

















Sustainability program










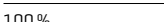



The sustainability program is a Group-wide program that provides the roadmap for sustainable development at FMG. The main objectives of the Strategy 2025 are broken down into individual initiatives and measures in the sustainability program.



Members of top management take responsibility for the initiatives in their division, while members of middle management are responsible for implementing the associated measures. Every year, dedicated discussions are held to determine qualitative and quantitative criteria for measuring target achievement.











The targets form part of the performance-oriented remuneration for managers. Together, the strategy team and the managers assess the effectiveness of the individual initiatives and measures and the degree to which they have been implemented.

Material topics	Initiatives	Measures	Status 2016	Measure ends
Company and management				
Digitalization	Providing systems and technologies to ensure operation of the airport as well as future traffic development	Extending and optimizing the digital assets in the terminals by way of process support [for example EasyPass, InfoGate]	30% 	2017
	Providing air traffic infrastructure to ensure operation and future traffic development	Launching a fire station to the north of the site, storing new vehicles, and increasing staff levels	100% 	2016 [completed]
Infrastructure development and sustainable building	Implementing energy-efficient and sustainable construction	Certifying selected buildings according to the standards of the German Sustainable Building Council [DGNB]	Ongoing	Ongoing
	Developing the airport real estate on a demand-oriented and economic basis	Expanding the five-star airport hotel [Hilton] in the AirSite Center	100% 	2017 [completed]
Customer focus	Ensuring the necessary quality and efficiency at the Munich Airport site	Developing, operating, monitoring and coordinating the Group-wide continuous improvement process [passenger satisfaction data, ASQ, dialog management etc.]	Ongoing	Ongoing
		Continuing and developing the quality and service offensive [5-star program]	Ongoing	Ongoing
	Optimizing the landside mobility products and services for end consumers	Integrating the strategic landside transportation concepts and products [rail, inter-city buses, car sharing] into the long-term parking needs concepts	50% 	2017
Landside access and traffic development	Improving rail access over the medium term	Supporting the Neufahrner Kurve project	Needs-based	2018
		Supporting the planning approval process for the Erdinger Ringschluss project [from the airport to the town of Erding]	Needs-based	2018
		Erdinger Ringschluss: constructing first section to Schwaig	0% 	2021
		Supporting the Walpertskirchener Spange project	Needs-based	2026
	Improving rail access over the long term	Ensuring the route 38 extension project between Munich, Mühldorf, and Freilassing as part of the new Federal Transport Infrastructure Plan	75% 	2020
Air traffic development	Providing air traffic infrastructure to ensure operation of the airport and future traffic development	Implementing delay code analyses [analyses to determine the reasons for air traffic delays]	80% 	2017
	Providing procedures, processes, and services to ensure operation of the airport and future traffic development	Conducting total airport management at Munich Airport [turn-around and traffic flow management process]	50% 	2018

Material topics	Initiatives	Measures	Status 2016	Measure ends
Sustainable procurement	Enhancing strategy development and sustainability management	Continuing to integrate sustainability criteria into supplier management	Ongoing	Ongoing
		Providing information for suppliers/service providers [for example, creating information fliers for potential suppliers and service providers from the region]	Ongoing	Ongoing
	Creating transparent supplier and service relationships in the region	Fostering transparency in existing supplier and service relationships [recording and publishing details of FMG sales in the region]	Ongoing	Ongoing
Establishing a customer relationship management tool for off-campus business		90% 	2017	
Off-campus growth	Increasing efficiency and introducing standards	Providing product descriptions for off-campus consultancy and management services	10% 	2017
		Designing and carrying out an aviation security conference at Munich Airport	15% 	2017
Security and safety in aviation	Implementation topics corporate security	Improving landside security	20% 	2017
		Developing communication and cooperation concept	100% 	2016 [completed]
Networking transportation operators [Seamless travel]	Developing a suitable range of information, products and services	Establishing the cross-industry Open Innovation Community and jointly developing the range of information, products and services	100% 	2016 [completed]
		Gradually expanding the internal range of products and services through external partnerships	100% 	2016 [completed]
	Campus mobility	Carrying out a pilot project for autonomous driving at Munich Airport	10% 	2020

Material topics	Initiatives	Measures	Status 2016	Measure ends
Employees				
Occupational health and safety and health management	Developing occupational safety management	Introducing a process for recording and assessing employee satisfaction related to occupational health and safety	10 % 	2019
	Making workstations more ergonomic by using innovative technology	Using innovative lifting aids in the baggage transportation system in Terminal 1	20 % 	2020
	Optimizing occupational health and safety	Establishing a central staff qualification management structure, for instance designing training measures for foreign assignments, designing online training modules for safety instructions	20 % 	2019
		Designing a Group-wide program of measures for the systematic assessment of risks presented by hazardous substances [EMKG, Federal Institute for Occupational Safety and Health]	20 % 	2018
Employee training and recruitment	Covering the employee requirement qualitatively and quantitatively	Adjusting training options	75 % 	2017
		Ensuring that staff requirements are covered for the T2 satellite building [FMG and subsidiaries]	100 % 	2016 [completed]
Equal opportunities and cultural diversity	Increasing employer attractiveness internally and externally	Offering and protecting equal opportunities: increasing the share of women in the Executive Board and at management levels 1 and 2	75 % 	2017
Employee satisfaction	Increasing efficiency and employability	Introducing, communicating and developing a standard procedure for reorganization processes	100 % 	2016 [completed]
		Cultivating efficient work conditions, checking pay-scale provisions	100 % 	2016 [completed]
	Increasing employer attractiveness internally and externally	Conducting an INQA audit [Initiative New Quality of Work] to cultivate a future-ready corporate culture	100 % 	2016 [completed]
Training and skills management	Off-campus HR and organizational development	Enhancing product-based and methodological skills using a special training program for project managers and consultants	40 % 	2017
		Developing a consulting center of excellence	80 % 	2017
	Refocusing the Group's in-house professional development center	Preparing a concept for redesigning the Airport Academy at Airsite West	50 % 	2017

Material topics	Initiatives	Measures	Status 2016	Measure ends
Society				
Communication with social stakeholder groups (in particular regional groups)	Continuing to make sustainability and carbon-neutrality a communication priority	Conducting PR work and corporate reporting to clarify the sustainability strategy	Ongoing	Ongoing
	Maintaining and intensifying regional dialog through regular discussions with stakeholder groups	Preparing and hosting out regional reception	Ongoing	Ongoing
	Solidifying engagement in local politics	Speaking personally to local and political representatives in the airport region	Ongoing	Ongoing
	Improving external communication	Maintaining the increased levels of PR work in Munich	60 % 	2018
		Redesigning the Visitors Park	75 % 	2017
	Maintaining and intensifying regional dialog through regular discussions with stakeholder groups	Preparing and hosting information events for associations and stakeholders	Ongoing	Ongoing
Collaborating with regional partners	Accepting social responsibility in the non-profit sector [regional support in the areas of sport, social affairs, culture, education and nature]	Continuing existing sponsorship agreements, examining new project requests on the basis of the FMG sponsorship principles and continuing intensive dialog with the sponsorship partners [such as «Jugend musiziert»]	Ongoing	Ongoing

Material topics	Initiatives	Measures	Status 2016	Measure ends	
Environmental and climate protection¹⁾					
Biodiversity	Establishing and developing environmental management	Voluntary butterfly project within the framework of the Bavarian Environmental Pact (developing and implementing species protection measures for selected butterfly species on FMG areas)	20 % 	2020	
		Implementing measures from the «environmental protection public concept» (for example, series of publications on «the environment at the airport» to promote climate protection and air quality)	Ongoing	Ongoing	
Noise emissions and noise control	Accepting responsibility for pollution resulting from air traffic	Designing and enhancing the noise protection strategy (active noise protection, flying procedures, [e.g. CDA] flight paths, landing fees, passive noise protection, noise protection programs)	50 % 	2020	
Sustainable use of resources	Establishing and developing environmental management	Recertifying FMG according to EMAS and DIN EN ISO 14001	Ongoing	Ongoing	
		Accepting responsibility for pollution resulting from air traffic	Introducing pre-conditioned air systems	80 % 	2017
Greenhouse gas (CO ₂) and air pollutant emissions	Green IT	Continuing to integrate new measures into the Green IT implementation program	Ongoing	Ongoing	
		Reducing the energy consumption per gigabyte of storage systems by using the latest technology	100 % 	2016 [completed]	
		Procuring new IT equipment, including the latest Energy Star or TCO requirements catalogs, and giving higher priority to energy-saving devices when choosing products in order to continually reduce consumption	95 % 	Ongoing	
		Energy concept 2030	Completing the first stage of the energy concept (replacing and increasing the capacity of the block heat and power plant, East Power Plant)	100 % 	2016 [completed]
	Using renewable energy	Procuring hydroelectric power from the Uppenborn plants	90 % 	2017	
		Improving energy efficiency in existing stock	Ongoing	Ongoing	
	Becoming carbon-neutral by 2030	Developing a concept to make more use of renewable energy from photovoltaic systems	Converting the external lighting and apron lighting to LED technology	25 % 	2022
			E-mobility: expanding charging infrastructure and procuring more electric vehicles	10 % 	2019
Developing carbon charter with specifications and guidelines			5 % 	2018	

¹⁾For the «Environmental and climate protection» outlook, a detailed environmental program was also published in the annual environmental statement within the framework of the environmental management system according to EMAS-VO and DIN EN ISO 14001.