting automatically transfers baggage requiring physical inspection to a parallel line, this system avoids congestion and represents the most modern passenger inspection line in Latin America.

➡ Facial Recognition Technology: A facial recognition system is installed at the terminal entrance gates and integrated with databases of persons of interest, such as individuals previously involved in theft or unauthorized activities. This has enabled the activation of rapid response protocols in coordination with the national police, resulting in captures in flagrante delicto and increased airport users' perception of security.

› Strategic relationship:

➡ Safety Management in Public Areas:

To manage security risks associated with the increase in air operations and the flow of users and employees, we established effective communication channels with external entities to address problems in public areas. This included managing informal activities that impact the user experience. The company has collaborated with various authorities and entities to formally characterize the informal population and strengthen airport security presence in critical areas. These actions have made it possible to design a roadmap for future collaborations involving government personnel and other areas of OPAIN.

➡ Collaboration with Intelligence Units: We strengthened relations with intelligence units of the military and police forces. This collaboration has warned us early about potential security threats affecting airport operations. As a result, we have achieved more active participation in the PMUs at the district and military force levels, establishing communication channels with the military forces to maintain smooth and relevant communication for airport security.

➡ Participation in Security Assessments with ACI: the El Dorado Airport security team played a relevant role in the region by being a recurring member of the group of

experts convened by Airport Council International (ACI) to conduct safety assessments at various airports in the region (APEX). This participation contributed to further consolidate El Dorado as an airport security benchmark in the region.

› Improved Processes and Experience:

➤ Virtual security course update: We renewed the airport security awareness video used in the carnage process (mandatory for the entire airport community). This new video is more user-friendly and effective, communicating clearly and directly with the security regulations and the correct use of the airport permit. The upgrade will improve users' understanding and compliance with security measures.

➤ Video manuals for membership: We developed manuals to guide users through the carnage process. This innovation will result in greater efficiency and speed in the procedures, facilitating users access to the necessary information in a more accessible and understandable way.

➤ Digitalization of Input Control: Adopting a digital approach, we transformed the input control process in the packing office. This has the result is a significant saving of resources, reducing paper usage by approximately 1,200 sheets per year.

➤ Digital Register of Non-Permitted Elements: The digitization of the registration process of items not allowed in the security filters has been another crucial factor in an important initiative. This measure will save approximately 14,000 sheets of paper annually, contributing significantly to our sustainability goals.

Service Capsules for Security Guards: We created several service capsules with the security provider. These short videos focus on improving security guards' service skills. As a result, we have developed a digital library to support training, facilitating the rapid and effective dissemination of these essential skills.

› Security Infrastructure Strengthening:

➤ Management with Aeronáutica Civil: We coordinated with the Aeronáutica Civil to strengthen the infrastructure of the Perimeter enclosures in critical areas. This included raising the height of the fence in the Fontibón and Engativá Perimeter to 4.5 meters in specific sections and building a new fence in the MRO Perimeter due to the construction of the new Lima Street.

➤ **Additional Improvements:** We reinforced the external enclosure of the “el radar” lot and managed projects to strengthen the vehicular access gates to the platform (gates 7 and 8). These improvements allow for more effective access control to the restricted area, increased camera coverage in the inspection process, and improved welfare for security personnel.

› In 2024:

➤ **Support for Technology Renewal for Perimeter Protection:** A project is currently being developed to update and improve the technology used for airport perimeter protection. This technological renovation will focus on implementing advanced surveillance and detection systems, allowing more effective monitoring of critical areas.

➤ **Strengthening the Occupational Accident Prevention Strategy:** Aware of the importance of ensuring a safe working environment, efforts will be intensified to prevent occupational accidents, especially concerning contractor security. This will be achieved by implementing more rigorous training programs, frequent risk assessments, and adopting corrective and preventive actions based on collected data. The objective is to minimize occupational risks and ensure the well-being of all employees, thus contributing to a safer and more productive work environment and reducing accident indicators.

➤ **Development of Real-Time Monitoring Tools:** By 2024, the goal is to develop and implement a tool that will allow real-time monitoring of the coverage of contracted

security services. This tool will facilitate the integration of various databases, including information on training, certifications, and other aspects relevant to daily operational management, significantly improving management and response to the airport's security needs.

➤ **A Proof of Concept was initiated with the air cargo logistics community** (exporters, importers, cargo and customs agencies, airlines, cargo handlers, and airport) for the future implementation of a technological platform that allows the allocation of scheduled slots for the efficient use of the terminal's cargo docks in line with the trend for cargo airports.