

20 COMPREHENSIVE
20 REPORT



"MORE THAN ***JUST AN AIRPORT"***





COMPREHENSIVE REPORT 2020

Lima Airport Partners S.R.L.

Lima, April 2021

General edition and application of
GRI Standards: Responde SAC

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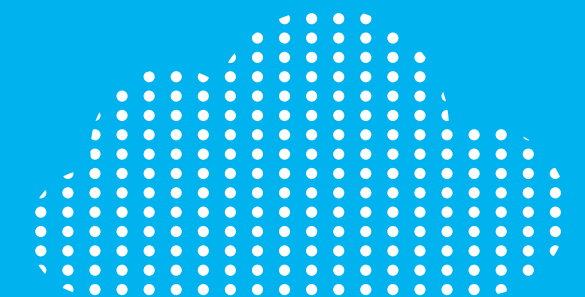
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TOWARDS A SUSTAINABLE DESTINATION

WE TACKLE THE CHALLENGES OF THIS SITUATION BY INTEGRATING
SUSTAINABILITY, AS A KEY VALUE IN BUSINESS MANAGEMENT, AND
EMPHASIZING ON SHARED VALUE



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“
**PRIVILEGE GEOGRAPHICAL
LOCATION: IN THE CENTER OF
SOUTH AMERICA AND AT SEA
LEVEL**

“
**EXCELLENT
WEATHER CONDITIONS
ALL THE YEAR**



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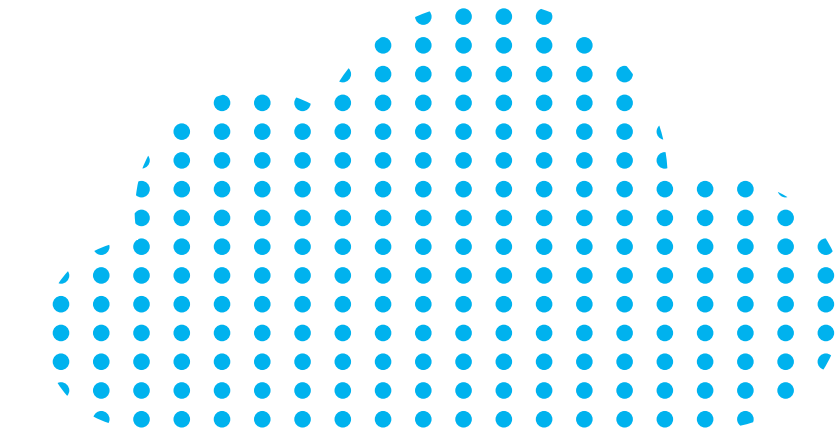
CEO's MESSAGE

“ THE REPORT OF THIS YEAR FOCUSES ON OUR TRANSFORMATION ORIENTED TO GENERATING VALUE

The year 2020 marked a milestone in world history, when everything changed. The coronavirus pandemic has brought a major disruption at global level, both in the general well-being of people, as well as in the health and the economic stability for everybody. As we look back, one of the most affected sectors was ours, the aeronautics, by the drastic reduction in air traffic due to the lockdown restrictions and different measures taken by countries, affecting global air mobility. Recovery of the sector will be quite a challenge which we are facing with all the parties with whom we share the responsibility for continuing to connect the country.

For the first time ever, since we won the concession, our operations were almost completely suspended, from mid-March to July 15, 2020, except for cargo and landing/departing humanitarian flights. The initial expectation to reach 25.00 million passengers by 2020 has been strongly affected due to the pandemic and only 7.04 million passengers were recorded, a 70.0% drop when compared to the previous year.

Despite this difficult time, the soundness and responsibility on how we have managed our finances throughout the concession enabled us to face the effect of the pandemics. Further, we have immediately



implemented different scenarios by prioritizing operating expenses and investments, focusing on those which could ensure the safe resumption of operations and continuity of the concession commitments.

We had to rapidly transform ourselves and adjust to the current situation of COVID-19, bringing us into line with the world's leading industries and aiming to increase our high health and safety standards. When the quarantine began, most of our management team had to migrate to remote work, without interrupting our processes, thanks to the support of our technology platform which was already prepared for a contingency like this.

Our employees were our best allies. We worked together on maintaining a spirit of resilience and commitment to service, giving priority to the implementation of prevention measures against COVID-19 and protection of their jobs. We also strove to give support and reinforcing close communication with our suppliers, ers and commercial customers, providing them economic concessions, financing and flexibility in commercial conditions.



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Due to the effective implementation of biosafety measures and guidelines, we have achieved the Airport Health Accreditation granted by the Airport Council International, creating an adequate coordination with the airport ecosystem to ensure a safe travel experience for all our users. For 2021, we expect to implement new technology which allows passengers to receive a better quality of service, innovating not only in our digital advancement but also by strengthening our relationship with our partners.

The Expansion Project was also affected mainly in its field activities due to the initial lockdown government restrictions, however, the project management was maintained remotely. Likewise, the soundness of our company boosted investors' confidence, obtaining US\$450 million of financing which enabled us to ensure the execution of all the construction packages related to the Airside project, and therefore, for example, we were able to continue with the works on the second runway and the new control tower. Provision of such financing represents a significant milestone as we were one of the hardest hit sectors during this crisis, demonstrating the soundness of both our company and the project.

By the end of 2022, the Peruvian government will receive the second runway completed. Moreover, we are currently working on the bid for the new passengers' terminal which is expected to be awarded in the third quarter of 2021. Based on our progress, the new passengers' terminal will be delivered during 2025.

Our social management has also been adapted to this situation. A key project was "Health at home" providing 8 thousand free home healthcare services and, therefore, contributing to the continuity of healthcare services suspended in the Direct Influence Area, as a consequence of the situation in matter.

In connection with our environmental management, we have achieved Level 1 in the Airport Carbon Accreditation, as well as the Antonio Brack Egg National Recognition for the Environmental Remediation of the Expansion Project lands.

For 2021, we will continue working on integrating sustainability into our management as a key element of business recovery and generation of shared value.

In the same way, we expect to reach 10.00 million total passengers and an aircraft movement close to 39,000 flights, equivalent to the airport management in 2008 and 2009. For this purpose, it is imperative to work together with the State and the other participants in our industry to increase passenger confidence by building unique service experiences and offering the best security protocols.

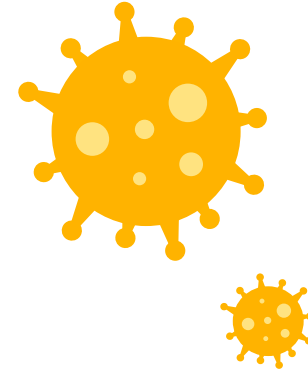
The year 2020 has been a very tough race for the entire Lima Airport Partners team, which demonstrated our strength not only as an organization but also for the engagement of the entire airport ecosystem. This situation enabled us to define our purpose for 2021, therefore, the Report for this year is focused on our transformation, aimed to create value. In this context, working collaboratively with our stakeholders becomes particularly important to protect the health of passengers and airport employees, while we continue to transform ourselves from our sector by contributing to the growth of our country.



Juan José Salmón

Juan José Salmón
Chief Executive Officer

MEASURES AGAINST COVID-19



Prioritization of the health and employment protection for our **600 employees**

Implementation of all the required protocols, trainings, and **biosecurity measures** to protect passengers and employees

93% passengers satisfaction with health and safety measures for the prevention of COVID-19

Improvement of the **Annual Plan and Program of Occupational Health and Safety (OHS)** for our direct employees and contractors

Arrangement of the **"Business Strategies in the COVID-19"** meeting with the participation of private sector

Activation of the permanent emergency committee with the airport community



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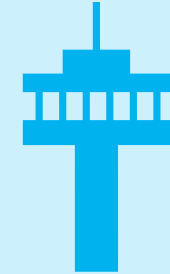
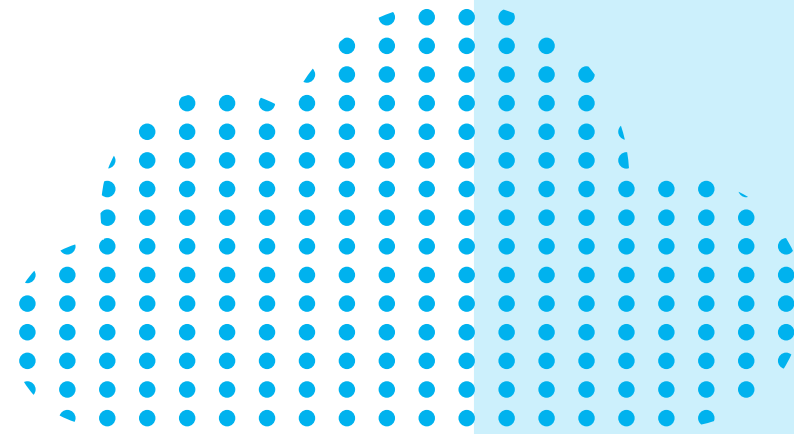
MANAGEMENT MILESTONES



Winning the **Prize
Antonio Brack Egg - 2020**

Achievement of the
**Airport Carbon
Accreditation - Level I**

Achievement of the **Airport
Health Accreditation**



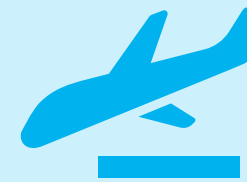
**US\$ 7.35
MILLION**

invested in the
current terminal



**US\$ 107.27
MILLION**

invested in the
Expansion Project



**0
ACCIDENTS**

related to aviation
caused by the
aerodrome



**79.1%
OF SUPPLIERS**

passed the EOSHS
verification process



**7.04
MILLION**

passengers transported
per year



**6,977
HOURS**

for training



Top 100

Companies and CSR
Ranking by Merco



+S/.190 THOUSAND

in direct and indirect
donations



02

CONNECTING PERU TO THE WORLD

LAP LOOKS FOR BEING A GLOBAL BENCHMARK FOR INNOVATION,
FOCUSED ON PEOPLE AND OUR ENVIRONMENT.
WE TRANSFORM OURSELVES IN LINE WITH THE CURRENT SITUATION,
PLACING OURSELVES AT THE SERVICE OF THE COUNTRY.

2.1.

WE ARE LIMA AIRPORT PARTNERS

2.1.1. About the company

[GRI 102-1] [GRI 102-2] [GRI 102-3] [GRI 102-4] [GRI 102-5] [GRI 102-6] [GRI 102-16] [GRI 102-45]

We are Lima Airport Partners S.R.L. (hereinafter LAP), a concessionaire of the Jorge Chávez International Airport (JCIA) under the Concession Agreement entered into and between LAP and the Peruvian State, for the construction, improvement, conservation, and operation of the JCIA, located in the Constitutional Province of Callao, Peru. We have been operating since 2001, complying with high standards of quality service and security and having the concession for a term of 40 years.



Our Vision

An innovative airport committed to its environment. A creator of the best first and last images of Latin America for the world. An inspiring and successful business where all Peruvians pursue the dream of working in.



Our Mission

We manage the Jorge Chávez International Airport, offering an unforgettable experience to passengers and airlines to position Peru as the best hub in South America.



Our values

- Unity
- Communication
- Empathy
- Courage
- Impact



Our principles

- Quality service
- Comprehensive security
- Innovation and efficiency
- Social and environmental responsibility
- Financial sustainability

Our shareholding

- Currently, our shareholding structure is as follows:

FRAPORT
80.0%



IFC
20%





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Our value proposition

[GRI 102-2] [GRI 102-7] [GRI 102-10]

We are more than an airport. We connect people and businesses enjoying a memorable experience. Our warm people, the quality of our service and our innovative commercial offer enable us to provide the best airport in Latin America.

Based on the analysis of our risks and an ongoing look at the international standards, we prepared the strategic priorities for the 2020 – 2024 period.

- **Generate sustainable growth.**
- **Maximize business incomes through market and customer orientation and business intelligence.**
- **Manage the congestion at the current terminal effectively.**
- **Enhance corporate reputation to ensure license to operate.**
- **Effective construction and operation of the new terminal.**

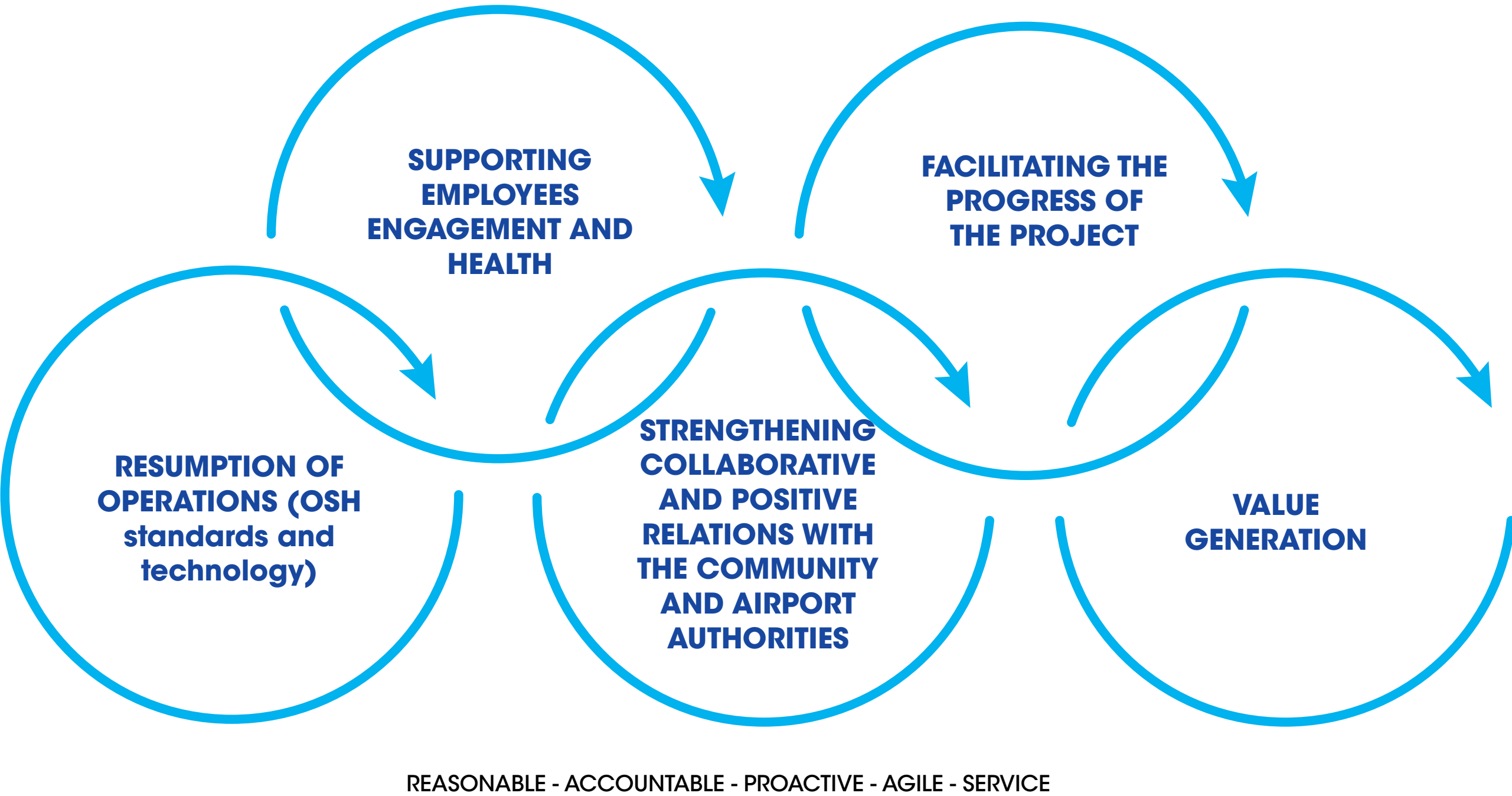
In the context of the pandemic, we had to review those priorities because of shutting down operations from March 16, and reopening with restrictions in the second half of July. Thus, we decided on an adaptive scenario, a structural transition as an organization, called “*Norte Estratégico*” (Strategic North).

It presents innovation as a tool to support operations, based on care of people in their different roles, such as employees, contractors, passengers, concessionaires, and government entities.

Strategic North

The situation has strengthened our commitment to every stakeholder, in order to interact fluently and collaboratively and with great efficiency. We have adapted to the COVID-19 prevention measures, placing ourselves at the service of the country in a situation which has affected all Peruvians.

This refocus integrates the sustainability and concentrates our efforts around generation of value for our stakeholders.





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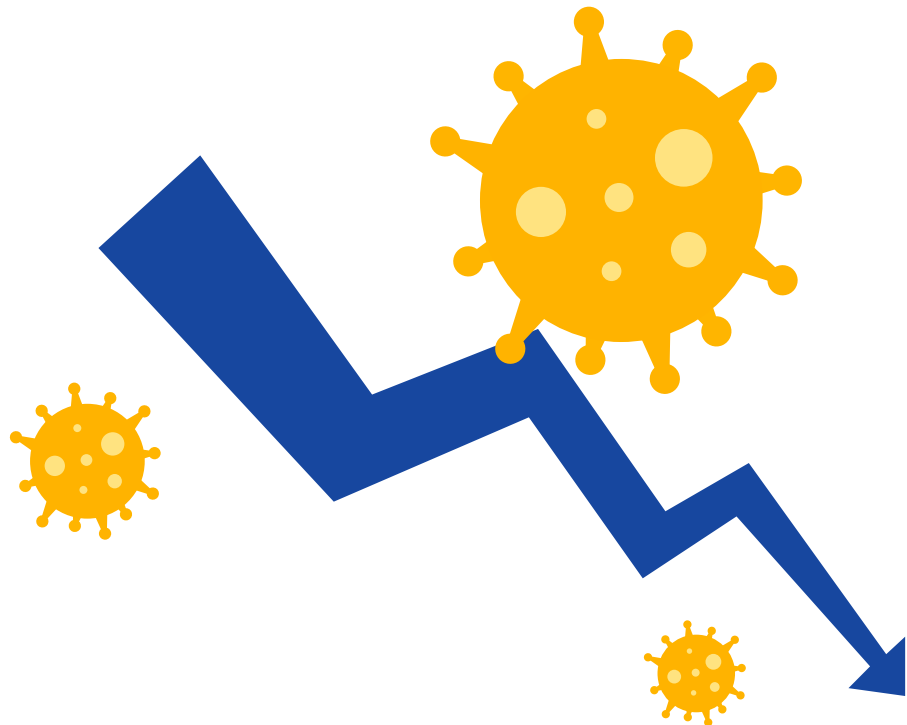
Economic value generated and distributed

[GRI 102-48] [GRI 201-1]

During 2020, our generated revenues were reduced by 65.1% as compared to 2019, due to the economic effects of COVID-19, making it necessary for the company to also reduce our operating expenses. These revenues have positively impacted stakeholders by sharing with them the value generated. In this framework, we maintain our commitment to the development of the airport, and to this extent, in 2020, our investments exceeded those of 2019.



WE HAD A
65.1% REDUCTION
COMPARED
WITH 2019



IN MILLION US\$

2017

2018

2019

2020



DIRECT ECONOMIC VALUE GENERATED

Revenues: Net income from aeronautical and non-aeronautical services. ¹	346.71	373.38	388.46	135.50
Aeronautical services	252.8	271.72	279.15	96.21
Non-aeronautical services	93.91	101.66	109.31	39.29

ECONOMIC VALUE DISTRIBUTED

TOTAL EXPENDITURES	276.53	270.40	288.59	115.86
Operating costs: Payments to suppliers of products and services ² .	26.26	25.77	30.67	23.78
Salaries and social benefits for employees: Total payments made to employees and social security contributions. Future commitments and payments are not included.	16.35	18.54	21.48	13.09
Payments to providers of capital: All financial payments to the company providers of capital. ³	29.68	0.18	1.22	3.88
Payments to governments: Payments of compensation for the concession, services rendered by the Peruvian State, duties and taxes paid.	204.17	225.14	234.57	73.89
Community investments: voluntary contributions and investment of funds in the community (including donations) ⁴ .	0.07	0.77	0.65	1.22

ECONOMIC VALUE RETAINED BEFORE INVESTMENTS	70.18	102.97	99.87	19.64
Payment to suppliers for airport improvements: Investments for airport improvements	23.05	54.76	105.20	112.80

IN MILLION US\$ [GRI 102-7]

	2017	2018	2019	2020
Total Liabilities	72.01	87.13	100.11	105.49
Total Assets	317.57	409.49	503.83	513.44

¹ Construction revenues reported in the financial statements under IFRIC 12 are not included. ² With regard to 2017, the amount is mainly related to the early payment of the notes and the payment of dividends. ³ Payments made to CORPAC under the business collaboration agreement are included. ⁴ Change in 2020 is related to the expenses of assistance services to the airport influence areas, pursuant to the implementation of the Amendment to the Environmental Impact Assessment (AEIA), and to the donations.

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2.1.2. Sustainability management

[GRI 102-44] [GRI 102-49]

For LAP, sustainability is more than an economic, environmental and social approach. It is generating value beyond our operations, achieving balanced and equitable growth for all our stakeholders, and therefore demonstrating that we are #MoreThanAnAirport.

We seek to promote a culture of corporate social responsibility, fostering a safe and healthy work environment, focused on the environment care and the social welfare of our surroundings.

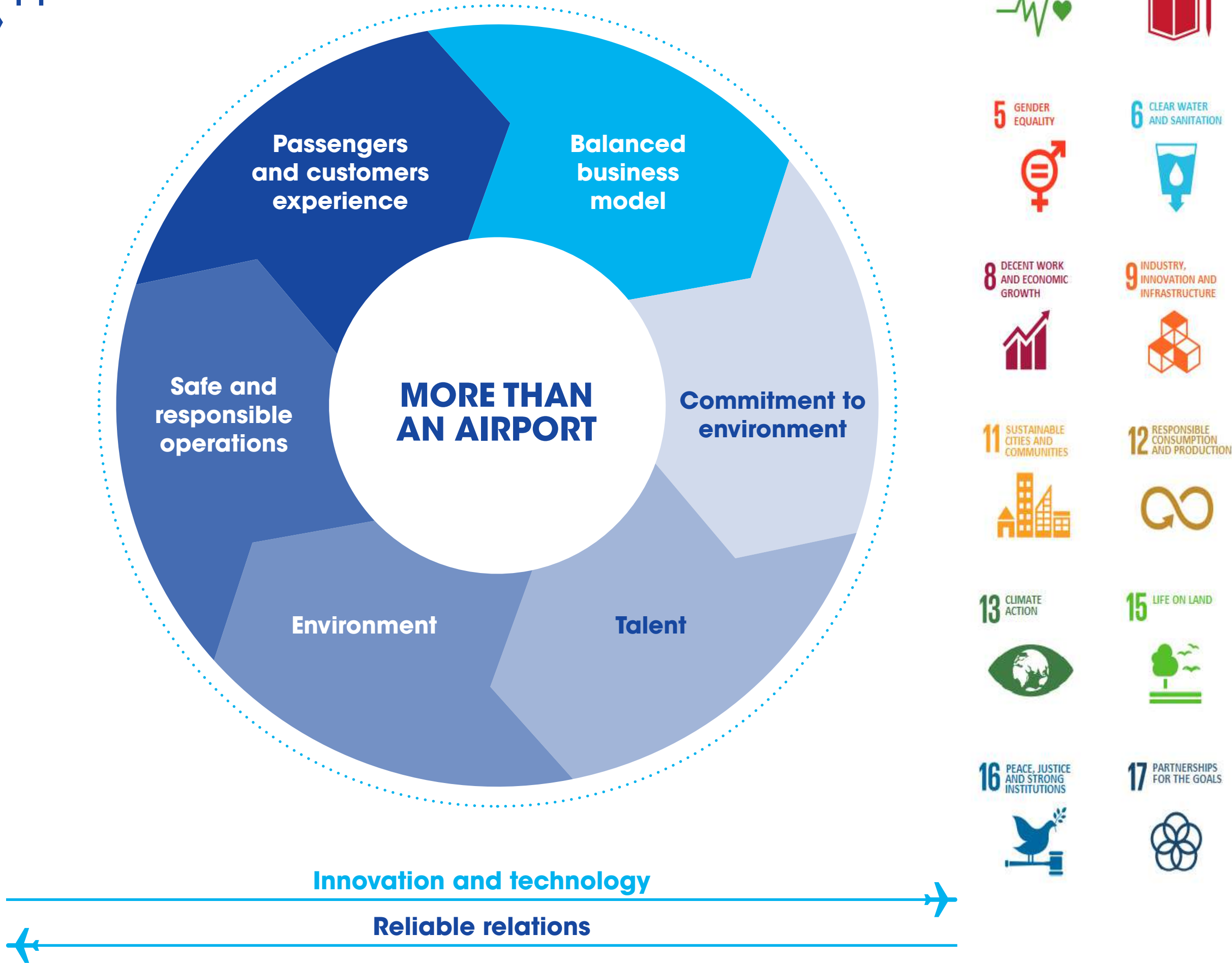
In 2020, we focused on generating shared value from every area of the company. As a result of the current situation, relationship with stakeholders and digital transformation became our main tools to continue adding value.

Based on prioritization and gap identification processes such as materiality, participants' mapping, analysis of the COVID-19 situation, and sustainability diagnosis, we determined 6 priority axes and 2 transversal axes making direct contribution to the Sustainable Development Goals (SDGs) and materialized on our Corporate Sustainability Strategy.



WE SEEK TO PROMOTE
A CULTURE OF CORPORATE
SOCIAL RESPONSIBILITY

Sustainable Business Approach





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Our stakeholders

[GRI 102-40] [GRI 102-42] [GRI 102-43]

Maintaining an ongoing and transparent dialogue about our operations enables us to respond appropriately to the expectations of our stakeholders. It is important to recognize those members of the airport community: companies and institutions with which we were significantly integrated this year, either in the deployment of airport operations or by providing operational and commercial support. We are not only sharing the day-to-day operations with such organizations, but also closely manage health and safety issues within a social, ethical, and environmental framework.

Every area has different mechanisms to develop a thriving trade relationship and efficient consultation with its main stakeholders. In addition, LAP has a Relationship Plan 2021-2024, based on the results from the participants mapping, prioritizing generation of engagement.

Relationship with stakeholders¹

Stakeholders	Topics of interest	Frequency	Relationship and consultation mechanism	Value generated
 STATE	• Biosecurity measures • Expansion Project • Regulatory compliance • Transparency and finance	Monthly High	   • Surveillance and field visits. • Specific problem-solving committees.	• Close communication • Prompt implementation of measures • Clarification of regulations • Continuity of the project
 AIRPORT OPERATORS	• Biosecurity measures • Expansion Project • Lima Airport City • Operations	Quarterly Average	     • Surveillance visits	• Safe working spaces • Closer coordination • Operational adjustments
 AIRLINES	• Biosecurity measures • Expansion Project • Airport regulation • Lima Airport City • Operations	Periodically High	       • Routes Americas, World Routes • Notices of Operations • Surveys (Satisfaction, COVID-19 situation) • Lima Airport Committee (COMALIM) • Committees (Emergency, Anti-Drug, Bird Hazard, SMS)	• Collaborative communication channels • Financial measures to ensure continuity • Dissemination of route opening • Coordination of protocols and passenger flows
 CONCESSIONAIRES	• Biosecurity measures • Expansion Project • Customer experience • Airport infrastructure and services	Periodically High	       • Committees (Marketing and Environmental, Occupational Safety and Health - CASSO) • Service Satisfaction Survey • Corporate events, competitions, and negotiations • Studies	• Financial facilities (Covid) • Biosafe spaces • Dissemination of establishment reactivation
 SUPPLIERS / CONTRACTORS	• Provision of products and/or services • Performance improvement • Negotiation	Quarterly Average	       • Suppliers' Registration • Committees (Anti-drug and CASSO) • Evaluations and surveillances • Training to potential suppliers from surroundings	• Biosafe spaces • Prioritization for remote work • Honor the payment chain
 Meetings  Calls, e-mail  Committees  Surveys  Lima Airport News (Bimonthly newsletter)  Website  LinkedIn  Social Network Sites				

¹ Further details on consultation mechanisms with stakeholders are shown in Exhibits.

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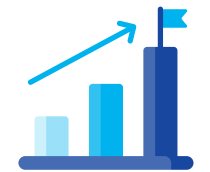
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Stakeholders	Topics of interest	Frequency	Relationship and consultation mechanism	Value generated
 EMPLOYEES	• Employment protection • Talent management • Career path, transcend • Benefits	Continued Medium	 • Workplace • Open space, LAP Star • Surveys (satisfaction, NSP) • Agreements with workers	• Flatter organizational culture • Stable employment and health • Feedback spaces
 COMMUNITY	• Expansion Project • Social Programs • Employability	Monthly High	 • <i>Chalacos a Bordo</i> (Facebook) • Work group with representatives • Citizen Information Office	• Continuity and adapting programs • Companionship during pandemic • Close and decisive communication
 PARTNERS	• Expansion Project • Resource management • Financial performance	Periodically Average	 • Comprehensive Report • Accident rate monthly reports • Meeting of the Partners	• Financial soundness • Scenarios proposal • Compliance with commitments despite of COVID
 PASSENGERS AND COMPANIONS	• Biosafe measures • Experience in terminal • Information • Airport infrastructure	Continued High	 • Facebook, Instagram, competitions • Fly easy, Customer Service Module • Suggestion box, complaint channels • Satisfaction survey	• Bringing information changing (COVID) • Confidence to travel safely • Reduced flow in contacts • Diversification of channels
 INVESTORS	• Expansion Project • Lima Airport City • Sustainability	Periodically Average	 • Comprehensive Report • Meetings (presentation and outcomes) • Competitions	• Financial soundness • Sustainability Integration • Continuity despite of COVID
 PARTNERS IN SUSTAINABILITY	• Alliances and Synergies • Sustainability	Periodically Average	 • Whatsapp Group • Surveys	• Rapprochement of companies • Collaboration and networking
 NGO'S, AND GUILDS	• Social responsibility and social management	Periodically Average	 • Coordination, alliances, services	• Collaborative alliances

 Meetings
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  Surveys
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  Website
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2.2.

HUB FOR THE REGION: JORGE CHAVEZ AIRPORT

[GRI 102-7]

Jorge Chávez International Airport is the main air terminal in Peru, located in the Constitutional Province of Callao. Its strategic location, in the middle of the west coast of South America, has made it an important hub in the continent. The airport opened officially 55 years ago, and we were awarded the concession in 2001. Since then, we undertake the main endeavor to articulate the strategic actors aimed to develop the JCIA into a major hub in all South America.

2.2.1. Contribution of the airport to economic development

Airports are the cornerstone of economic growth due to the broad contribution of their ecosystem and to the supply chain for all aeronautical and non-aeronautical activities. They contribute to GDP by value-added selling; generate direct and indirect employment; provide connectivity (promoting export, tourism, commercial and productive activities, and investments); and provide transfers to the government.

By mid-2020, we presented the Economic Contribution Study of Jorge Chavez International Airport performed independently by Apoyo Consultoria before the pandemic. The main findings for 2019 were as follows.^{2,3}

However, due to the impact of COVID-19 pandemic, the airport sector was among the hardest hit. Worldwide, it is expected that the economic impact will be around US\$111.80 billion lesser than what expected in airport revenues or 65.0% less compared to the pre-pandemic estimates⁴.



IMPACT OF MORE THAN

+US\$ 1.400 MILLION

IN THE GDP

GENERATION OF AROUND

90,000 EMPLOYMENTS

DIRECT, INDIRECT, AND INDUCED JOBS
EQUIVALENT TO 51.0% OF FORMAL
EMPLOYMENT IN CALLAO

TRANSPORTATION OF UP TO 90.0% OF
THE VALUE OF EXPORTS AND RECEPTION
OF UP TO 58.0% OF THE TOURISTS IN PERU
SPENDING AROUND CLOSE TO

US\$ 2 BILLION IN

THE COUNTRY

TRANSFERS TO STATE FOR MORE THAN

US\$ 576.00 MILLION

EQUIVALENT TO 100 SCHOOLS, 55 HEALTH
CENTERS AND 240 SANITARY SERVICE
FACILITIES

² Source: Lima Airport - <https://www.lima-airport.com/esp/lap-negocios-y-proyectos/informacion-financiera/estudios-financieros> / ³ Estimated figures as of 2019

⁴ Source: Airports Council International ACI - <https://bit.ly/36ZS0si>



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In Peru, Jorge Chávez was not the exception. During 2020, our airport experienced a reduction in 16.58 million annual passengers, equivalent to 70.2%, resulting in a decrease in our revenues by US\$252.94 million, that is, 65.1% less than the preceding year.

In this scenario, LAP reaffirmed its commitment to the economic recovery of this sector, resuming domestic flights as of July 15; international flights as of mid-October; all of them under the required safety protocols and under the corresponding authorizations by the central government and its institutions, providing logistical support to the airlines and the airport ecosystem and coming together to get through this difficult time.

2.2.2. The future of the Jorge Chavez

The national state of emergency was a force majeure event for LAP, continuing it to impact so far. Due to the pandemic, the Expansion Project temporarily halted its activities in field, on March 16, 2020.

Regardless of the two-months pause for the works performance, the remainder workforce related to the Expansion Project continued working remotely, therefore, most of the objectives scheduled for 2020 were met.

We made great efforts to reschedule the activities, as well as to prepare the COVID-19 mitigation plans. As a result, despite the restrictions imposed by the health crisis, we have reopened on-site activities in June.

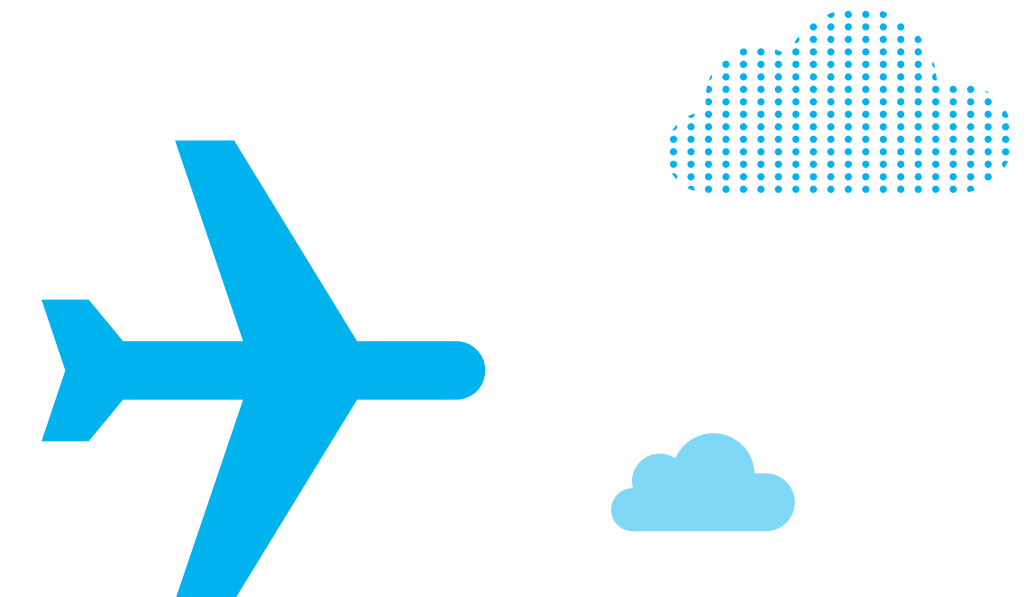
During 2020, we have successfully completed the design stage and terminated all bidding processes for Airside zone, a component including, among others, the construction of a second runway and a new control tower.

Regarding Landside, global and domestic traffic of passengers and air cargo were affected due to the pandemic, reducing demand forecasts and impacting the design of the new terminal, which shall be adapted to such circumstances.



Expansion project milestones

At LAP, we continue working on the Project development, with the firm commitment to meeting the deadlines aimed to build a terminal for Peru, enabling us to consolidate the Jorge Chávez International Airport as the new hub of excellence in the region.



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Milestones of the Project in 2020

Stoppage on site/ Restrictions due to the State of
Emergency for COVID-19

March

16

Starting
remote
work

27

WP2.1:
Submission of
proposals

April

Continuation
of remote
work

**THROUGHOUT
APRIL**

May

12

WP2.1:
Award to
Wayra



29

MTC
Authorization
to reactivate
the project

June

03

WP2.1:
Mobilization

10

WP4:
Starting
power line

20

**Environmental
Remediation:**
Completion of
power

22

WP1:
Resumption
of activities

July

07

WP2.1:
Mobilization of
Tower Crane



Air Side:
Full
resumption of
works



**THROUGHOUT
JULY**

August

19

WP2.2:
Award to Inti
Punku

Airside:
Engineering
completion
(100%)

Landside:
Engineering
benchmarking
(30%)

**THROUGHOUT
AUGUST**

September

07

WP1:
Starting works
of access from
Gambetta

11

Financing
closure

WP2.1:
50% concrete
progress of new
tower



**THROUGHOUT
SEPTEMBER**

October

19

WP2.2:
Order
to proceed
Inti Punku



November

05

WP2.2:
Delivery of areas
to Inti Punku
(6, 7, 12, 2B and
11)

10

WP1:
Paving of
taxiways L3-L5
"NOTAM"

WP2:
Mobilization of
Inti Punku
**THROUGHOUT
NOVEMBER**

Diciembre

05

WP1:
Completion
of works

WP2.1:
Continuation
of works on the
new tower (level
11)

**THROUGHOUT
DECEMBER**



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Lima Airport City

The Expansion Project is much more than a new traditional airport. Together with airport operators and major market investors, LAP will develop the first Airport City in Latin America, which will be called “Lima Airport City” integrating the port of Callao, the JCIA and Metropolitan Lima.

Lima Airport City is a vision of the future. A project starting with the opening of the new Jorge Chavez and will be extended beyond 2051. In this way, the new Jorge Chávez will be more than an airport. It will

be a modern and vibrant city surrounded by landing and departure runways. It will be an international hub providing a wide range of transportation for people and cargo. It will also include different facilities for aeronautical and non-aeronautical activities, such as logistics and cargo areas, hangars, offices, warehouses, parking, hotels, shops, among others. We aspire for a future Jorge Chavez to become into a platform of commercial exchange fully integrated with the city enabling it to get more value to the Region of Callao.

It will be divided into 4 large parcels called: Faucett (destined to be a new urban center), Gambetta (free trade zone), Cabecera Norte (logistics and warehouse activities) and Santa Rosa (new areas for passenger service, hotel activities, aeronautical services, among others).

“
LIMA AIRPORT CITY
IS A VISION
OF THE FUTURE



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Transformational plan for airport infrastructure

Airport expansion (LAP investment)

- 2nd runway
- Control tower
- Rescue Station
- New Passenger Terminal
- Vehicular access ways
- Servers farm
- Parking

Airport city (third party investment)

- **4 mega parcels:**
Cabecera Norte, Santa Rosa, Gambetta and Faucett
- **Developments:**
 - Hotels, offices, urban uses.
 - Logistics centers, warehouses
 - Aviation services:
cargo, apron, others
 - New aircraft fuel plant





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This year in October, the first project of Lima Airport City: *Gran Parque Logístico del Callao* (Major Logistic Park in Callao) was awarded. It will be located in the parcel *Cabecera Norte* and its development will start in the fourth quarter of 2021. The project will be in charge of Consortium Parque Logístico del Callao S.R.L., formed by CAPIA, a local investment fund, and Latam Logistic Properties, the regional logistics operator.

PROJECT “GRAN PARQUE LOGÍSTICO DEL CALLAO”



THE WINNING CONSORTIUM
PLANS TO INVESTMENT
AROUND US\$ 53.00 MILLION

We aim at a modern infrastructure to offer warehouses for rent, with spaces specifically designed for export and import operations of goods in a safe environment and built under eco-friendly certifications. The winning consortium plans to invest around US\$ 53.00 million and develop the project in 5 stages.

The project will have the following:



+100,000m² of roofed area

capacity for +170K single-deep rack
positions or 306km³ of cargo

Wide high-strength floors

7 tons/m², specification FF45 FL35,
compensated shrinkage, Permaban
joints

Wide maneuvering areas

the widest maneuvering areas of the
market (56.50 meters wide)



Roofed Docks every 500m²

cargo trucks will be able to perform hassle-
free parking maneuvers

12 meters clear height high

capacity to be expanded to 7 levels of
single-deep racks, achieving up to 1.8
pallets/m² roofed

Integral security

Pedestrian and vehicular access booths,
monitoring central station with CCTV system

Lima Airport City is the largest airport and real estate project underway in Peru. Our goal is to turn this challenge into bigger and better opportunities for all Jorge Chávez stakeholders, through inclusive and sustainable development.



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2.2.3. Accessibility

[GRI 203-1]

it is essential that all airport users (passengers, visitors, and workers) can get to and from the airport quickly and easily, in order to ensure the successful operation of the airport, . Therefore, during 2020, we have continued to collaborate with local and national authorities in making known which road works will provide the citizens of Lima, Callao, and airport users (tourists, for example) better connectivity from and to Lima and Callao.

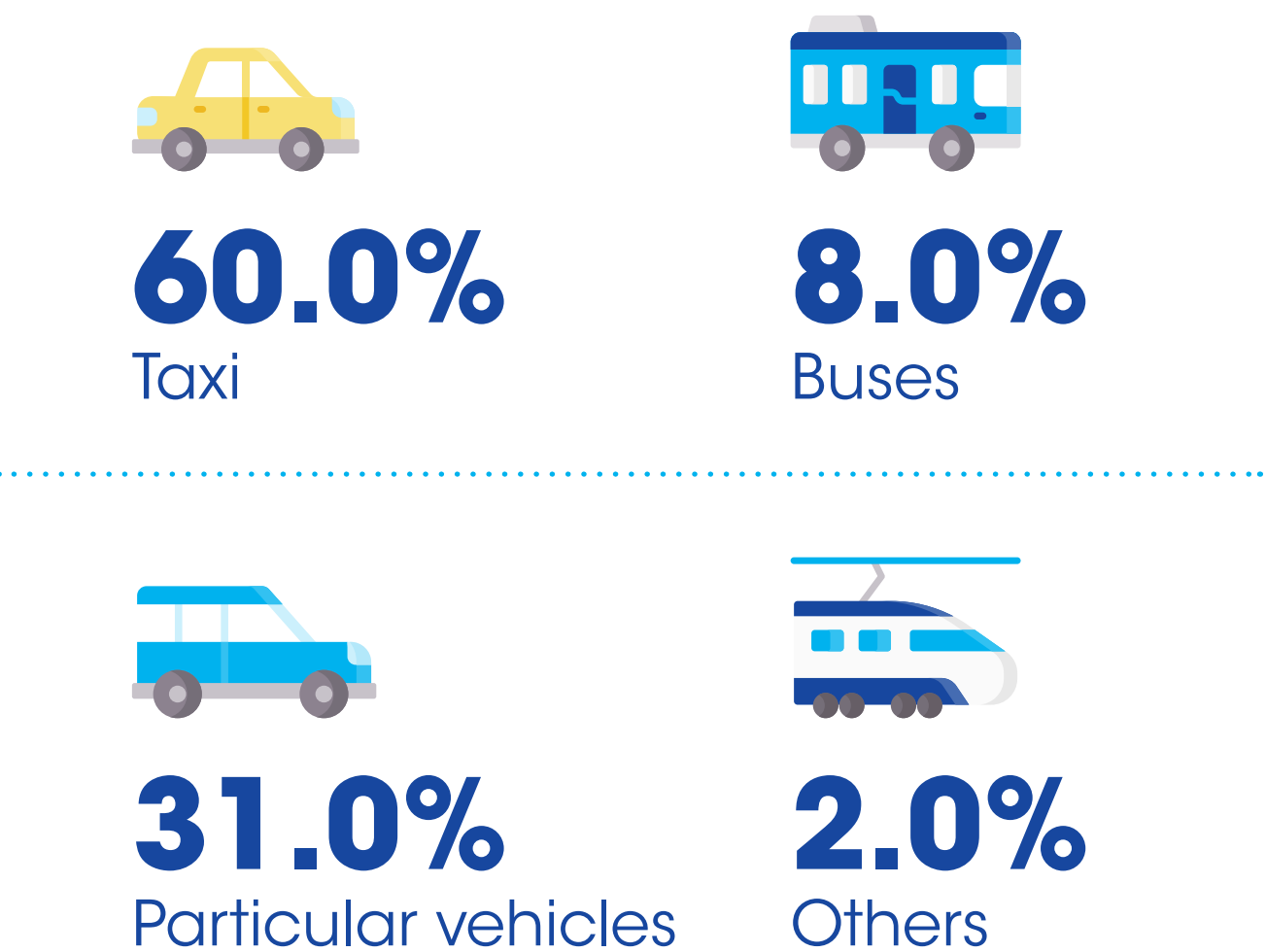
The main work completed during 2020 was the Via Costanera - Lima section, launched by the Municipality of Lima to create a direct connection between Chorrillos and Callao. However, several of the planned works were postponed due to the pandemic. We have identified eight key works which will make possible a better accessibility from or to new Jorge Chavez and Lima and Callao:

- **Vía Costanera (Callao section) - in charge of the Regional Government of Callao.**
- **Commuter train - Regional Government of El Callao.**
- **Avenida Santa Rosa (preparation) - MTC - preparation works on the current Av. Santa Rosa for supporting high traffic of vehicles and buses.**
- **Avenida Santa Rosa (elevated highway) - G2G Agreement - - elevated viaduct that will connect the new Santa Rosa bridge and the Costa Verde road. It will be the first highway which goes from modern Lima to the airport.**
- **Línea Amarilla (Yellow Line) (continuation) - Lima Expresa - second highway going from the JCIA to Metropolitan Lima ending at the port that will benefit the logistic cargo transport.**
- **Faucett - Morales Duárez interchange - will allow more efficient vehicular flow between Gambetta and Morales Duárez.**
- **Gambetta - Morales Duárez interchange - which will allow for greater vehicular flow between Gambetta and Morales Duárez.**

- **Interconnection of Subway to Terminal #2 - will increase multimodality towards safe and convenient mode of transportation (there is no planning for this interconnection as yet). During 2020, MTC and the Urban Transport Authority - ATU received from us three alternatives for interconnecting the Subway to the new terminal.**

Our purpose is to achieve a multimodal transportation system for vehicles, buses and future trains or subways for the benefit of passengers, users, companions, and employees of the JCIA corporate and institutional ecosystem.

During 2020, we have tracked the modal split for passengers through LAP's Pax Monitor assessment, producing the following results⁵:



⁵Results based on a sample of 1,812 passengers assessed between August and December 2020.

As a consequence of the impact of COVID-19, use of buses and taxis decreased by 6.0% while use of particular vehicles increased by 6.0%. We will continue to expand efficient and mass transport services providing different modes of transportation and ensuring the sustainability of an airport which belongs to all the people.





03

TAKING OFF AGAIN

IN 2020, WE WORKED EVERY DAY TO GET PERU OFF THE GROUND AGAIN, FOCUSING ON CREATING VALUE TOGETHER WITH OUR STAKEHOLDERS AND FOR THEM.

3.1.

ECONOMIC ENGINE IN THE REGION

We manage our economic resources efficiently, attending the needs for supporting airport operations and fulfilling our commitments to the State; meanwhile we deploy actions aimed at the reactivation of our sector and preserve the payment chain, prioritizing the required measures for health and safety.

Raising finance of
**US\$ \$ 450.00
MILLION**
for airport expansion



US\$ 7.35 MILLION

invested in the
current terminal

US\$ 107.27 MILLION

invested in the
Expansion Project

100.0%

of complaints were
handled timely

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Regulatory
INSPECTIONS



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3.1.1. Profitability

[GRI 103-1] [GRI 103-2] [GRI 103-3] [GRI 201-1]

Our financial soundness and good credit score rating maintained in the years prior to the crisis enabled us to adequately weather the impact of COVID-19. From the beginning of the crisis, we were proactive when faced with the risk, projecting scenarios which would allow us to take initiatives, and prioritizing expenses and investments for meeting urgent needs.

During the time the airport became inactive, starting on March 17, 2020, aeronautical revenues decreased approximately 90.0% and operating cash flows were negative, consequently, we drew from our cash reserves. On July 15, domestic flights were resumed. On August 18, some special repatriation flights were initiated. On October 5, international flights from certain countries of the region were also initiated, and gradually, were added more destinations. However, the recovery of traffic levels has been progressive, enabling us to reach a revenue in December, 65.1% lower to last year.

In order to mitigate the negative impact on cash flow, a prioritization method for operating expenditures and investments during 2020 was implemented. We were focused on what was strictly necessary for restarting the operations based on our strategic goals, and thus, we were able to reduce our investments through renegotiation of contracts with suppliers, mediation settlement agreements, among others. Regarding our employees, reduced workload agreements were implemented to decrease operating costs. At the same time, we have maintained close coordination with our trading partners and customers, providing them with economic concessions, financing and making the commercial conditions more flexible.

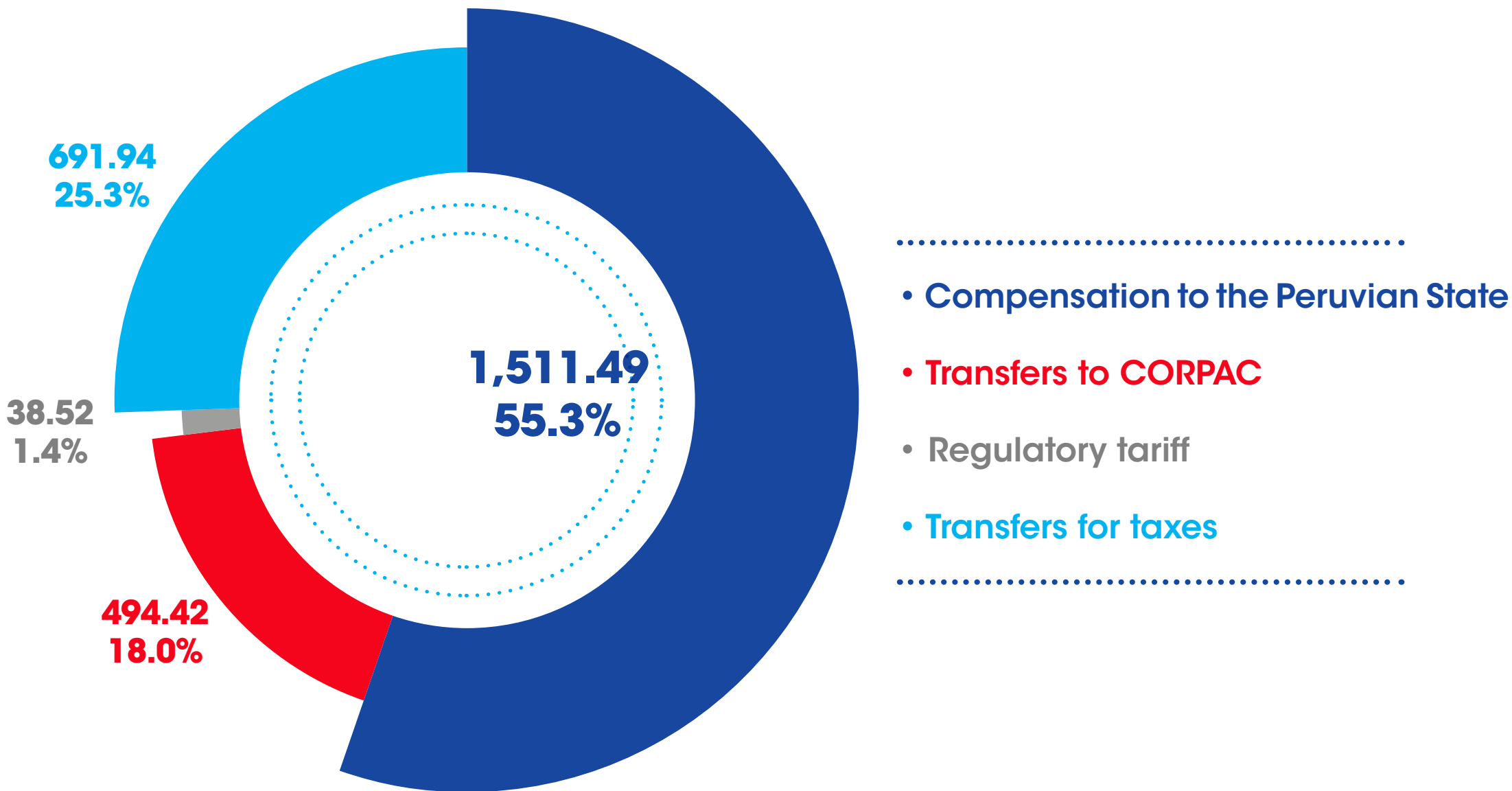
We emphasize that our solid performance has earned the confidence of the banking system, which was essential during this crisis. On September 11, 2020, we got a loan of US\$ 450.00 million for partially finance the expansion of the Airside and part of the Landside. KfW IPEX-Bank GMBH, The Bank of Nova Scotia, Banco Bilbao Vizcaya Argentaria, S.A. New York Branch and Sumitomo Mitsui Banking Corporation gave us a loan for a term of up to 24 months to be fully repaid at the end of the term.

Enforcement of commitments

Since the beginning of the concession until 2019, we have transferred US\$2,734.37 million to the Peruvian State, comprising the compensation for the concession, transfers to CORPAC, regulatory tariff to OSITRAN and taxes. Those funds are managed by the Peruvian State and used for the development of the airport activities inside the country and for paying the aeronautical services rendered by CORPAC.

Composition of transfers to the Peruvian State for US\$2,734.37 million between 2001 and 2020

,



Note:

- Compensation for the concession paid to the Peruvian State is equivalent to 46.511% of operating revenues.
- Transfers to CORPAC: 20% of the international TUUA plus 50% of landing and take-off revenues.
- OSITRAN regulatory tariff represents 1% of total revenues.



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Revenues

In 2020, our operating revenues amounted to US\$135.49 million, a decrease of 65.1% in comparison with 2019.

The airport's revenues are concentrated in airport services provided to airlines and passengers during the boarding process, together representing 71.0%. The other 29.0% came from commercial revenues, such as rent or income from the sale of goods or services to users, such as food and beverages, accessories, financial services, transportation, lodging, and other complementary services to the airport activity, such as rent of warehouses, workshops and use of apron.

Aeronautical revenues

Aeronautical revenues were US\$96.20 million, representing 71.0% of total operating revenues, a decrease of 65.5% compared to 2019.

Aeronautical revenues are comprised of TUUA (domestic and international outbound passengers), landing and taking-off, aircraft parking, baggage screening, passenger boarding bridges, cargo, fuel tolls and ground-handling services. All tariffs are regulated by OSITRAN⁶.

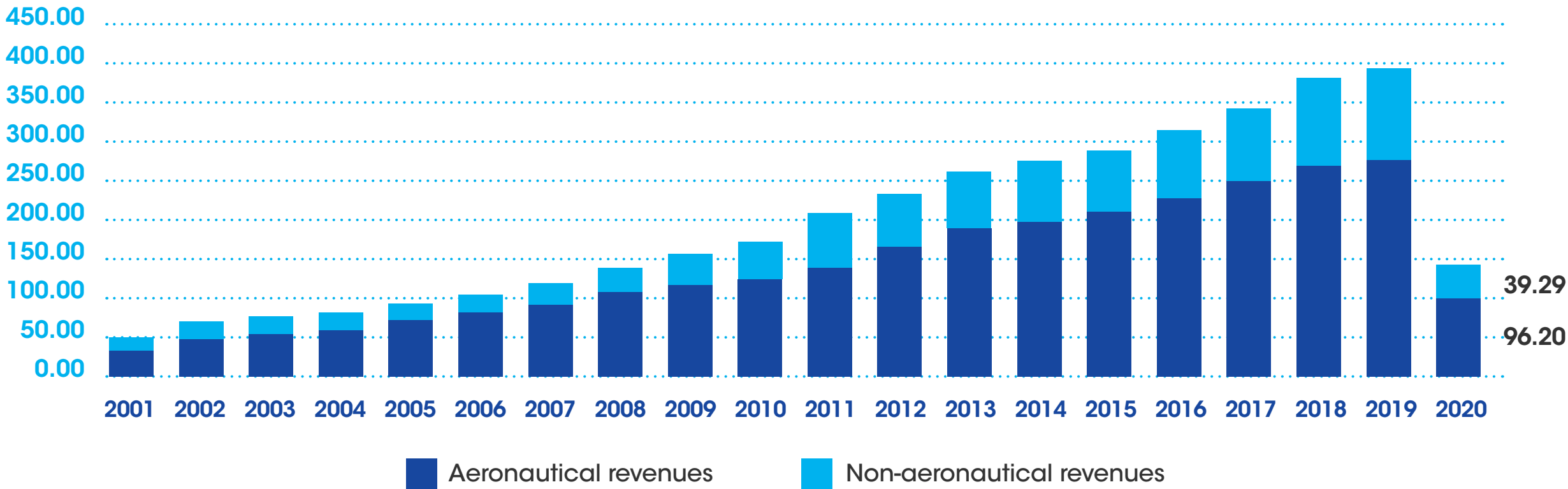
International and Domestic TUUA revenues were US\$ 48.89 million in total, 70.5% below 2019, mainly due to the impact of COVID-19.

Landing and taking-off revenues amounted to US\$15.46 million decreasing by 65.4% in comparison to the previous year.

Passenger Boarding Bridge (PBB) revenues amounted to US\$9.11 million showing a 48.3% annual decrease. Fuel toll revenues amounted to US\$10.66 decreasing by 62.6%; and ground-handling services revenues amounted to US\$3.90 million, decreasing by 66.0%.

⁶ Tariff regulation is made as follows: a.) price cap mechanism (applicable to TUUA, landing and taking-off, aircraft parking, boarding bridges and cargo revenues), comprising application of the RPI formula (inflation in the US) less X factor productivity, defined as LAP's productivity gains in relation to the productivity gains of the Peruvian economy as a whole (the current X Factor estimated by OSITRAN is 3.26%); b.) indexation mechanism (applicable to fuel toll revenues that every three years, are adjusted for U.S. inflation); and, c.) fully-distributed cost method (applicable to baggage screening and ground-handling services), which consists of projecting a cash flow statement and setting a tariff to bring the NPV (net present value) to zero.

Evolution of operating revenues 2001-2020 (US\$ Million) ›



Details of aeronautical revenues (US\$ Million) ›

In Million (US\$)	2018	2019	2020
AERONAUTICAL REVENUES	271.71	279.14	96.20
Aviation revenues	210.04	215.14	68.12
TUUA	162.42	165.97	48.89
Landing and taking-off	43.83	44.68	15.46
Aircraft parking	3.59	3.65	3.40
Baggage security service	0.20	0.84	0.37
Infrastructure Revenues	50.82	52.53	24.18
Boarding bridges	16.72	17.63	9.11
Cargo	6.78	6.36	4.41
Fuel tolls	27.32	28.54	10.66
Ground handling services	10.85	11.47	3.90

US\$ 96.20
MILLION
in aeronautical
revenues in 2020



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Non-aeronautical revenues

In 2020, non-aeronautical revenues amounted to US\$ 39.29 million representing 29.0% of the operating revenues, decreasing by 64.1% compared to the previous year. The commercial revenues with the largest share are retail sales, representing 15.2% of operating revenues. The main factor behind such significant drop in non-aeronautical revenues has been the COVID-19 pandemic.

Net revenues

[GRI 102-7]

In 2020, compensation to the Peruvian State for the concession amounted to US\$ 57.85 million while compensation to CORPAC amounted to US\$ 12.88 million. As a result, LAP's net revenues amounted to US\$ 64.76 million or 47.8% of the total revenues. Operating costs were US\$ 39.38 million, a negative variation of 30.9% compared to 2019.

EBITDA

[GRI 201-1]

EBITDA came to US\$ 25.38 million in 2020, with a margin on operating revenues of 18.7%.

EBITDA margin declined from 33.1% in 2019 to 18.7% in 2020.

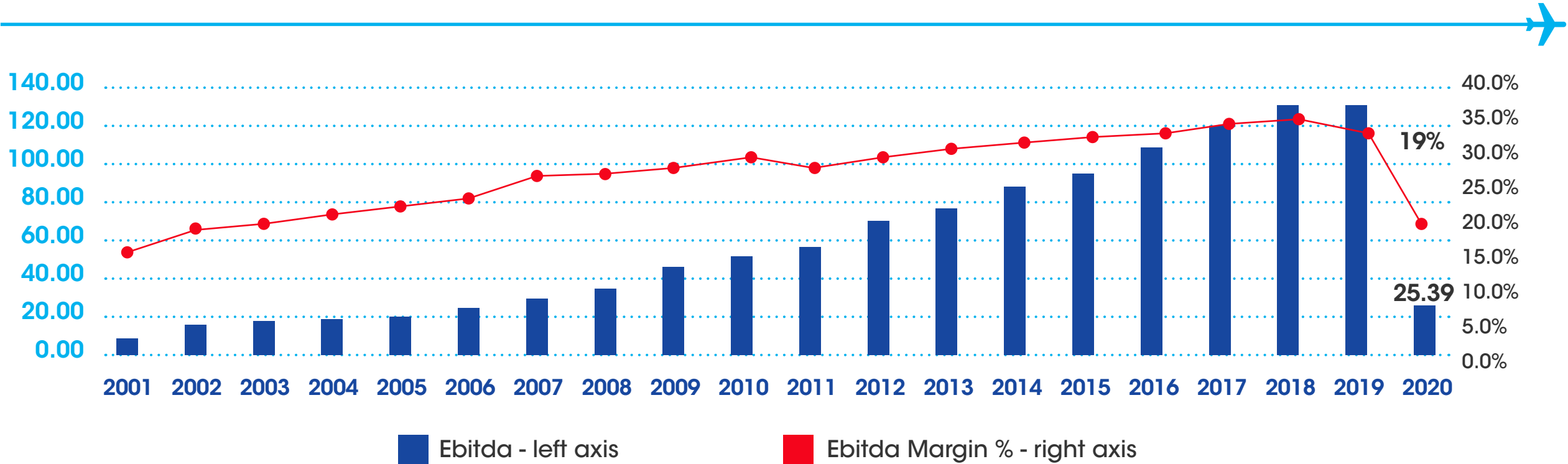


Details of non-aeronautical revenues (US\$ Million) ›

In Million (US\$)	2018	2019	2020
NON - AERONAUTICAL REVENUES	101.66	109.30	39.29
Commercial revenues	83.84	89.88	26.68
Vehicle parking	9.42	9.45	2.53
Real Estate	4.89	5.23	3.35
Fixed income	2.08	2.25	1.49
Utilities	2.81	2.98	1.86
Retail	69.26	73.71	20.61
Shopping	35.21	36.88	10.03
Advertising	4.23	4.65	1.38
Services	29.83	32.19	9.21
Other Revenues (penalties)	0.27	1.49	0.19
Aviation Services	16.59	18.22	12.20
Other Revenues	1.23	1.20	0.40

US\$ 39.29
MILLION
in non-aeronautical
revenues in 2020

Evolution of EBITDA 2001-2020 (US\$ Million) ›





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Calculation of EBITDA and operating profit 2019-2020 ›

In Million (US\$)	2018	2019	2020
Operating revenues	373.38	388.46	135.49
Construction revenues	49.81	99.57	109.27
Gross Revenues	423.18	488.03	244.76
Compensation for concession	-153.20	-158.53	-57.85
CORPAC fees	- 42.45	-44.53	-12.88
Cost of construction revenues	- 49.81	-99.57	-109.27
Net revenues	177.73	185.4	64.76
Operating and administrative expenses	- 49.11	-56.99	-39.38
EBITDA	128.62	128.41	25.38
Depreciation and amortization	-13.11	-11.83	-12.36
Operating profit	115.51	116.58	13.02

US\$ 13.02
MILLION
in operating profit in
2020

Depreciation and amortization

Depreciation and amortization in 2020 amounted to a total of US\$12.36 million, representing an increase of 4.5% compared to the previous year. As a consequence of the above, the operating profit was US\$13.02 million in 2020, 88.8% lower than 2019.

Net profit

In 2020, our net profit was US\$9.61 million, 89.8% lower than 2019, with a net margin of 7.1% with respect to operating revenues.



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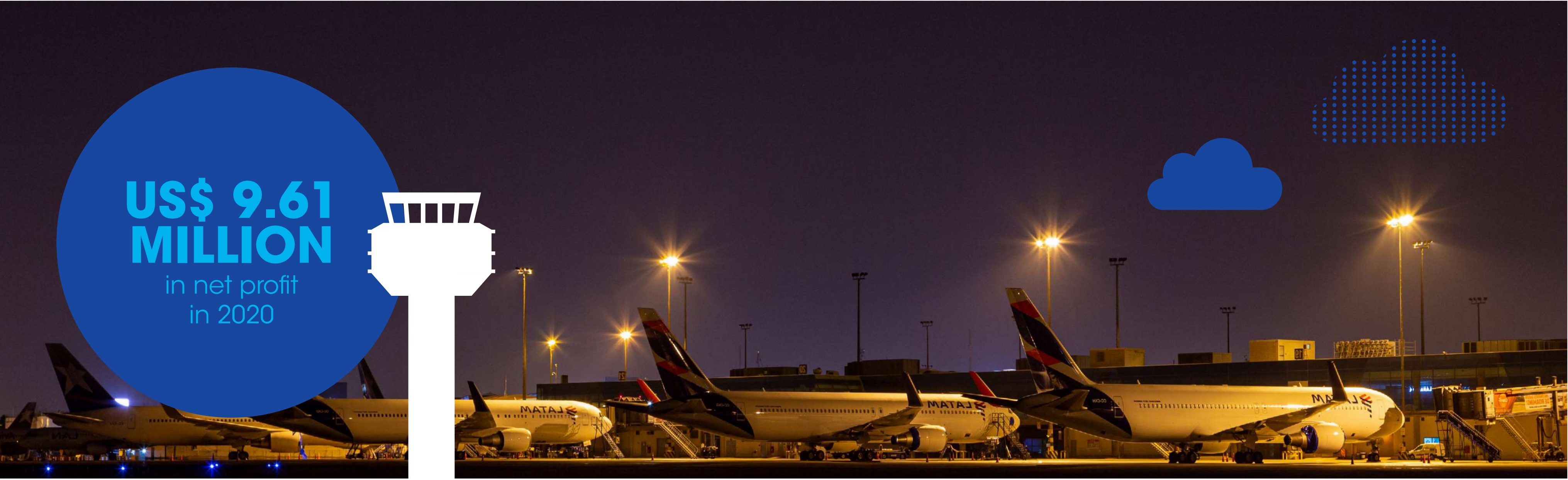
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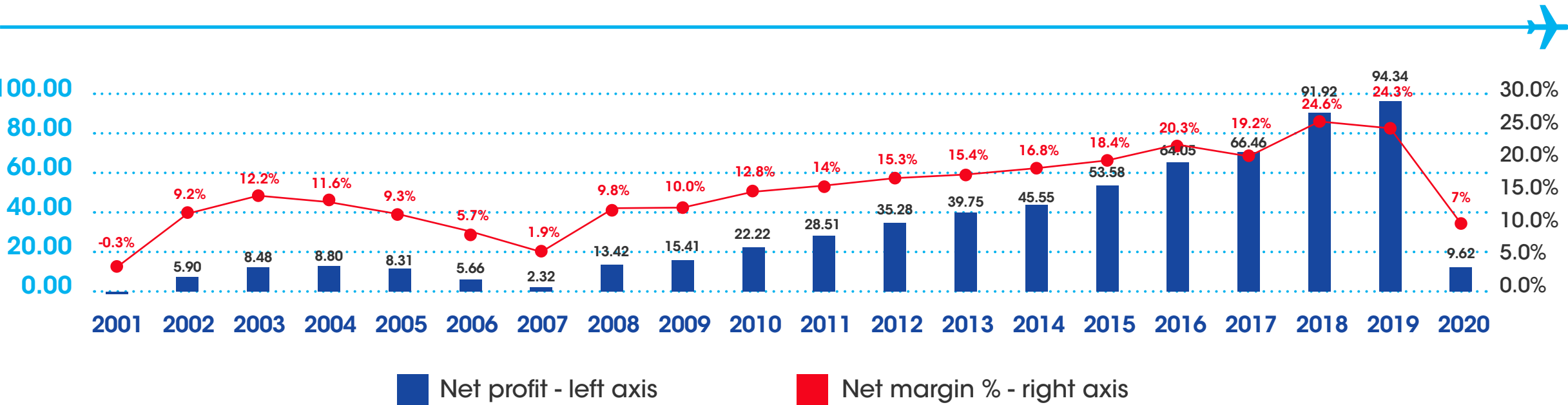
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Details of 2019 - 2020 net profit calculation ›

In million (US\$)	2019	2020
Operating profit	116.58	13.02
Net financial income	4.57	0.50
Profit before taxes	121.15	12.52
Income tax	-26.81	-2.91
Net profit	94.34	9.61

Evolution of net profit 2001-2020 (US\$ million) ›





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Cash flow

Operating cash flow generated in 2020 was negative by US\$ 10.45 million, and after payments for environmental remediation, it was negative by US\$ 15.22 million. This amount is US\$ 119.52 million lower than 2019, mainly due to the impact of COVID-19 on revenues in the year, which at the net revenues level decreased by US\$ 120.64 million compared to 2019.

In 2020, cash flow used in investments came to US\$ 115.81 million, US\$ 9.88 million more than 2019, mainly due to the Expansion Project.

In addition, it was received the first disbursement of US\$28 million from the loan obtained by LAP. The impact in the financing cash flow was US\$24.12 million, due to the deduction of the financing costs incurred.

Consequently, the result of cash movements for 2020 was negative by US\$ 106.91 million. The result was an ending cash balance of US\$ 72.45 million.

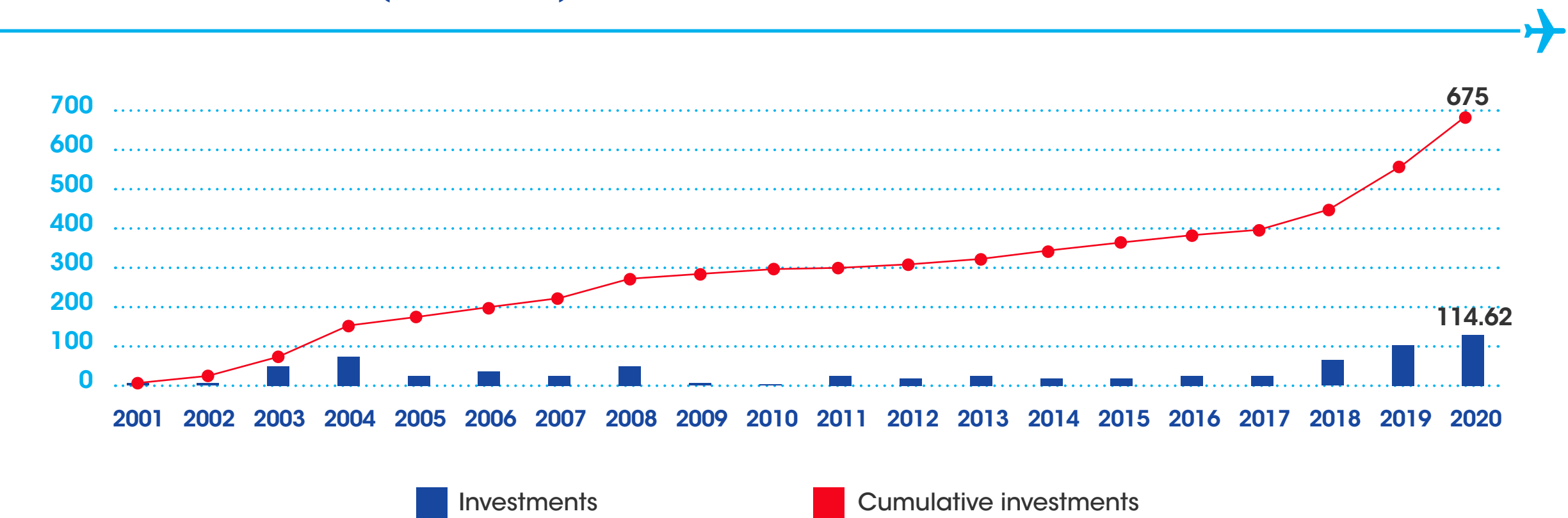


NET REVENUES LEVEL
DECREASED BY
US\$120.64 MILLION
COMPARED
TO 2019

Investments (CAPEX)

As of 2020, total investments since the beginning of the concession were US\$ 675.00 million. During the year, US\$ 114.62 million were invested.

Evolution of investments (million US\$) ›



Investments in the current terminal were prioritized, investing a total of US\$ 7.34 million. Operating expenses were reduced from US\$ 56.99 million in 2019 to US\$ 39.38 million in 2020.

This reduction was made possible through the renegotiation of contracts with the suppliers of maintenance, operations, labor intermediation, among others.

During the year, investments focused on the operating development, the implementation of the Aeronautical Information System - AIS - Third Phase, the completion of integration with the wing platform area 2, the completion of remodeling the Operations Control Center, the apron

pavement rehabilitation, the runway assessment, and the improvement of the terminal's air conditioning system.

In addition, the investments for the Expansion Project were rescheduled, longer payment terms were agreed upon, and, finally, US\$ 107.27 million were invested.

These focused on the completion of preparatory works, site clearance and preparation, construction of the new control tower, awarding the second runway, early design of the new terminal, consulting for the new fuel plant and social programs, and noise monitoring under the MEIA's commitment.



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3.1.2. Good Corporate governance

[GRI 102-18]

We are part of the Fraport AG group, and our activities are governed by the guidelines and standards of the group, which include the Code of Good Corporate Governance.

For Period 2020-2021, the Executive Committee is composed of 4 directors appointed by the partners, 3 by Fraport AG and 1 by IFC: Holger Schaefers (Chairman), Balint Szentivanyi, Jorge von Wedemeyer Knigge, and Natalie Halich.



WE ARE PART OF THE
FRAPORT AG GROUP



THE DIRECTORS ›



Jorge von Wedemeyer
Director / Fraport

Business Administrator from the University of Hamburg (Germany). Chairman of the Executive Committee of LAP, from February 2008 until March 2018. For 13 years, he was representative of Dresdner Bank Lateinamerika and Dresdner Bank AG in Peru. Currently, he is a director of Euromotors S.A., Euroinmuebles S.A.C., Altos Andes S.A.C., Comercial del Acero S.A. and other companies comprising Corporación Cervesur.



Holger Schaefers
Chairman / Fraport

Graduated in Business Administration from the European Business School in Oestrich-Winkel and in Real Estate from the Robinson College of Business (GSU) in Atlanta. As Senior Vice President of Fraport AG, he manages the Global Management and Investment division as well as is in charge of 15 airports and of the strategic business development of the Central Region. Mr. Schaefers joined Fraport as Project Manager in 2007, after working in real estate consulting in UK, the United Arab Emirates and Germany.



Balint Szentivanyi
Senior Vice President / Fraport

Graduated in Business Administration from Oxford Brookes University. He is member of the leadership team of Fraport's Global Investment and Management division, in charge of the Western Region investment portfolio. He also leads the international trade competition and traffic teams. Previously, he was Vice President, International Business Development at Zurich Airport.



Natalie Halich
Director / International Finance
Corporation (IFC)

MBA at the Wharton School. Director of LAP since March 2018; IFC Investments director, counting with over 20 years of experience in energy, infrastructure, and mining, focused on emerging markets. She is also a director of Pacific Midstream LTD at Colombia and a member of the Risk Capital group of IFC.



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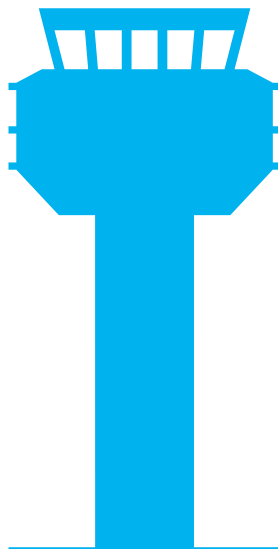
The Executive Committee is the main governing body of LAP and serves as a liaison between the partners and the Senior Management. It formally holds 4 annual meetings; however, it may call special meetings at any time, besides permanent coordination. Weekly requests and requirements involve senior managers, establishing open channels for attention and report. The purpose of this dynamic model is to report on the business strategic advance, ongoing information on the country's situation, on the social, economic and health (COVID-19) policies, and on the status of the expansion project.

Corporate Senior Management comprises Juan José Salmón Balestra (Chief Executive Officer), Pilar Vizcarra Albarracín (Chief Administration and Finance Officer), Turgay Kirçar (Chief Operating Officer), Norbert Onkelbach (Chief Commercial Officer) and, now also Milagros Paredes (Chief Development and Sustainability Officer). The creation of this new Chief Officer Management underscores the importance of the corporate sustainability approach in management, creating consequently the Labor Relations Management. Moreover, the Communications Department then

became the Reputation Management, while the Management Systems became the Sustainability Management. On the other hand, to strengthen focus on innovation, the Information Technology Management was joined with the Chief Operating Management.



EXECUTIVE TEAM



Turgay Kirçar
Chief Operating Officer

Pilar Vizcarra
Chief Administration and
Finance Officer

Norbert Onkelbach
Chief Commercial Officer

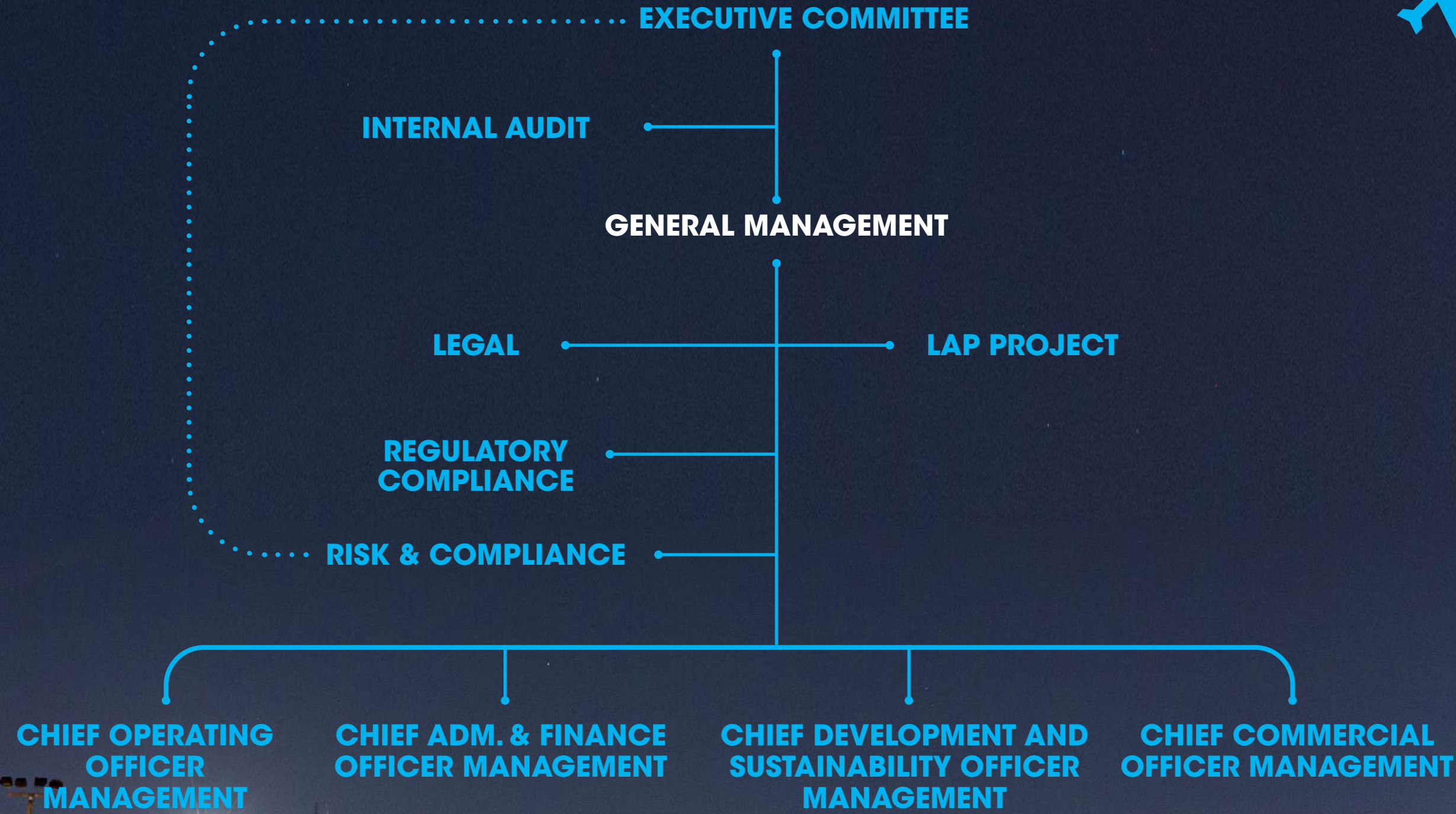
Milagros Paredes
Chief Development and
Sustainability Officer

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“

THERE ARE 20 SPECIALIZED AREAS FOR THE MANAGEMENT OF THE COMPANY AND FOR THE COMMITMENT COMPLIANCE UNDER THE CONCESSION AGREEMENT, INCLUDING LAP PROJECT, WHICH IS IN CHARGE OF THE JCIA EXPANSION PROJECT





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3.1.3. Ethics and compliance

[GRI 103-1] [GRI 103-2] [GRI 103-3] [GRI 205-2] [GRI 205-3]



OUR GOAL IS TO MAXIMIZE THE TRANSPARENCY OF INFORMATION TO BUILD TRUST AND CONFIDENCE

Transparency, clarity, responsibility, and honesty are our lines of action.

Our goal is to maximize the transparency of information to our stakeholders for building trust and confidence. We work guided by high standards of ethics and integrity and seek to make our commitments visible and to involve all areas and members of the value chain to meet their rising expectations.

In order to maintain our culture and as a company acting under standards of ethics and integrity, we align our management with the principles set forth in the Business Ethics Code against matters such as corruption, fraud, money laundering, terrorism financing, unfair competition, and improper treatment of personal data; and our performance is within the framework of the requirements of the State and our partners.

Risk management and compliance system

[GRI 102-16]

During 2020, the Risk and Compliance area prioritized the strengthening of risk management, aligning it with the company's strategic objectives, as well as the implementation of due diligence processes for suppliers, customers, and employees. In 2020, Our main activities were as follows:

RISKS

- Preparation and/or updating of policies and manuals (Comprehensive Risk Management Manual).
- Identification and updating of risks and controls in 12 areas of LAP.
- Review of the effectiveness and monitoring the control self-assessment (CSA) related to critical risks.
- Virtual trainings, inductions and sensitization on ethics, compliance and whistleblower channel issues.
- Launching the first risk management e-learning.
- Enterprise Risk Management Conference with EY.

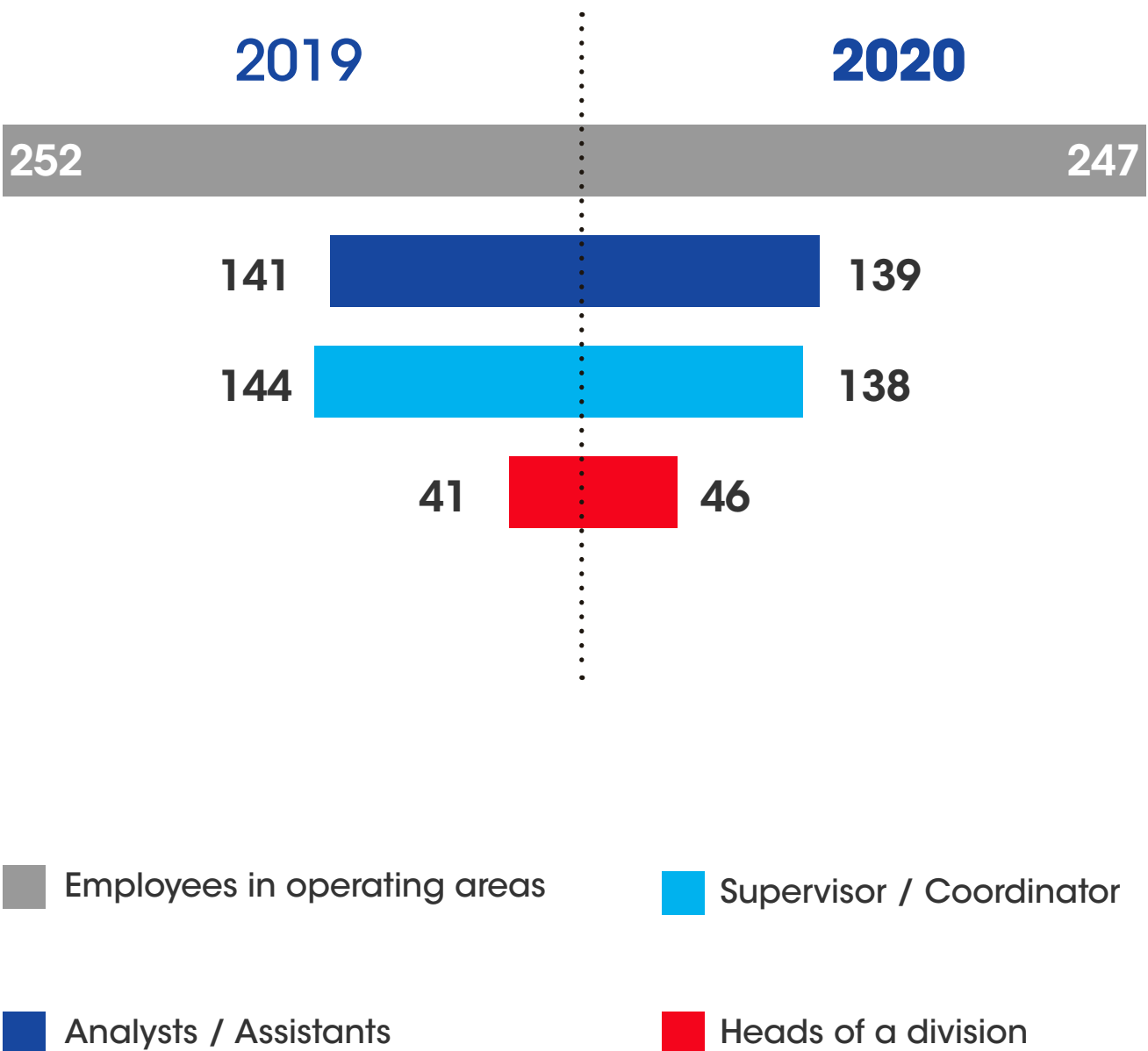
COMPLIANCE

- Preparation and publication of the Compliance System Manual.
- Analysis and closing of gaps to apply for ISO 37001 certification.
- Implementation of due diligence of suppliers, customers and employees.
- Automation of the suppliers due diligence process.
- Updating the Code of Conduct for Workers.
- Updating the compliance system e-learning

As a fundamental practice to achieve our goals, 100% of our workers who joined this year, signed our Code of Conduct. However, it should be noted that we are working on a new Code of Conduct and compliance policies to be issued in 2021.

We are continuously disseminating our whistleblower channel and awareness actions on anti-corruption policies and procedures.

The communication scope was as follows:





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Complaints channel

We have an anonymous online reporting system available to all our stakeholders: the Business Keeper Monitoring System (BKMS).

We encourage employees and third parties to communicate any default or doubt through this channel for ensuring compliance to applicable laws and our internal guidelines. Alternative ways of communicating a complaint or any ethical doubt are through e-mails, letters or any other mean addressed to the Compliance Officer.

During 2020, we received 9 complaints. All of them were duly answered.

Type of complaint	Number of complaints in 2020
Corruption	1
Fraud/ swindle or deceit/ theft/ property crimes	1
Breach of data protection law and breach of duty of confidentiality	1
Failure to meet occupational, health and safety standards	1
Failure to comply with LAP's values and/or principles.	3
Other breaches of law	2

Regarding to the corruption complaint, the employee was separated. In addition, an action plan was drawn up to identify and prevent potential similar events in the future.

In addition, we received 2 criminal complaints, 1 of which was derived from the complaints channel. One complaint was dismissed and the second one is under investigation stage.

Regulatory compliance

We are in charge of managing an infrastructure for public use. In this sense, we have undertaken commitments to the Peruvian State under supervision of OSITRAN and pursuant to the provisions of the Concession Agreement. In 2020, we also complied with the provisions issued by the Government because of the sanitary crisis.

Our purpose is to keep our stakeholders aware of any changes or needs related to airport activity, as well as to coordinate with all participating groups their involvement in the reactivation of operations, minimizing the risks of becoming infected. Moreover, it was important to justify before the Peruvian State, the need to suspend some of our obligations under the Concession Agreement which, due to the current situation, could not be performed. Among the suspended activities are conducting satisfaction surveys to passengers, airlines and other users, some environmental obligations under the MEIA, Maintenance Plan activities, and compliance with levels of service determined by IATA. During 2020, no sanctions were imposed by OSITRAN, demonstrating our commitment to law enforcement. The regulatory agency scheduled 18 inspections for the entire year. However, due to the state of emergency, 7 of them were suspended.

The 11 inspections performed were as follows:



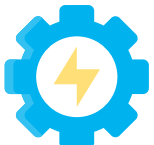
3 Environmental inspections (current terminal and expansion project)



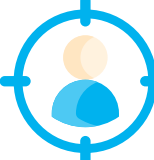
2 Maintenance inspections (current terminal)



2 Commercial inspections (current terminal)



3 Operating inspection (current terminal)



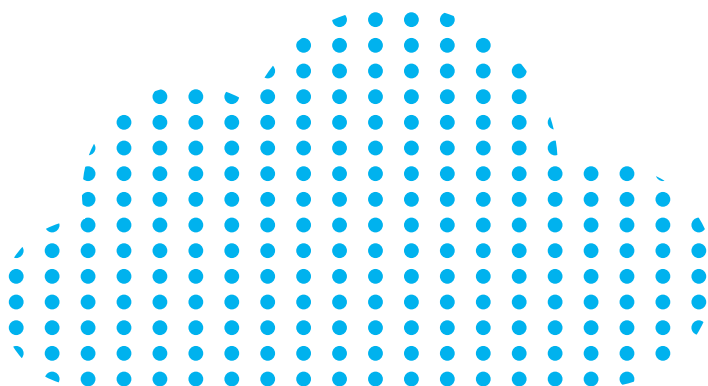
1 Safety inspection (current terminal)

Based upon these inspections, a number of objections were raised the same which are in process of being remedied within the deadlines given by OSITRAN.

Relationship with government authorities

During the year, we worked very hard with the state authorities, which are part of the airport ecosystem, for implementation and compliance with bio-sanitary measures. The most important coordinations are as follows:

Ministry of the Internal Affairs Peruvian National Police	Increasing the assignment of police staff for the terminal and surrounding external area
Ministry of Defense	Armed Forces support for the security control of the JCIA
Provincial Municipality of El Callao	Provisions to reduce the agglomeration of people and vehicles outside area of the terminal
Ministry of Foreign Trade and Tourism - MINCETUR	Coordination with other ministries for the adoption and implementation of measures to guarantee the health of JCIA users
Migration	Implementation of contactless and digital procedures, installation of barriers in modules and signage for secure distancing
Customs	Signage for social distancing and adjusting control measures to reduce close contact



3.2.

FLIGHTS BECOMING INCREASINGLY SAFE

We have the firm commitment to review, implement and comply with our safety and health standards in a creative, agile, and permanent manner, pursuant to the measures taken worldwide and adequately, in strict control and good passenger service.



16 AUDITS

Specialized Services to verify compliance with the Security Manual

+ 800 HOURS

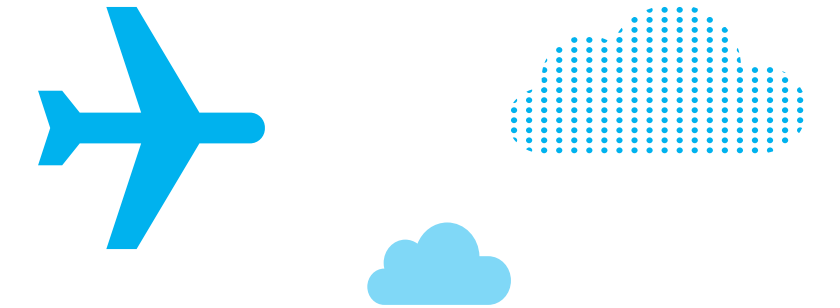
of training to third parties.

0 ACCIDENTS

in aviation due to responsibility of the aerodrome

79.1% OF SUPPLIERS

passed the OSH&E verification process



3.2.1. Safe and responsible operations

[GRI 416-1]

This year, we have as an objective that all our operations were subject to the health provisions for resumption of activities during the state of emergency, enacted by the government

After the closure of the airport, we set internal objectives to enable us to address the situation. We have made it our priority to ensure an efficient use of the physical capacity of the airport (terminal and apron), in order to reactivate its operations in compliance with the social distancing guidelines. Raising passengers, collaborators and users awareness of good bio-sanitary practices were essential to protect each other.

In this sense, creating procedural efficiencies designed to minimize transaction and execution times, and managing with airlines the compliance with the COVID-19 prevention guidelines, have been strategies for allowing the operations sustainability.

In this regard, we have established several measures giving priority to health and safety of our customers, passengers, and visitors.

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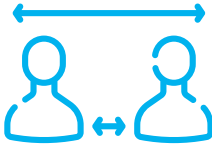
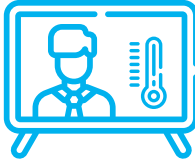
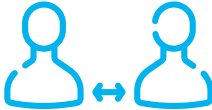
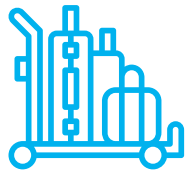
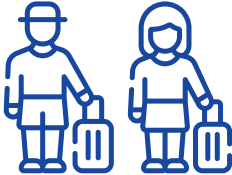
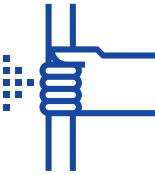
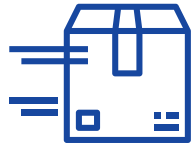
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Health and safety measures demanded by COVID-19 situation

	Installing social distancing and prevention awareness signage at the entrance to the airport and terminal.		Coordination with airlines to invite passengers to board on in small groups.		Implementation of thermographic cameras to control people entering the airport.
	Installation of protection elements for passengers and users: acrylic separators at counters, buying biological waste containers, among others.		Installation of tents and 2 modular containers for the sanitation area on the parking lot.		Implementation of hand washer at the entrance of the airport.
	Installment of hand sanitizer dispensers in all operating areas of the airport.		Vertical and horizontal signaling on the free road to improve traffic flow		Installation of footbaths in different areas of the airport.
	Fixing different accesses on the basis of the type of passenger and luggage.		Development of the strategic Passenger Processing project: for improving the passenger experience by using biometric systems throughout the passenger journey.		Working groups with airlines and stakeholders for the implementation of guidelines.
	Blocking servers to ensure the mandatory social distancing guidelines between passengers: TUUA turnstiles, check-in kiosks, etc.		Creation of new "drop-off and pick-up" zones for passengers.		Implementation of self bag drop counters in alliance with LATAM to avoid close contact between passengers.
	In the case of international flights, allocation of up to two conveyor belts per flight for ensuring social distancing.		Installation of high intensity UVC lighting for handrails disinfection throughout the entire route.		Installation of two repacking islands at the terminal.



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Technology and Digitalization

[GRI 103-1] [GRI 103-2] [GRI 103-3]

We consider innovation and use of new technologies as cross-cutting factors in all our operations. Our vision is to use technology to ensure more efficient and safer procedures at both, the current and future terminals.

The impact of COVID-19 meant the acceleration of technologies application at the airport. Key projects related to telecommunications and collaboration were prioritized and implemented in very short deadlines.

One of the priorities handled by Information Technology division was to ensure optimal conditions for employees work remotely. For this purpose, the communication platform was strengthened, the procedures were adapted, and a help desk was created. New online security measures (firewalls) were also implemented, and the security of mobile devices was strengthened.



ICT infrastructure development

Among the main achievements, aimed at increasing customer satisfaction, are the following:



OUTBOUND NETWORK IMPLEMENTATION

Communication system parallel to the airport's data network, ensuring quick restoration of network failures or problems without requiring personnel mobilization.



UPGRADE ALL SERVERS INTRODUCING HYPERCONVERGENCE

A system that combines all the elements of a traditional data center, simplifying personal operation and maintenance.



IMPROVEMENT OF OPTICAL-FIBER LINKS WITH THE AIRPORT'S DATA NETWORK.

System to achieve increase in redundancy and to improve high-speed communication.

We promoted a paperless initiative, allowing us to migrate several processes to a full digital environment. In this point, it is worth mentioning the registration of protocol service requests through the website and the online request for IDs. During 2020, we saved 263,583 paper sheets. Regarding the JCIA's paper saving projects, implemented since 2014, the total accumulated non-consumed paper is more than 1 million units, equivalent to stop logging 90 trees, avoiding 4,192 tco2e GHG emission and reducing the consumption of 10,559,310 liters of water.

In addition, as part of the innovation within the airport, we have begun the development of a biometric system to improve the flow of passengers. Collins company was selected, and the project will be developed gradually over the next year.



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3.2.2. Safety

[GRI 103-1] [GRI 103-2] [GRI 103-3]

Operational and infrastructure safety is a priority for the continuity of operations and the well-being of JCIA users, customers, institutions, and workers.

We managed the risks associated with the operation, through an Operational Safety Management System and a Disaster Recovery Plan, which are aimed at establishing comprehensive measures in response to risks, emergencies, and restoring operations as quickly as possible.

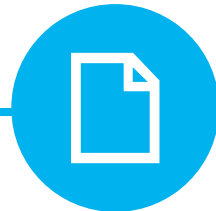
Among the main actions carried out in 2020 are the following:



Organization of **9 internal committees** and **2 committees** for the airport ecosystem on operational safety.



16 audits of the Specialized Services (SEAs) to verify the compliance with the airport Operational Safety Manual.



Publication of **10 bulletins** containing relevant information on airport operational safety





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Regarding operations in runway, no aircraft accidents due to responsibility of the airfield were recorded on this year.

INDICATOR	2019	2020
N° of aircraft accidents due to responsibility of the airfield	0	0
N° of passenger accidents within the airport control per 1,000,000 passengers	0	0
N° of movements	197,857	59,526
N° of runway incursions	4	0

Infrastructure security

As a result of the pandemic caused by COVID-19, periodic safety inspections were conducted until March 2020, to detect failures on the safety standards in areas or facilities rented to the users (concessionaires, airlines or others) or any unsafe condition that may endanger the integrity of people.

INFRASTRUCTURE SAFETY STATISTICS	2020
OSH Training Report (number of people)	3,570
Number of talks held	94
Number of participants - members of team	133
Number of talks held - members of team	4





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Furthermore, we have provided different internal advisory services on human safety issues and support to the Social Management team, training 100 communities surrounding the JCIA as part of the Emergency Volunteering program.

Rescue - Firefighting

INDICATOR	2019	2020
Medical emergencies	4614	1169
Aeronautical emergencies	94	58

The significant reduction in numbers is directly related to the reduction in aircraft operations and passenger flow due to the COVID-19 pandemic.

Bird hazard and wildlife

[GRI 304-2] [GRI AO9]

As part of operational safety, we adopted measures to control the presence of fauna, mainly birds, with the purpose of reducing accidents that may affect operations and passenger safety. Through the Bird Hazard Coordinating Committee, we inform operators, local governments, and public entities on prevention, emphasizing the importance of avoiding the creation of conditions that may attract animals.

Despite government restrictions, we have continued this year with our falconry activities, fauna monitoring, and dispersal and capture of animals. In addition, during closing operations, we remained vigilant to determine presence of wildlife at the airport and disseminated the importance of periodical checking aircrafts and equipment that may be used by animals for hiding or nesting.

In November, a virtual meeting of the Bird Hazard Coordination Committee was held, in which it was informed on the actions taken so far and on the main recommendations to maintain safety and prevention.

With respect to our indicators, we maintained an index lower than the proposed ratio (≤ 1), which reflects our work in reinforcing security systems.

	DESCRIPTION	2018	2019	2020
Bird Impact	# bird strike	5	8	6
Ratio *	(N° of bird strikes x 10,000 movements) / (aircraft movements)	0.26	0.40	0.82

(*) Ratio target is ≤ 1

3.2.3. Security

[GRI 103-1] [GRI 103-2] [GRI 103-3]

At LAP, we have provided security measures to reduce the risk of acts of unlawful interference⁷. For this purpose, we have a proper system for access control and inspection equipment, as well as the application of procedures related to high security standards. We have an Airport Security Program approved by the aviation authority, which includes specific protocols for each of our processes. These protocols are based on aeronautical regulations and effective risk management. Among the actions included thereof the following are emphasized:

- Control of access to restricted security areas
- Screening process for persons, belongings, and vehicles
- Safety inspections of establishments
- Inspection and patrol routes
- Detection of prohibited items
- Monitoring potential suspicious persons on airport premises
- Implementation of Detection System and Perimeter Protection by identifying potential intruders, the same which will increase the effectiveness of the airport perimeter security.

⁷ Acts or attempted acts such as to jeopardize the safety of civil aviation: unlawful seizure of aircraft, destruction of an aircraft, hostage-taking, introduction of a weapon or use of an aircraft for criminal purposes, communication of false information to jeopardize the safety of an aircraft.





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Among the main results achieved in the year are the update to inspection processes related to the COVID-19 pandemic, which includes sanitation levels for security staff, passengers and airport users, and the meeting of the Lima Airport Committee (*COMALIM*) with representatives of the General Bureau of Civil Aeronautics (*DGAC*), the Peruvian National Police (*PNP*), the National Superintendency of Tax Administration (*SUNAT*) and the National Superintendency of Migration. This committee addressed issues such as improvements implemented at the terminal for the resumption of operations, measures to mitigate the risk of spreading COVID to security staff, and the screening process for passengers.

Furthermore, we were in ongoing communication with representatives of the National Institute of Civil Defense (*INDEC*) to attend humanitarian and repatriated flights from/to JCIA, providing infrastructure and means for the development of their activities.

Acts of unlawful interference

With the purpose of meeting the guidelines of the Airport Security Program, we have a security equipment and a qualified and trained staff under the standard requirements set forth by the Peruvian aeronautical authority and following the specific protocols for each process related to management. This mechanism allows us to prevent and avoid any act of unlawful interference.

In addition, we have X-ray screening of hand luggage and walk-through metal detectors screening of people. We also perform unexpected physical inspections.

Furthermore, we are coordinating periodically with the Special Police Unit for Explosive Disposal of the Peruvian National Police (*UDEX*), in charge of conducting inspections supported by trained dogs; and with the *División de Seguridad Aeroportuaria, Fluvial y Lacustre (DIVSAFL)* (Airport, River and Lake Security Division) of the National Police to adopt the corresponding security measures.

Countering terrorism and drug trafficking

We are in constant communication with personnel from the Counter-Terrorism Bureau (*DIRCOTE*), who provides us with information on international or national operations conducted by terrorist groups that may potentially affect the airport. So far this year, no relevant information has been presented.

Regarding drug trafficking, we are in permanent coordination with the special division of the Peruvian National Police (*DIRANDRO*) to provide full support to the personnel in charge of operations. Likewise, we coordinate with the Public Prosecutor's Office (Special Prosecutor's Office for Illicit Drug Trafficking) to provide required facilities for access and delivery of CCTV images.

Identifications

As regards access to the airport and due to the state of emergency decreed by the Government, as of March 16 of this year, the issuance of permanent identification cards was suspended. In August, such issuance was resumed only to State entities, exempted from payment, and, just in the month of December, the requests for permanent access IDs to the user companies were enabled via web.

DESCRIPTION	2017	2018	2019	2020
Permanent identification	19,216	19,048	19,919	5,421
Registration of temporary facilities	23,750	26,808	27,942	14,461





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3.2.4. Responsible supply chain

[GRI 102-9]

During the COVID-19 health emergency, the role of the supply chain is of great importance to the organization.

Among its main objectives are the timely supply of all requested PPEs, the efficient management of materials and spare parts, ensuring the effective implementation of OPEX and CAPEX budgets, the economic control assigned to projects and collaborative management for trainings developed for the MEIA’s local goods and services procurement subprogram.

In 2020, we achieved an effective follow-up of the service received from our suppliers. In addition, we were able to implement and start up new technological tools to improve our processes, such as Robotic Process Automation (RPA), a project we worked on together with Risk and Compliance Management.

Suppliers management

[GRI 204-1]

Throughout 2020, we have worked with 532 suppliers in the different stages of our operations. For us, it is essential to generate a good relationship and communication with those suppliers, while growing hand in hand.

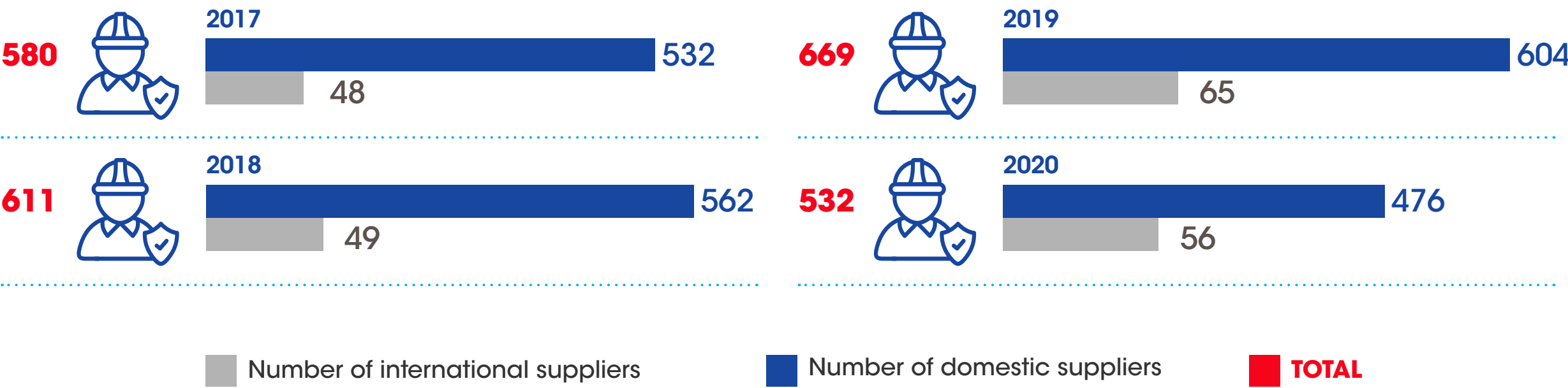
During 2020, suppliers have mainly provided the services required by those areas with the greatest activity within the terminal facilities, the most important of which are Maintenance, Security, IT Systems and Operations. Most of LAP’s suppliers are located in the provinces of Metropolitan Lima and El Callao.

Compared to 2019, the number of suppliers has decreased by 137 during 2020. In the case of international suppliers, there was a decrease of 9 suppliers while domestic (local) suppliers decreased by 128.

LAP Logistic Supply Chain ›



Number of suppliers 2017 - 2020 ›





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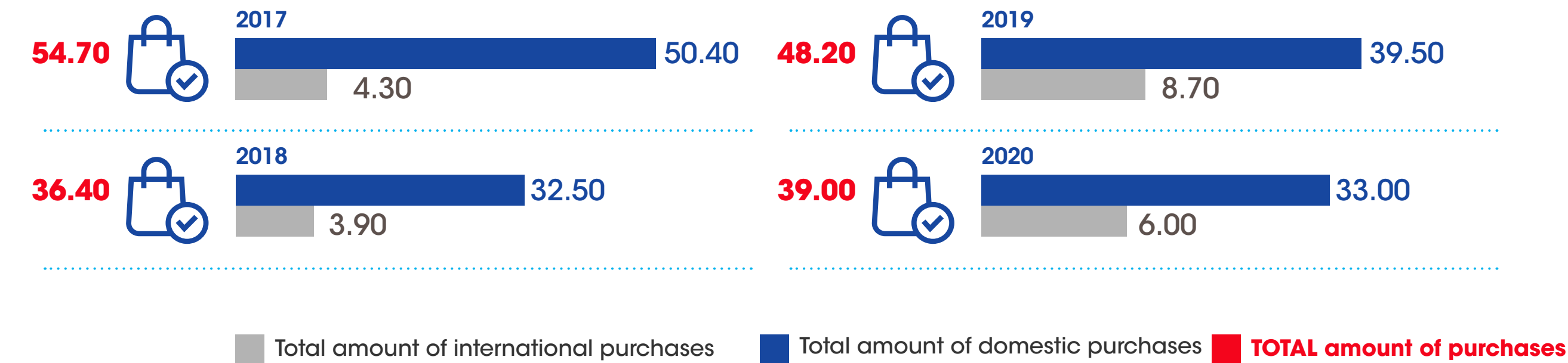
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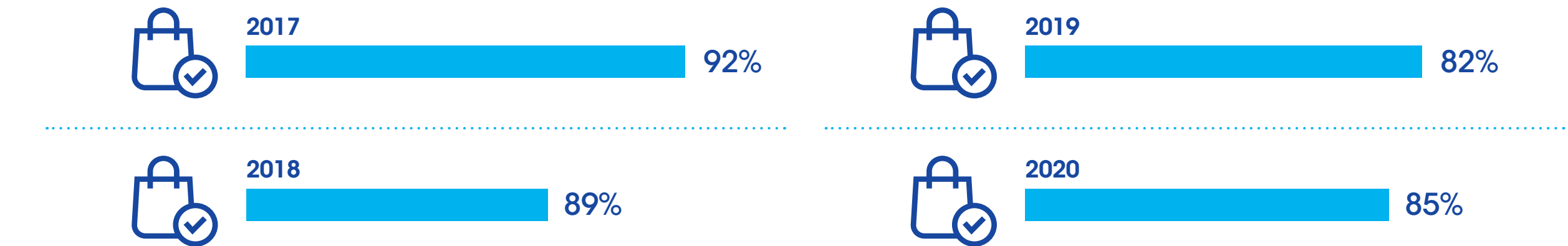
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Total amount of purchases 2017 - 2020 (US\$ million) ›



Percentage of volume of purchases awarded locally (domestic) 2017 - 2020 ›



Regarding the total amount of national purchases, there has been a significant decrease, due to the reduction in operations for mitigation of the emergency effects. On the other hand, the volume of purchases locally awarded was by 85%, higher than in 2019, which was by 82%.



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Suppliers selection

[GRI 308-1] [GRI 414-1]

Our suppliers management has been speeded up with the implementation of Robotic Process Automation (RPA), which includes a function for the registration and validation of bidders and suppliers. This application enables us to automatically enter and review supplier data, saving 2 hours and 30 minutes per day for each process.

Before providing their services at the airport, suppliers must pass the Occupational Safety, Health and Environment (OSHE) verification process, through which specialized companies review their safety, occupational health and environmental systems. The certification obtained is effective for two years. Among the verification criteria for OSHE authorization, are the following:

- Updated Hazard Identification and Risk Assessment (HIRA): routine and non-routine activities, both on-site and off-site the suppliers' facilities
- Plan and Program of OSH under the current regulations
- Appointment Certification issued by the OSH representative of the employer
- Internal Regulations of the OSHE duly approved
- Procedure for attention and investigation of accidents and incidents

Due to the sanitary emergency, the companies Mega and Aenor, in charge of giving authorization, suspended their activities from March to May. After that period, they started with the approval procedure online.

During 2020, a total of 86 suppliers completed their OSHE approval procedure, 68 of them (79.1%) got an approval result, and 18 had nonconformities, either in the safety, occupational health or environmental items. At the end of the year, 3 of those suppliers have shown improvements and were included in the LAP supplier master list.

On the other hand, during 2020, we conducted a process for updating information related to our suppliers, resulting that 66.9% of the suppliers were committed to our Code of Conduct, in line with the following social commitments: prevention of corruption, compliance with antitrust and competition laws, occupational safety and health conditions, labor rights and environmental commitment.

As a result of the pandemic, we did not conduct the routine Comprehensive Technical Assessments (CTAs) at OSHE.

Process for registration as LAP supplier in the record of suppliers. There is not any contractual relationship with LAP yet.

ESTIMATED TIME OF VERIFICATION PROCESS: 20 BUSINESS DAYS



(*) It is required to certify the compliance with 5 requirements considered essential and the approval of 80% of the standard requirements.

OUR SUPPLIERS GO
THROUGH THE EOSHS
VERIFICATION PROCESS

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NEW PASSENGER AND CUSTOMER EXPERIENCE

We strove to be allies of our customers during the crisis, implementing support measures to guarantee their continuity, promoting an open and transparent dialogue with them, and ensuring high-service standards throughout the airport.

For this purpose, before reopening the airport, we created the Passenger Experience Team (PEX Team), in charge of ensuring that the government's processes and requirements for preventing COVID-19 have a comprehensive vision of passenger satisfaction and well-being.

As a result, we reconsidered different processes involving, as major focus, the fear of infection felt by passengers, the absence of companions and the new transit flows through the terminal. The members of this multidisciplinary team, due to their key positions, offered a comprehensive vision between the governmental requirements and the new passenger needs, and taken a fast and concrete actions adjusting the service offered to the new reality, being the passenger the focus.



Obtaining

Airport Health Accreditation



Entering TOP 100 of
MERCO
Reputation
into the 85th Position

merco
EMPRESAS Y LÍDERES



7.04 MILLION
of passengers transported
annually



100.0%
of claims
handled



87.9%
of punctuality in flights
departure times

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MAIN ACTIONS ACTIVATED DUE TO THE JOINT WORK OF THE PEX TEAM:

- Definition of process for identification of findings during pandemic.
- Implementation of capacity control in apron buses.
- Time used in security control.
- Groupings due to family members reunion
- Access to commercial offerings.
- Airport signage.
- Definition and communication about prior arrival time at the airport.
- Speeding vehicular access.
- Protection against sun/falling rain while waiting in the airport access line.
- Seating available following social distancing rules.





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3.3.1. Services of excellence

[GRI 103-1] [GRI 103-2] [GRI 103-3]

“

WE ARE TRANSFORMING OURSELVES TO GENERATE A VALUE ADDED SERVICE

Due to this context, the organization’s priorities were focused on preserving health and safety of our passengers and customers, reducing the risks to which they might be exposed. This led us to make changes such as process digitalization, reduction in the number of touch points, and updating procedures and flows.

Our customers are diverse: domestic and international airlines, domestic and international passengers, concessionaires, and airport operators. We know that their well-being is a fundamental part of the airport’s sustainability over time. For this reason, this year we focused on transforming ourselves to generate a value added service.

As evidence of our efforts to address the crisis, we obtained the Airport Health Accreditation (AHA), after being evaluated by the Airports Council International Latin America and the Caribbean (ACI-LAC). This accreditation incorporates the best practices for airport to mitigate COVID-19. In addition, this year, we maintained our certification as an IATA Level III airport.

Furthermore, we reviewed and updated all the questionnaires for the Passenger, Airline and Concessionaire Satisfaction Survey, receiving a more effective recognition for the improvement opportunities and the development of action plans. Our management of quality services remained aligned to ISO 9001 and 14001, and, we obtained, for the first time, the ISO 45001:2018 certification. The main improvements therefrom were related to the context of organization, leadership and employees participation, safety and health planning, support, operation and performance evaluation.





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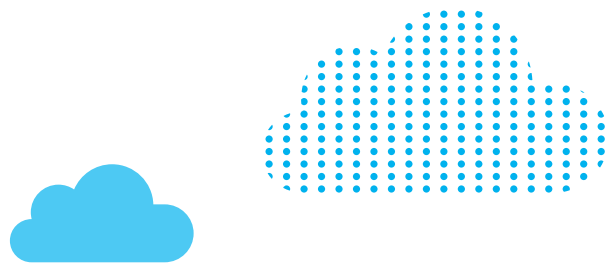
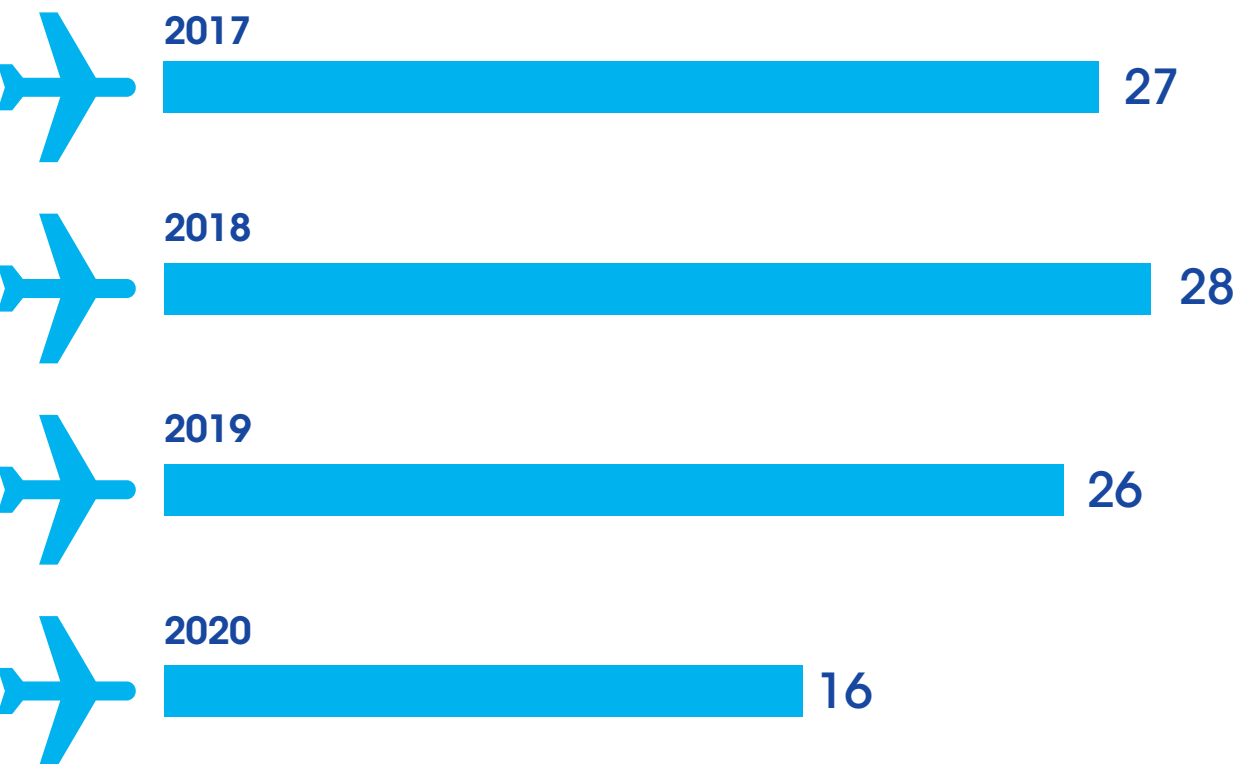
3.3.2. Airlines

[GRI AO2] [GRI AO3]

Weakening of the aviation market due to the impact of COVID-19 has significantly affected the cash flow and profitability of airlines, which were forced to implement measures to guarantee the continuity of the business model. Various institutions and expert consultants estimate five years for full recovery to pre-pandemic status.

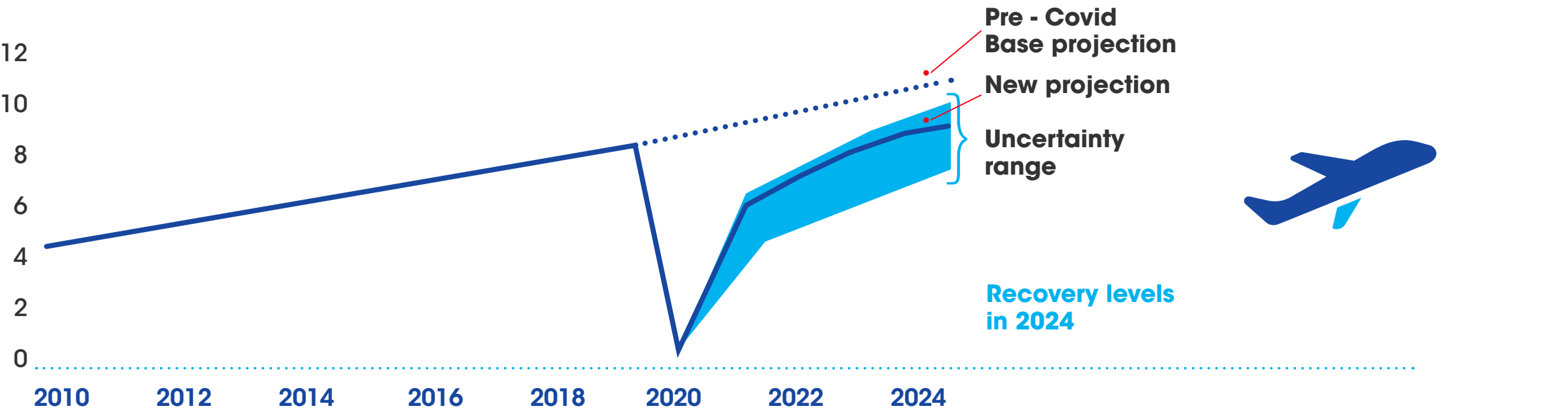
The number of airlines and aircraft movement at the closing of 2020, are detailed below:

Number of domestic and international airlines 2017 - 2020 ›



SHORT-TERM TRAFFIC RECOVERY - Covid 19 IATA 2020 ›

Global total revenue passenger-kilometers, trillion year on year



Source: IATA/ Tourism Economics Air Passenger Forecasts (August 2020).

With the purpose of restoring the economic balance and giving support to airlines, we provided them several facilities to improve their experience:

MAIN MEASURES TAKEN	IMPACTS ACHIEVED
1 Suspension of collection of fixed rents and minimum guaranteed amounts from the areas located within the terminal. Investment: USD\$ 1.43 million (from March to December)	• We have strengthened commercial relations with airlines. • We have encouraged the continuity of JCIA operators during the recovery period.
2 20% discount off the parking fee for operations stayed overnight at the LAP apron since the terminal was closed. Investment: USD\$ 0.03 million (from August 01 to September 30)	• We have contributed to fixed cost savings to customers, mitigating the impact on their cash flow. • We have improved awareness of new routes through internal and external media.
3 Inaugural events organized by LAP and the airlines to communicate start of operations of a new route or airline. Support from social networks.	



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After restarting operations, air traffic has been recovered gradually, starting in July at 3.4% of the regular pre-COVID-19 operations and ending in December at 39.5%.

The total number of routes in the domestic market was reactivated in November. Likewise, the reactivation route related to the international market, defined by the State, was in base of the duration of the flights, reactivating in October those regional with less than 4 hours of flight, and expanding on November the authorization for those with less than 8 hours of flight. LATAM once again has been consolidated its position as the strongest local operator and hub in the country, closing 2020 with a market share of 54.7%.

Furthermore, we are constantly working on internal initiatives to improve airline management, such as participation in congresses on route development, analysis and monitoring of relevant changes in the market (comparison with other airports), development of a collaborative and innovative marketing strategy with the airlines, and preparation of forecast scenarios on passengers and movements.

Cargo flights

Impact of COVID-19 affected air cargo, considering that in 2019, 67.4% of the volume was carried on the holds of passenger planes. Such impact was partially mitigated, decreasing volume by only 27.0% versus projection, due to the following:

- **Transportation of cargo directly in the passenger cabin**
- **Greater use of holds on humanitarian flights**
- **Doubling frequency of airline operations from the second quarter**

With the gradual recovery of traffic, we will return to the available hold capacity of passenger aircrafts. It is expected that, whenever possible, cargo flights return to operating usual frequency pre-COVID-19. During 2021, it is estimated to reach a recovery by 72.0% of tons moved in 2019.

Main route modifications

Prior to the impact of the pandemic, 3 new routes were launched: 1 international through LATAM (Lima-Concepción) and 2 domestic through Sky Airlines (Lima-Juliaca and Lima-Puerto Maldonado). However, after the health emergency, and spite of the mitigation measures implemented, there were important changes in domestic, international and cargo flights, modifications to routes, arrivals, and departures of airlines.

- **In the domestic market, Avianca ceased operations in March 2020.**
- **LATAM, Avianca and Aeromexico filed for Chapter 11 bankruptcy in the United States.**
- **In the international market, as part of the reorganization process, Avianca reduced 15 of the 17 routes with which it began operating in 2020.**
- **LATAM Airlines reduced its international route network by 56.8% in 2020, permanently cancelling its operations to Calama and Montego Bay.**
- **Viva Air cancelled, at the beginning of the year, the Lima - Cartagena route due to a low demand from direct passengers between the two cities.**
- **Interjet cancelled operations in Lima due to COVID-19 impact until further notice.**

• **In addition, the following airlines postponed the reactivation of their operations in Lima for 2021:**

✈ **LATAM:** Cartagena, Córdoba, Havana, Rosario, Iguazú, Medellín, San José, Tucumán, Cali, Mendoza, Barcelona, Salta, Antofagasta, Brasília, Concepción

✈ **AVIANCA:** Bogotá, El Salvador

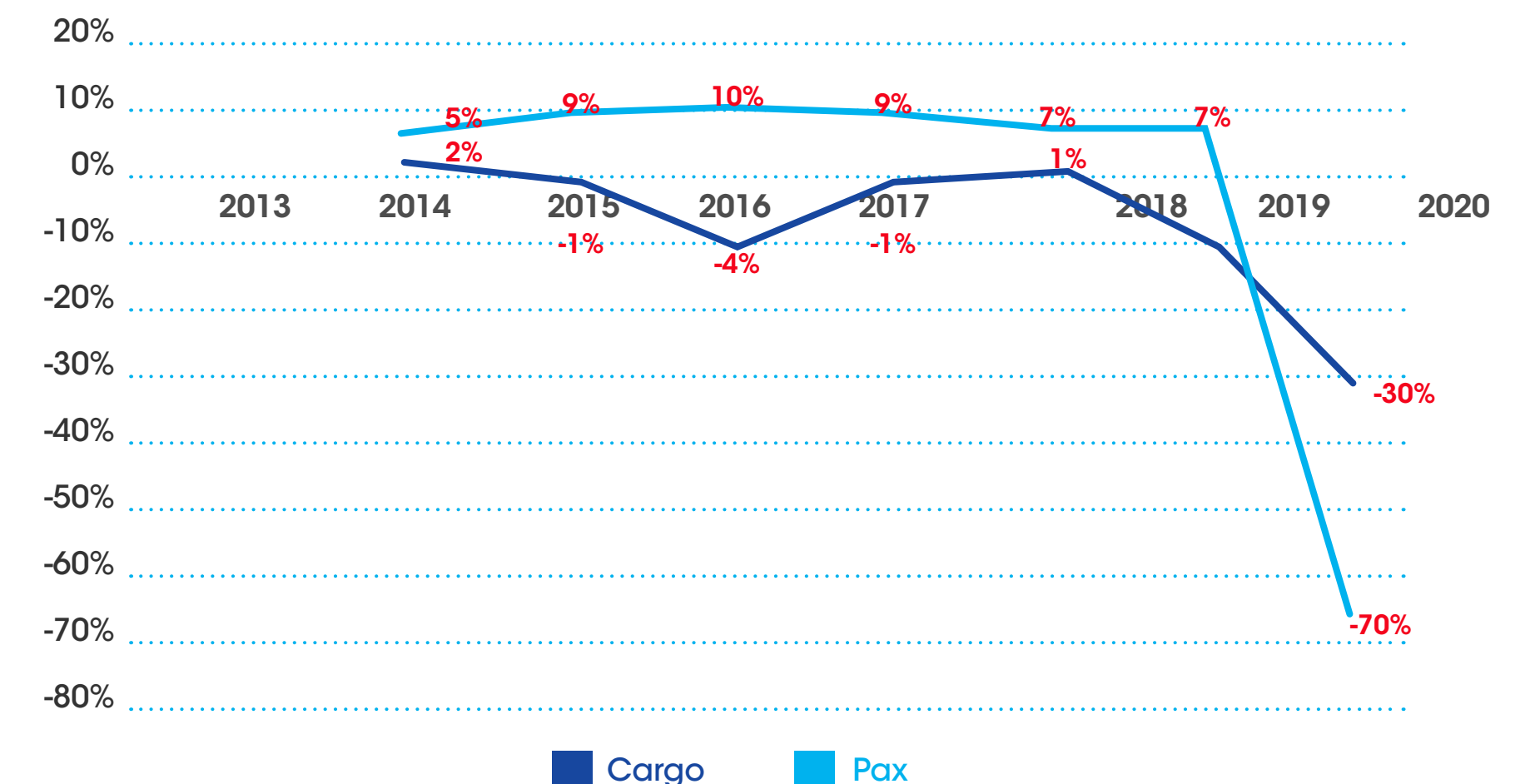
✈ **JETSMART:** Concepción, Antofagasta

✈ **UNITED AIRLINES:** Newark

✈ **AIR CANADA:** Toronto

✈ **GOL:** Guarulhos

✈ **BRITISH AIRWAYS:** Gatwick





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Airline satisfaction

This satisfaction survey was conducted only during the second half of 2020, since the inoperability of commercial flights, due to the pandemic context, did not allow for regular measurements during the first half of the year.

The results show some negative variation, which is related to initial problems in restarting operations. There is a clear need on the part of the airlines for quick responses from the airport, with real-time information and coordinated work. Currently, the results are analyzed to define the improvement plan for 2021.



RELATIONSHIP WITH THE MANAGEMENT OF LAP

COMPONENT	2017 S1	2017 S2	2018 S1	2018 S2	2019 S1	2019 S2	2020 S1	2020 S2
Domestic commercial airlines	33.7%	33.4%	72.3%	60.8%	18.6%	89.9%	-	100%
International commercial airlines	62.0%	54.3%	44.9%	64.5%	43.5%	91.7%	-	81.4%
Cargo airlines	100.0%	100.0%	30.0%	43.0%	40.0%	100.0%	-	75.0%

OVERALL SATISFACTION WITH JCIA

COMPONENT	2017 S1	2017 S2	2018 S1	2018 S2	2019 S1	2019 S2	2020 S1	2020 S2
Domestic commercial airlines	13.1%	0.2%	14.2%	62.1%	0.0%	0.0%	-	18.7%
International commercial airlines	35.1%	14.3%	6.3%	54.7%	12.1%	5.5%	-	25.1%
Cargo airlines	40.0%	0.0%	0.0%	0.0%	-	-	-	25.0%

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3.3.3. Concessionaires

The impact of COVID-19 meant an adaptation of our retail and real estate strategy, with the purpose of ensuring trust within our main stakeholders (passengers and commercial customers).

Figures of concessionaires 2020

79 commercial premises
28 closed establishments

45 retail concessionaires

12 real estate
concessionaires

13 retail contract
renewals

2 awards to new real
estate businesses

Closure of the airport and progressive restart of flights, added to government restrictions, determined a sharp reduction in the development of commercial business. In addition, increase in passengers stress level and their lower purchasing power, implied a limit to their willingness to buy.

Commercial Establishments – Retail

We had to organize a progressive opening plan, based on the main needs of the passengers, strict compliance with the new hygiene and sanitation protocols, and the economic viability of customers. For implementing such plan, it was essential to increase the trust relationship within our concessionaires, forming partnerships in base of clear information and a close understanding of the challenges that they have faced with COVID-19.

We established a collaboration policy with the concessionaires by reducing rental amounts of the establishments, even eliminating those rents from specific periods to help the concessionaires to meet their obligations to employees and suppliers, minimizing the impact on their payment chains. We also developed policies and obligations for passenger and customer service by concessionaires, designed to ensure the highest standards of health and hygiene in the commercial establishments. A key space was the “Coexistence Post-COVID-19” meetings, where we have communicated about the new guidelines for entering the airport, the updates on safety regulations and the new applicable health standards.

At the same time, due to COVID-19, we accelerated the digitalization process of our commercial offer, minimizing the risks of COVID infection. Today, all airport stores accept contactless credit and debit cards. Likewise, as of July, the access time to Wi-Fi free between 1 and 2 hours, was extended to 24 free hours.

Despite our efforts in customer management, a total of 9 complaints were presented, the same which pursuant to the Complaints Handling Regulation of LAP, published on our website, were declared inadmissible. The reason was that such complaints referred to external commercial entities (such as stores or internet service), in whose provision of services we are not getting involved.

Real Estate Concessionaires

Due to the significant fall in the revenues of the real estate businesses, we adjusted the financial conditions for supporting them due to the stoppage of their operations. In addition, along the year, we have maintained ongoing communication with them, regarding health protocols, opening of the JCIA and other relevant items. On strength of

these efforts, we have maintained our pre-pandemic client portfolio, except for one customer (Taxi Oficial VIP) which withdrew due to the crisis.

In addition, we awarded two new businesses: the development and construction of the Logistics Park to LATAM LOGISTIC and CAPIA Consortium; and the incorporation of TRIP SAC, as a new official cab operator in the luxury car category.

Accesses to the terminal and parking lot

We implemented measures to prevent the spread of the virus, the agglomeration of people and to encourage social distancing. For restarting the airport operations, we have established that the free lane would only be used for outflow of passengers (disembarkation), restricting them to be picked-up from that area. This measure was approved by OSITRAN. The result was a smooth flow and an appropriate level of service.

Regarding to parking lots, we took the following measures:

- **100.0% of the capacity of the short-stay parking lot was allowed. Its use was enabled only to pick-up passengers and the option of digital payment was opened through the Apparka application.**
- **Capacity of the long-stay parking lot or the guardian parking lot was reduced by 50.0%, due to the installation of a tent and two MINSA containers on the southern side to reinforce MINSA presence at the airport.**
- **Buses parking lot was permitted operating at 100.0%**
- **In December 2020, it was awarded the implementation of 34 bicycle parking spaces on the parking lot and 6 parking spaces at the entrance to the northern apron. The project will be performed in the first 2021 quarter.**



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Concessionaries satisfaction

For both measured aspects, a positive increase was observed. During the State of Emergency, closer and ongoing communication was maintained, providing support on new measures and requirements for operating in the context of COVID-19.

In 2021, our great challenge will be to recover the operation of the airport's commercial establishments, facilitating their economic recovery and, at the same time, improving our digital tools to promote the enjoyment on the airport's commercial offer.

3.3.4. Passengers

[GRI AO1]

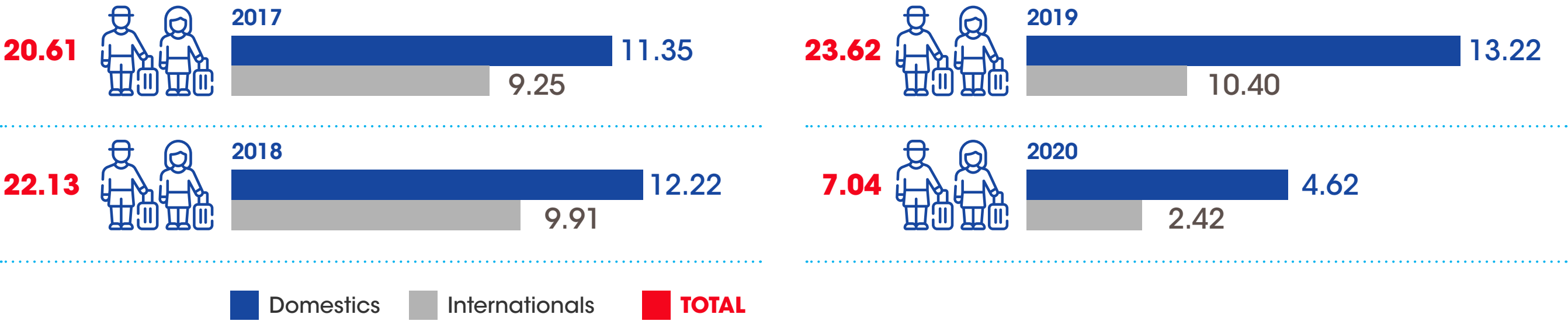
As of December 31, 2019, the number of passengers using the JCIA's facilities was up to 23.6 million. In February 2020, increase in passengers was 11.9% higher than during the same period last year; however, global demand has plummeted due to pandemics. In 2020, the JCIA has finally moved about 7.04 million passengers, in other words, a decrease in air traffic by 70.2%. In the context of COVID-19 and pursuant to the guidelines set forth by the Government, the entrance of the companions to the airport were restricted.



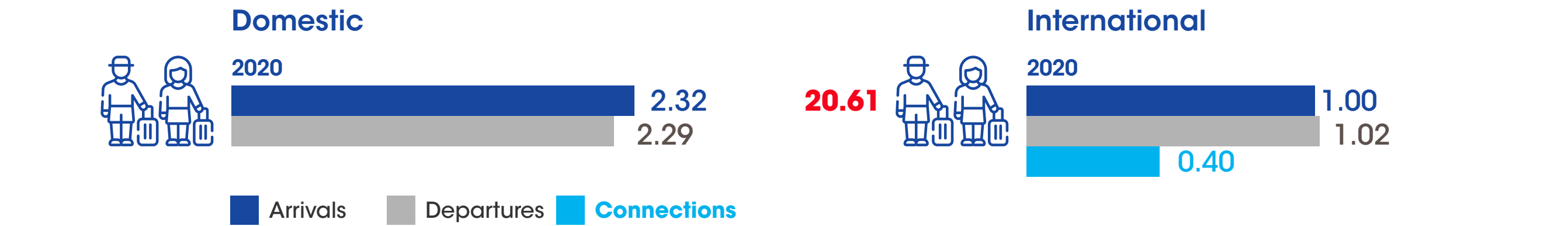
COMPONENT	RELATIONSHIP WITH THE LAP MANAGEMENT							
	2017 S1	2017 S2	2018 S1	2018 S2	2019 S1	2019 S2	2020 S1	2020 S2
Concessionaires	97.2%	92.4%	84.8%	96.9%	93.5%	91.8%	-	100.0%

COMPONENT	OVERALL SATISFACTION WITH JCIA							
	2017 S1	2017 S2	2018 S1	2018 S2	2019 S1	2019 S2	2020 S1	2020 S2
Concessionaires	91.7%	92.4%	87.9%	90.6%	87.1%	82.0%	-	90.0%

Number of passengers 2017 - 2020 (in million) ›



Passenger distribution in 2020 (in million) ›





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During this period, our priority was to ensure health and safety of passengers, providing at the same time a safe and reliable travel experience. For this purpose, we have established a set of guidelines and disinfection protocols detailed in the “Procedure for cleaning and disinfection of environments and passenger contact points in the JCIA for the prevention of COVID-19”.

Among the measures implemented are the mandatory use of masks, the implementation of handwashing points and gel dispensers, and the use of disinfectant mats, distancing measures in all flows and services of the airport, among others. In addition, temperature measurement stations were set up and protocols shared with the entire airport ecosystem were worked out, a passenger awareness campaign was conducted, signage and loudspeaking good practice messages were implemented.

Furthermore, the Protocol division established a procedure with the Ministry of Foreign Affairs to attend to Diplomatic Corps during the pandemics. As in the entire airport, we followed strict biosecurity guidelines for the VIP lounges.

Passengers’ satisfaction⁸

The different types of passengers have increased their satisfaction, except for the case of international arrivals. It was as consequence of their higher expectations in terms of cleaning and disinfection protocols. Objections were remedied (mainly concerning to the availability of resources such as gel sanitizer and disinfectant mats) and referred to the involved areas for the corresponding improvements.

In the first half of the year, the survey was not conducted.

It should be noted that, each year, we pursue to comply with the Minimum Technical Requirements (MTRs) assessed by OSITRAN, in base of the service level parameters recommended by IATA. However, during 2020 and due to the current situation, the measurement was not carried out after being coordinated it with the regulatory entity.

⁸Due to the emergency, the access of the companions to the airport was not allowed, therefore, they were excluded from this assessment.





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3.3.5. Claims

[GRI 417-2]

With the purpose of improving our management, we followed a set of processes to ensure the proper reception and management of complaints from our passengers and customers. During 2020 and due to the need of fast digitalization to reduce health risks, we have implemented three additional channels. Our service customer channels are the following:

- **Complaint book (Information service module)**
- **Online Complaint book (Information service module)**
- **Form on the website: http://s7.lima-airport.com/LAP_SGR/pages/Formulario_Reclamo.aspx**
- **Online reception desk**
- **Physical complaint forms (different airport zones)**
- **Email: reclamos@lima-airport.com**
- **QR codes which bring the user directly to website form (different airport zones)**

Furthermore, we actively use our social networks to inform users about the complaints procedure.

In 2020, we registered a total of 315 claims. It represented a significant decrease compared to the number of claims in 2019, which we attribute to 3 reasons: decrease in passenger traffic, removal of restrictions on carrying liquids and gels aboard international flights, and the user's need to avoid contact points.



100%
of claims handled

3.3.6. Education and citizenship

[GRI 416-1]

An integral element for prevention strategy against COVID-19 was to provide timely information and tools to passengers and to the airport ecosystem to minimize the risks of their experience in the JCIA. In this regard, we intend to include both preventive guidelines and new protocols in the training of "airport citizens". For this purpose, we are effectively developing synergies with the companies operating at the airport, strengthening the role of LAP as a coordinator of the JCIA ecosystem.

Among other actions, we conducted communication campaigns such as "Viajemos Seguros" (Let's Travel Safely) which disseminated preventive measures through signage and digital screens; and "Distanciamigo" which reinforced the need for distancing. We have also provided the means to respond to passengers' concerns, having at the end of 2020, 8 guides per shift and launching the initiative "Vuela Fácil" (Fly Easy), a platform which consolidates all the information required by passengers before traveling. With those measures, the passengers satisfaction was 93%.



The first online platform was created to provide updated information to passengers: a practical guide compiling all the protocols and required measures by the different users of the airport.

- **It is the result of collaborative work with the *MTC, MINSA, Migration, SENASA, SUNAT, DIRESA-Callao, LATAM, Sky Airlines, Viva Air* and the airport ecosystem.**
- **The platform is mainly viewed on mobile phones, becoming a practical guide at your fingertips. In 3 months, we have reached the figures appearing at the bottom of this page.**
- **By 2021, our purpose is to have strategic allies, such as *MINCETUR* and *PROMPERÚ*, providing greater articulation for the economic reactivation of the country.**

Vuela Fácil represents the commitment of all the companies and organizations in the sector, offering the best flight experience to their passengers.



41,000
new
users

150,000
visits



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TEAM THAT MAKES A DIFFERENCE

We have confidence in the strength and expertise of our team to provide services of excellence and operate efficiently.

In this sense, we are committed to the development of human talent, as one of the main focuses of our sustainability.



Entering the TOP 100 of

MERCO TALENT

in the 97th
position



6,977 Hours
for training

**18.1% of
workers**
affiliated with *SUTRALAP*

Accident rate by
0.07

New competencies for
CAPAS





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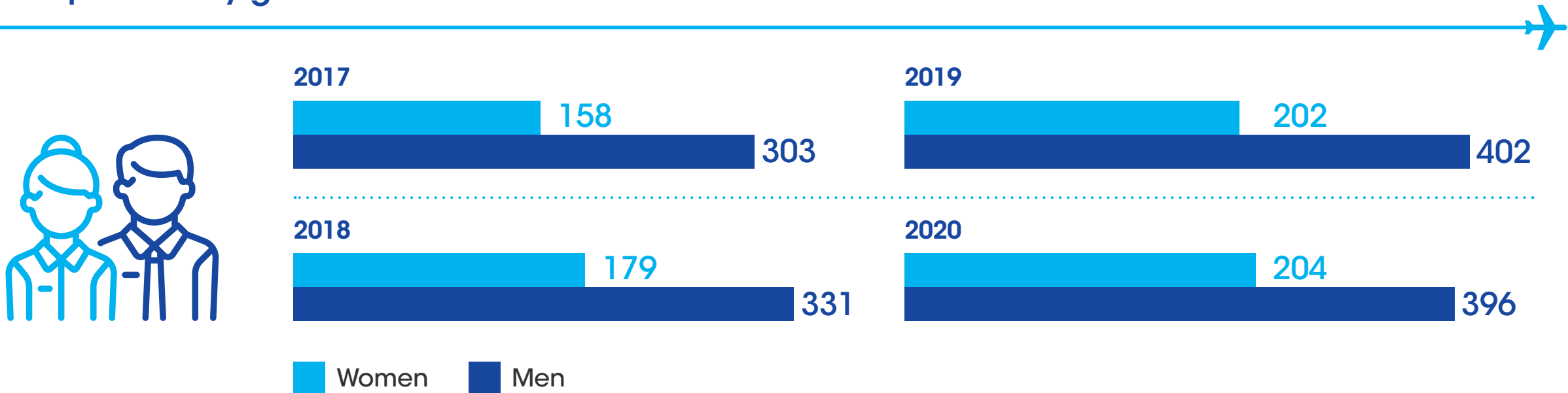
3.4.1. Our team

[GRI 102-7] [GRI 102-8]

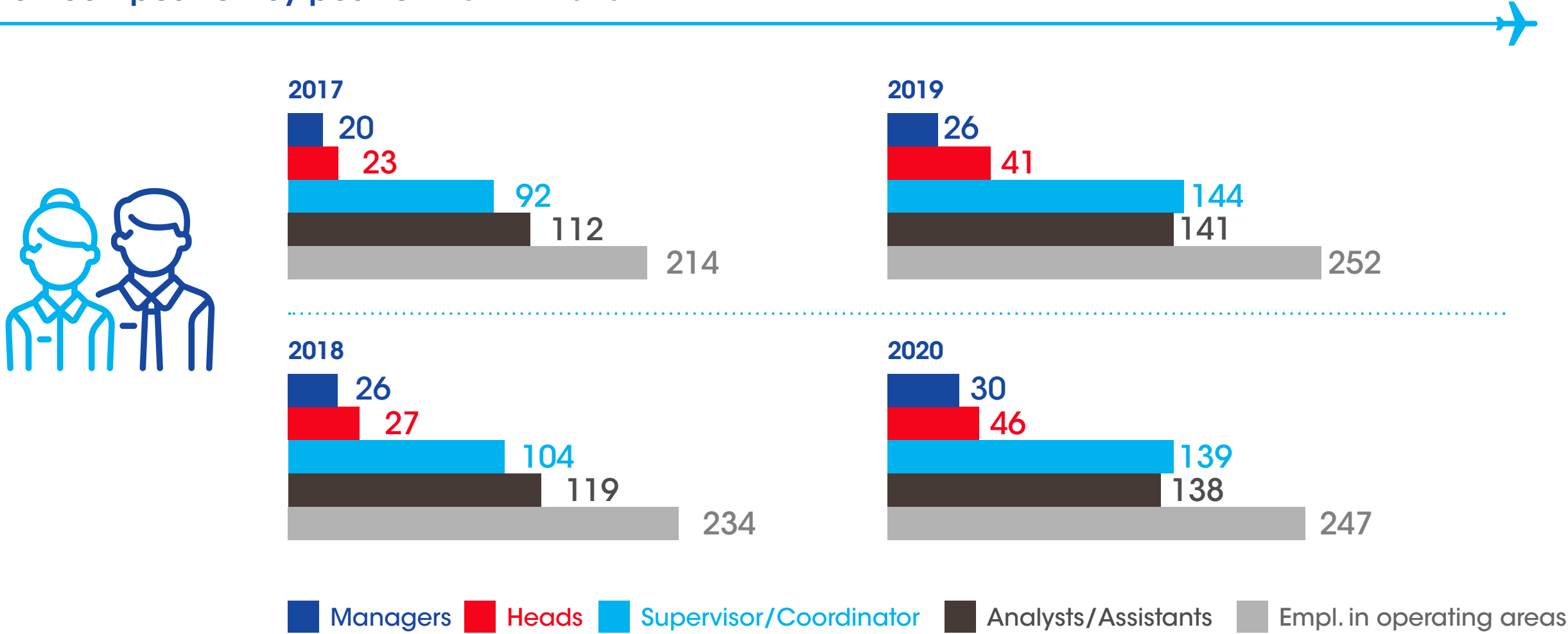
This year, we have a total of 600 employees working in LAP operating and LAP Project. This team comprises 34.0% women while 72.7% employees are between 30 and 50 years of age. In addition, 100% of our employees works full time.



Staff composition by gender 2017 - 2020 ›



Our staff composition by position 2017 - 2020 ›



Note: All employees are listed on the payroll of LAP (hired full-time)
* Employees of LAP Project are included.



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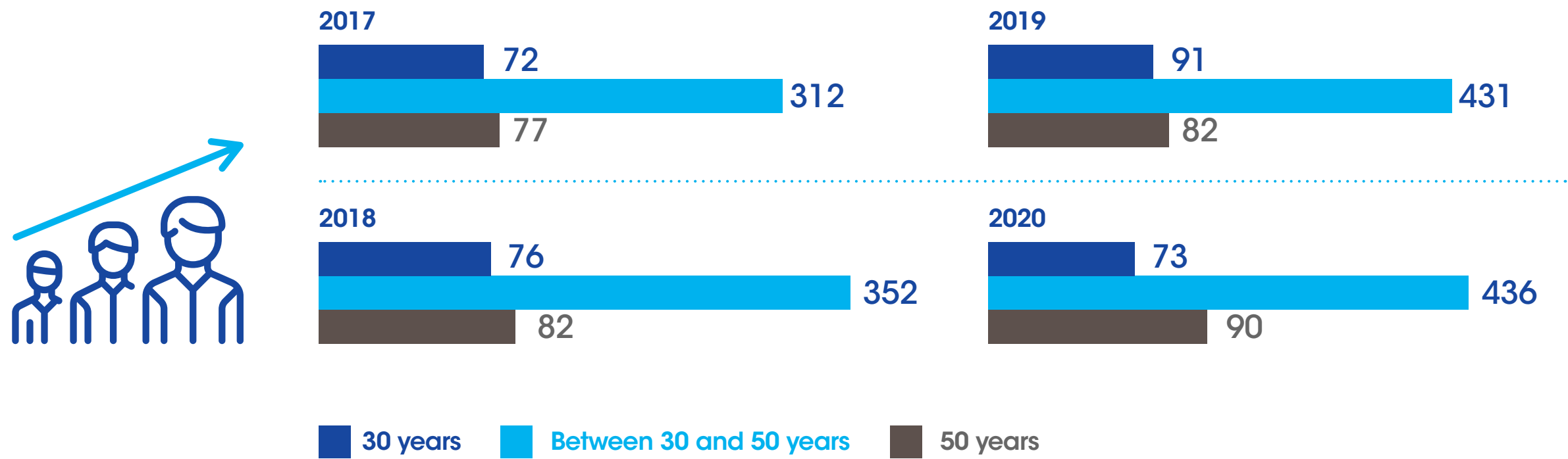
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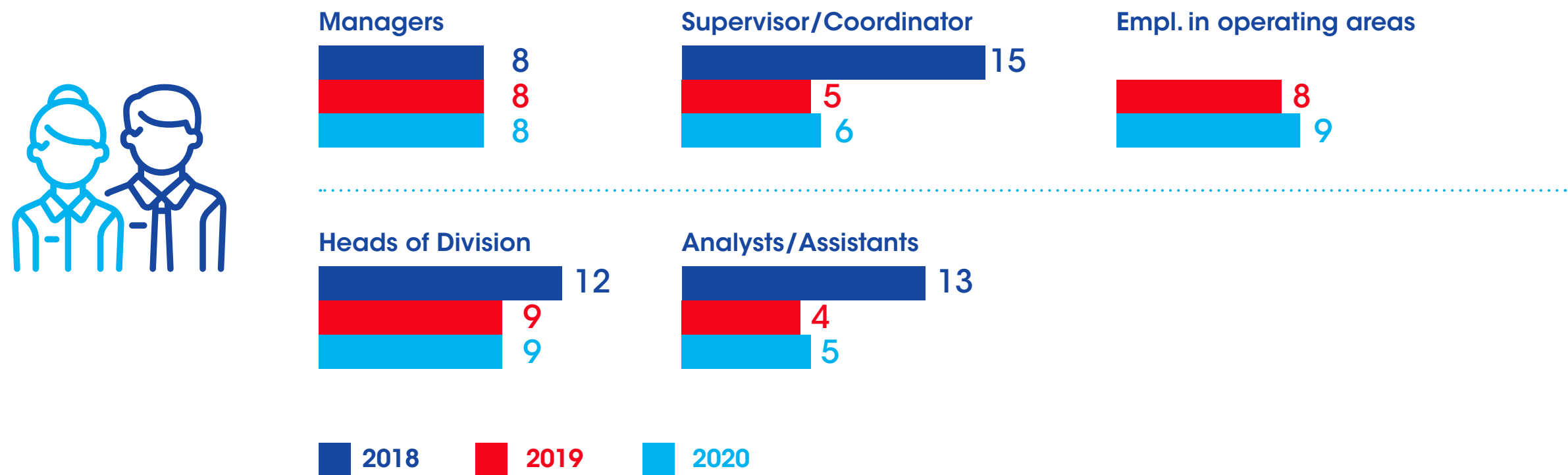
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Our staff composition by age group 2017 - 2020 ›



Our staff composition by average length of tenure 2018 - 2020 ›





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3.4.2. LAP Talent

In LAP, we are firmly committed to the professional development of our employees. In this sense, we provide them with specialized training for the performance of their functions, and tools to their self-development. Our goal is being CAPAS: Consistent, Accountable, Proactive, Agile and Service-oriented. We are intending on developing these new competencies in our employees to strengthen the culture at LAP.

We were considered in the top 100 best companies in Merco Talent 2020, ranking the second place in the Air Transport sector.



Training

[GRI 404-1]

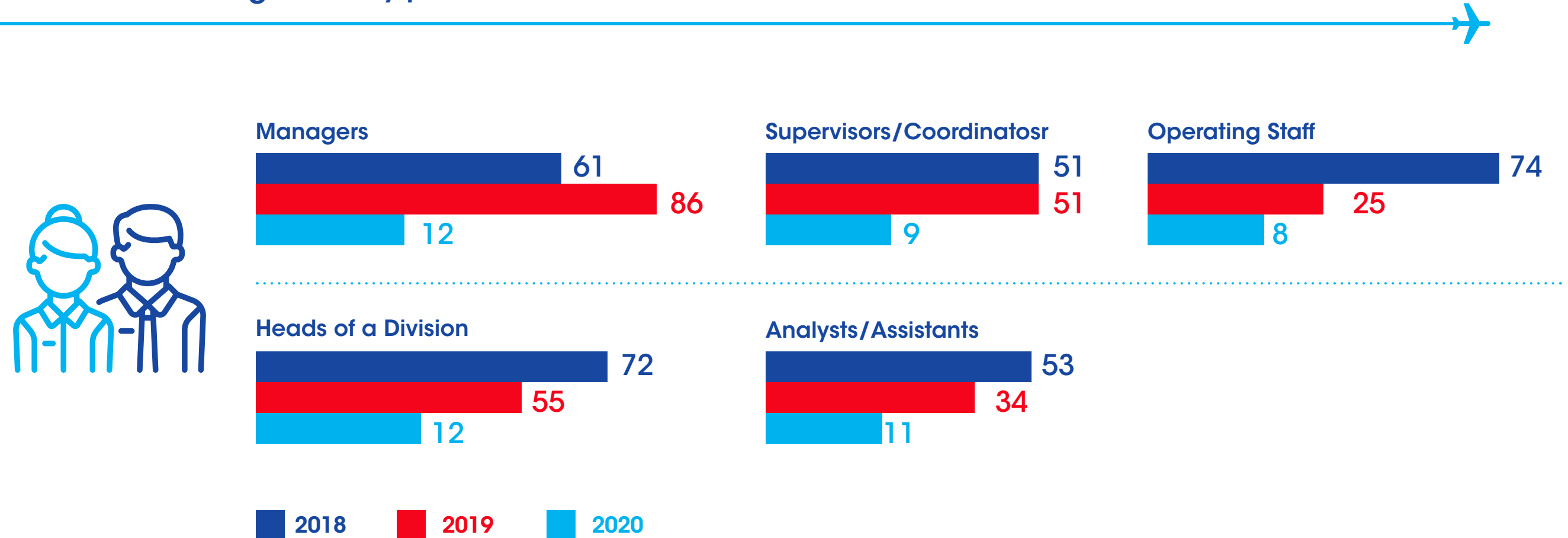


WE PROVIDE SPECIALIZED
TRAINING FOR THE BEST
PERFORMANCE OF THEIR
FUNCTIONS

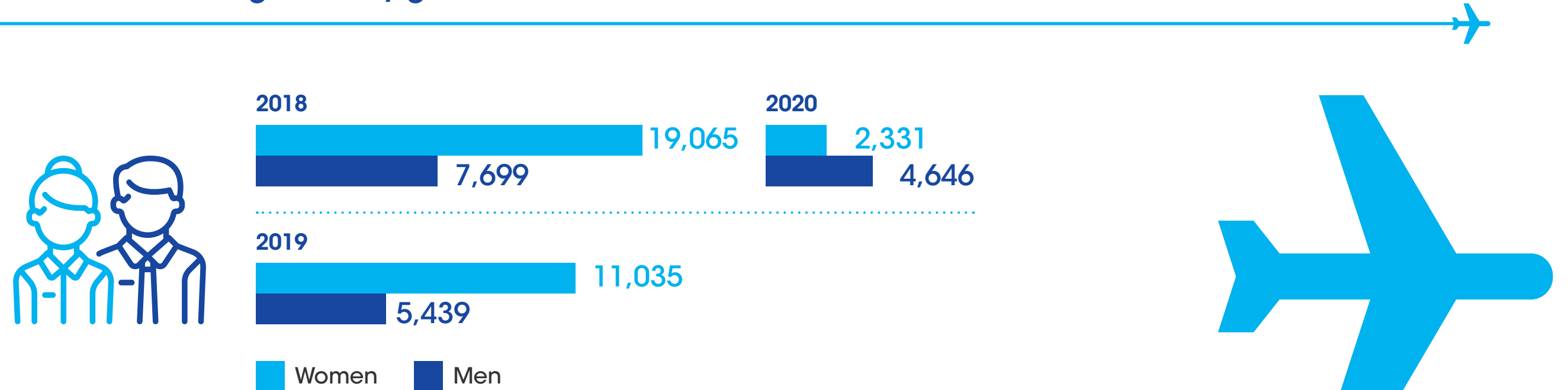
This year, the COVID-19 health emergency has significantly impacted on the planned training management. We have made special efforts to find new ways of transmitting knowledge to our employees, prioritizing the generation of content, in accordance with the needs for remote work, new protocols, and health measures. In base of the use of digital tools, we have organized lectures on mental and physical health care, and created the “Academia LAP” (LAP Academy), a space for self-development where our employees activated their accountability by facilitating access to digital alternatives for updating.

Training hours were reduced significantly due to the situation, reaching an average of 11 hours and 6,977 man-hours.

Number of training hours by position 2018 - 2020 ›



Number of training hours by gender 2018 - 2020 ›





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Performance evaluation

[GRI 404-1]

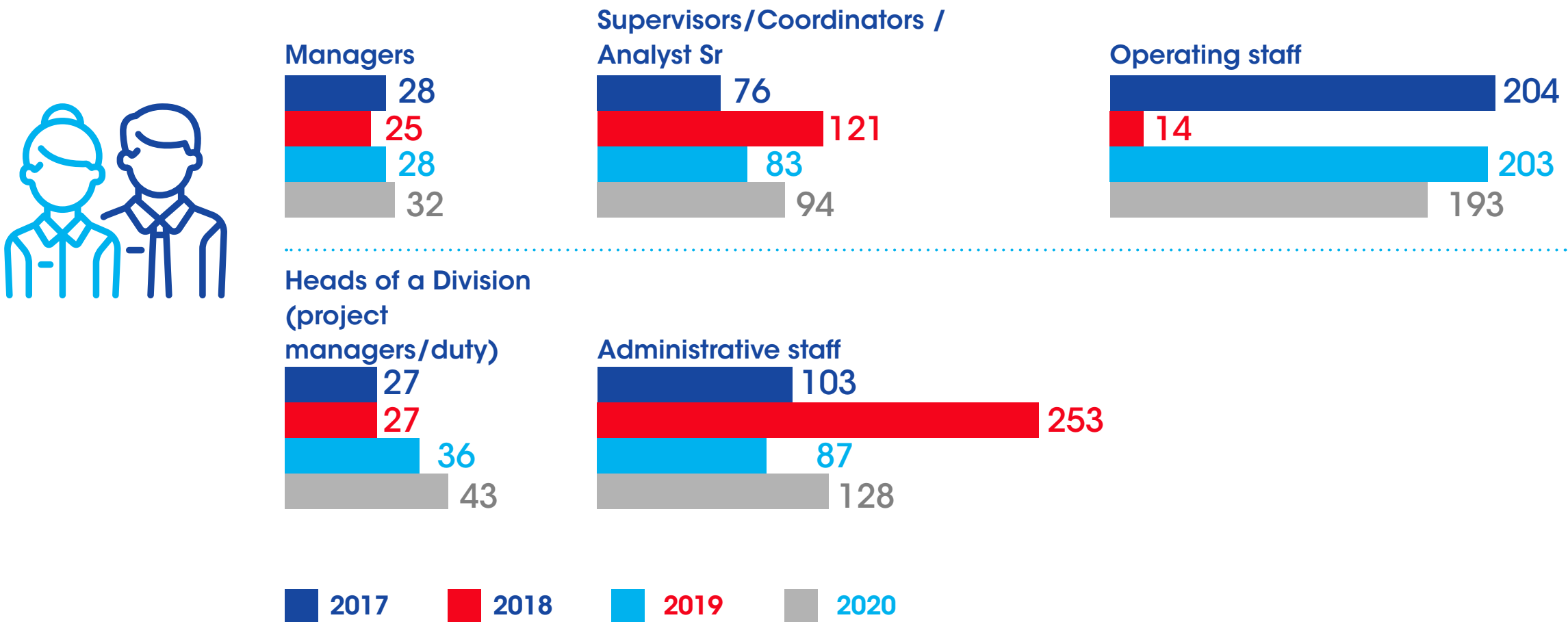
Our Performance Management program is called “Vuela +” (Flight more). Its purpose is the development of our leaders and employees, through the measurement of their competencies and the establishment and measurement of objectives. Results obtained are a relevant input for talent development planning and tables of succession which will be developed in 2021.

This year, we added a stage for process adjustment, which allows leaders to benchmark within their chief officer’s managements to emphasize and recognize excellent performance.

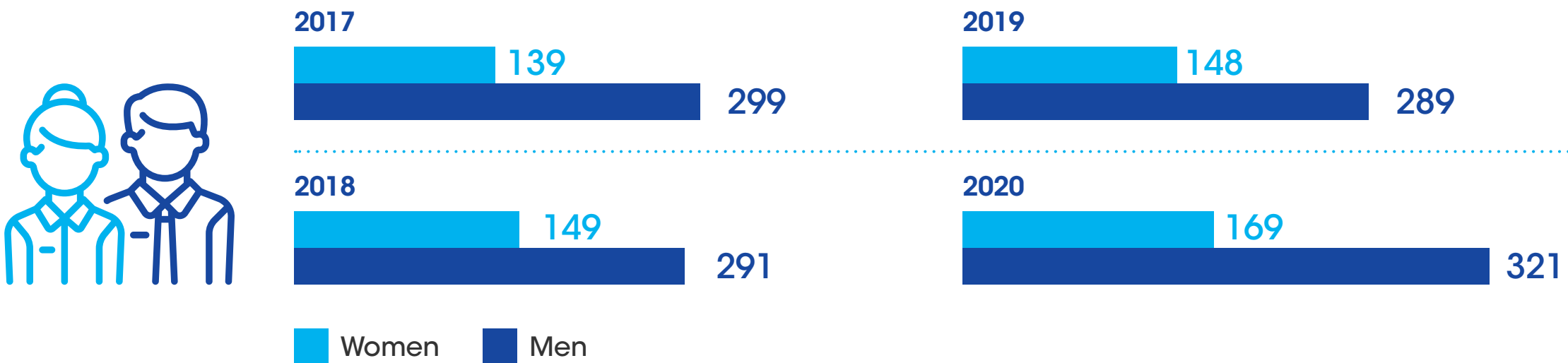
In 2020, we have evaluated the performance of all employees who joined the business until September 2019 and remained during this year’s period.



Number and percentage of employees evaluated by position 2017 - 2020 ›



Number of employees evaluated by gender 2017 - 2020 ›





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Turnover and new hiring

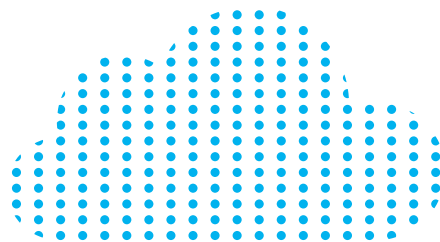
[GRI 401-1]

As part of our management indicators - 2020, we have measured the turnover rate of our employees referred to those who voluntarily resigned, for improving our talent management and increase employees retention rates. In addition, we have measured the rate of new hires, as an indicator of growth in our team and the talent attraction management.

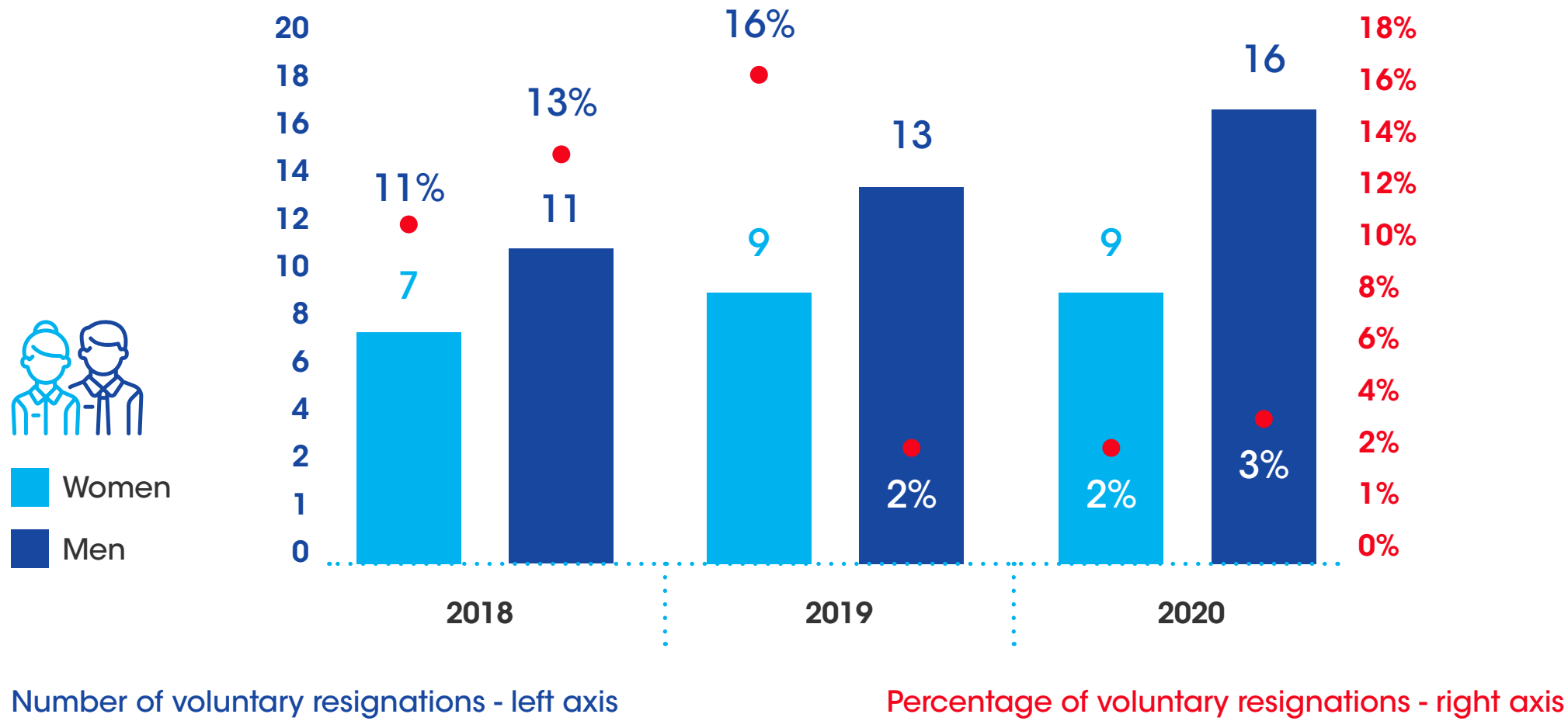
For 2020, staff turnover due to voluntary resignations and the rate of new hires are shown below:

Turnover due to voluntary resignations 2018 - 2020 ›

DESCRIPTION	2018		2019		2020	
	N°	%	N°	%	N°	%
Turnover due to voluntary resignations	12	4.0%	22	3.7%	25	4.2%
Total employees	510	-	604	-	600	-



Turnover due to voluntary resignations by gender 2018 - 2020 ›

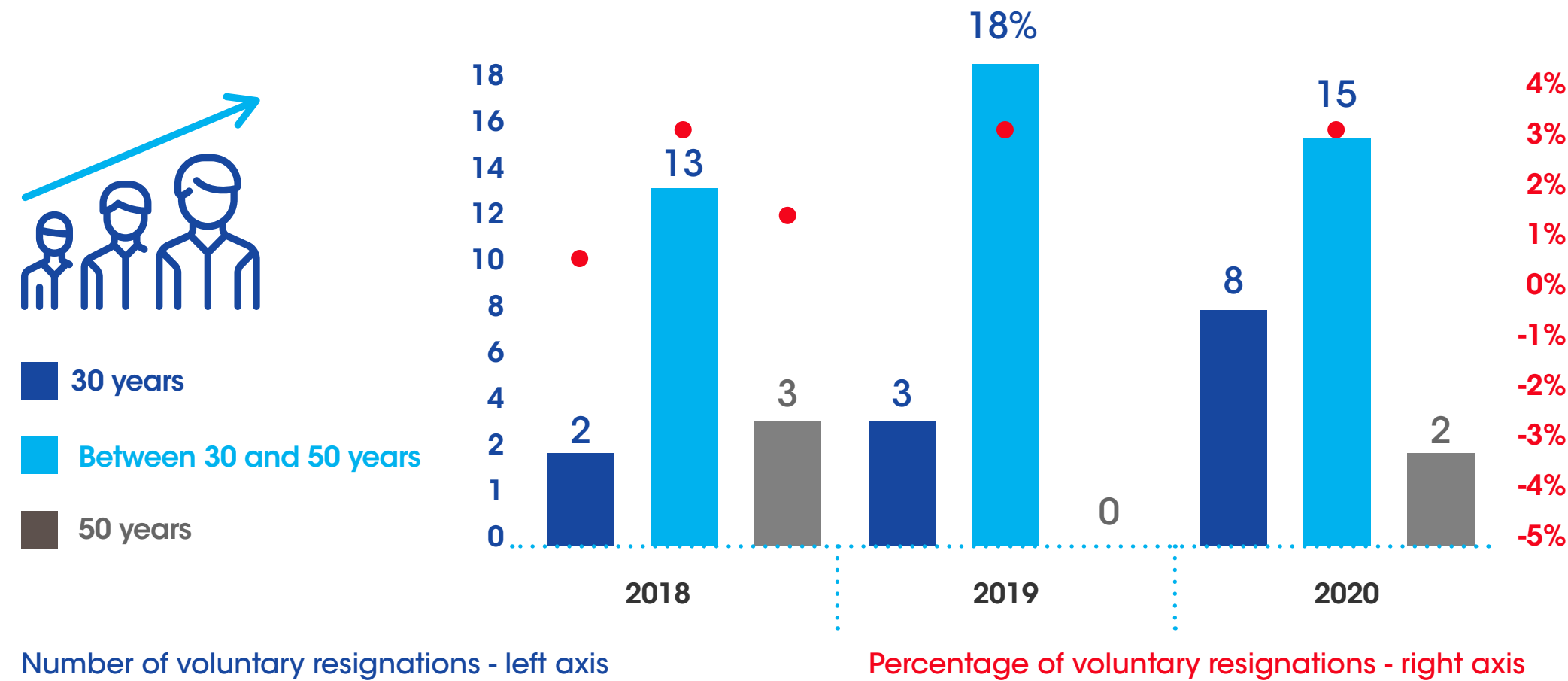




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Turnover due to voluntary resignations by age group 2018-2020 ›



New admissions 2018 - 2020 ›

DESCRIPTION	2018		2019		2020	
	Number	%	Number	%	Number	%
New admissions	98	19.0%	173	28.8%	51	8.5%
Total employees	510	-	604	-	600	-





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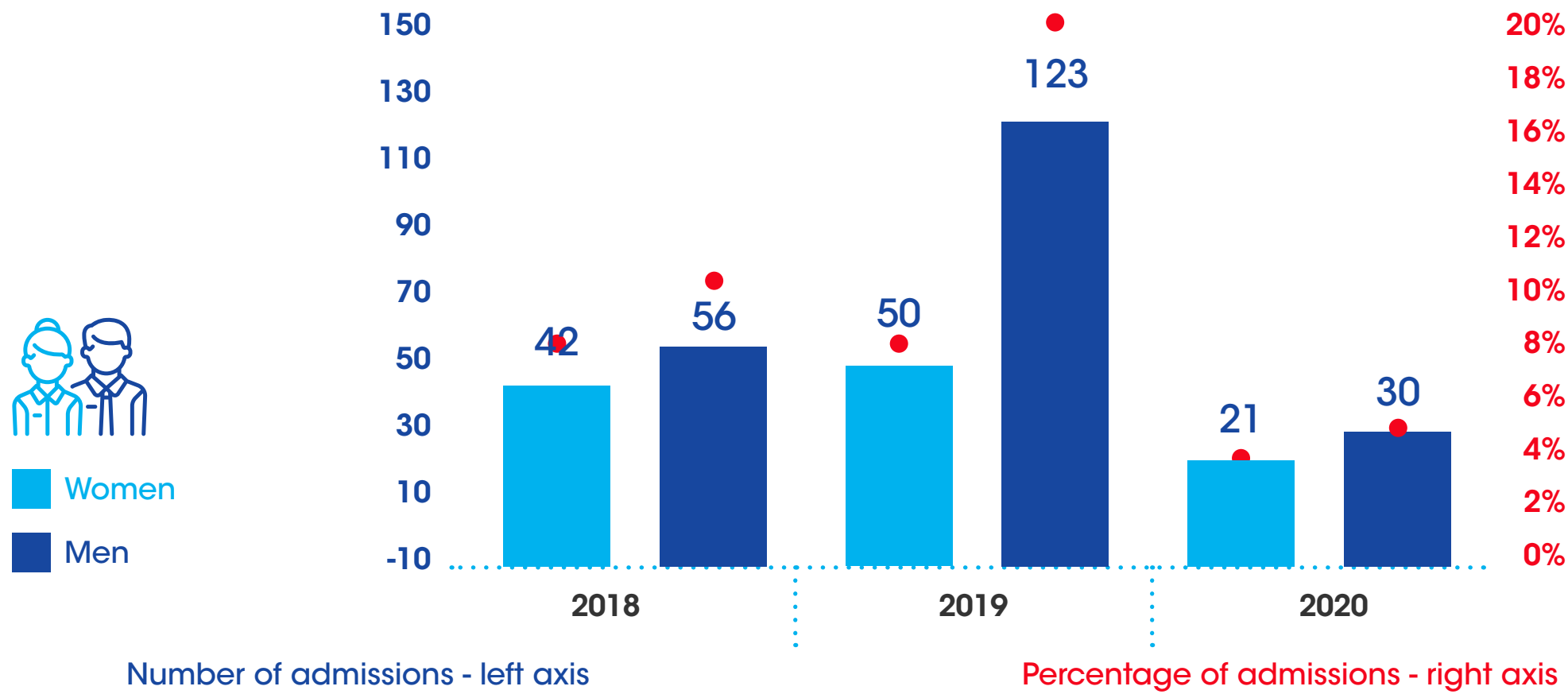
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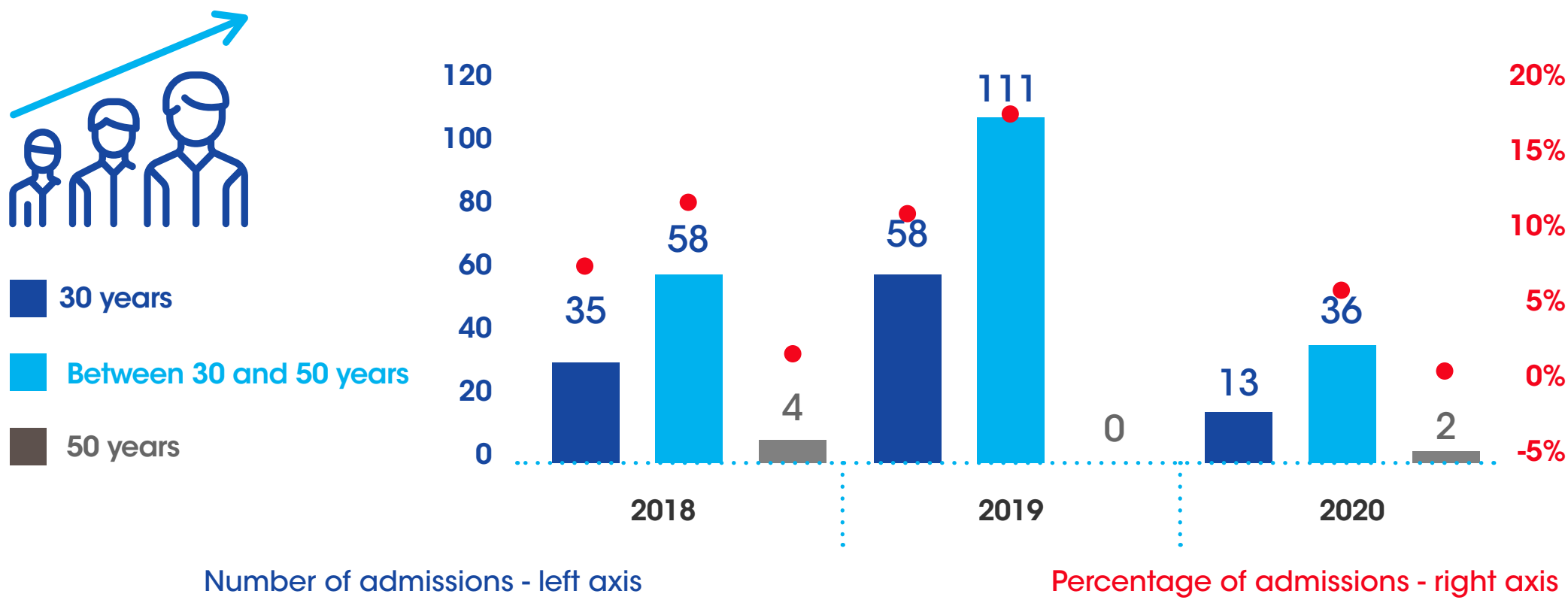
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New admissions by sex 2018-2020 ›



New admissions by age group 2018- 2020 ›





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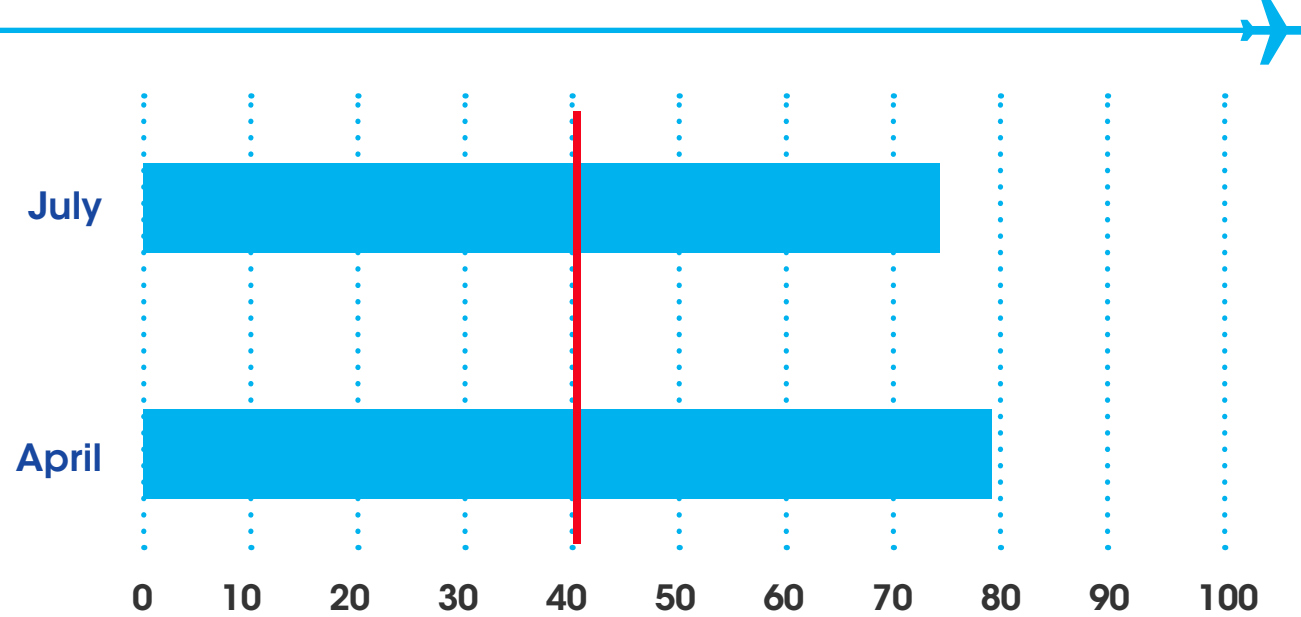
Wellness and culture

It is great interest to us that our employees feel motivated and proud to work with us, especially because in the current situation has changed from our fields of action, including the way in which we relate to each other.

This year, we implemented the Engagement Plan, which aims at sustaining and monitoring the commitment of our employees in the company, for which we used the **Employee Net Promoter Score (ENPS)** indicator that gives us a reference of the employee's perception during an uncertain and complex year.

Taking into account a range from -100 to 100 and scores in the range higher than 40 are considered excellent, the satisfaction scores were as follows:

Results ENPS 2020 ›



Since the evaluation takes place every two years, the Great Place To Work climate study was not carried out in 2020.

By 2021, we will redesign our people management model, placing emphasis on developing benefits that reflect our commitment to Diversity and Inclusion; and we will rethink our remote work management and evaluation systems for our personnel in the administrative shift and programs for operating personnel. All of this, with a view of taking the profiles of our employees to the next level.

In addition, this year, we carried out several actions to improve our employees' experience during COVID-19 situation:

- **Talks by Workplace, with specialists in occupational health, occupational psychology, clinical psychology, nutrition, sports medicine, EPS insurance and finance (AFP).**
- **Permanent support and care for COVID-19 cases, in alliance with Clínica del Trabajador.**
- **Psychological service available to all employees.**
- **"Junto a ti" (Next to you) program, aimed at contacting and providing support to employees that continued working in our airport operations.**
- **"Listening to you" program, in which personnel from the Human Management and Development area monitored the well-being of employees.**
- **Sending ergonomic chairs and computer equipment to the homes of employees who work remotely.**
- **Personal and financial support to employees with immediate family members in serious condition or death. This year, we have granted 29 bonuses for the death of a direct family member.**

Finally, we held our virtual "Recognition Gala", in which we recognized the employees who stood out in the categories of best LAP leader, best internal service areas, among others.

We also carried out other activities in remote mode such as the celebration of Children's Day, the "LAP Child Christmas" party or the "End of the Year LAP Fest 2020" event.

Acknowledgments

We obtained the ISO 4500 Certification, after adapting the requirements of the OHS Management System based on this standard. The main improvements were related to organization, leadership and employee participation, safety and health planning, support, operation and performance evaluation.

3.4.3. Occupational health and safety

[GRI 103-1] [GRI 103-2] [GRI 103-3]

We have a series of measures in place to prevent health and safety risks for our employees. We seek to reduce the probability of workplace accidents and occupational illnesses. At the same time, we continually sensitize our personnel regarding risk awareness, and we recognize their participation in the Occupational Health and Safety Management System (OHSMS) which is aligned with national and international standards such as OSHAS 18001, and whose scope focuses on the following pillars:

- **Prevent and reduce occupational hazards,**
- **Ensure consultation and active participation of employees and their representatives in the OHSMS.**
- **Promote healthy work environments, as well as healthy habits of employees in the workplace. Comply with legal requirements, voluntary programs, collective bargaining, and other requirements to which the organization subscribes.**
- **Involve all stakeholders (customers, contractors, and subcontractors) in preventive management.**

The COVID-19 pandemic required us to adapt.

This year, we have established preventive measures, based on the recommendations of international organizations and the Peruvian government, which require agile work and reinforce our channels and forms of communication with our direct collaborators and contractors. For such purpose, it was necessary to modify the Annual Occupational Health and Safety (OHS) Plan and Program approved for 2020 to prioritize the implementation of preventive actions and measures against COVID-19.



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The main actions implemented, include the:

- Approval of the COVID-19 Surveillance, Prevention and Control Plan
- Execution of training courses related to the prevention of Covid-19 in the workplace.
- Definition of the risk group and application of measures on it.
- Establishment of remote work as the first option for the continuation of work, with only the personnel necessary for the operation of the airport in the different phases of economic reactivation.
- Conducting monthly screening tests for personnel activated at the different zones (airport, camp and WeWork).
- Implementation of footbaths for disinfection of footwear at the entrance to the terminal and dining rooms, as well as alcohol gel and wipes dispensers.
- Approval of the procedure for cleaning and disinfection of work areas.
- Provision of personal protective equipment (PPE) to LAP employees: surgical masks, cloth masks, face shields, alcohol gels, installation of acrylic separators at customer service workstations, etc.
- Occupational medical surveillance of confirmed COVID-19 cases until recovery.
- Installation of awareness-raising signage and mandatory use of PPE for COVID-19 in different areas of the airport.
- Use of fresh air injection fans for working environments.

Innovation and use of technology played an important role in prevention during the state of emergency. One of the actions carried out was the implementation of 100% digital OSH inspections, which implied the inclusion of virtual forms to be reviewed in real time from the different electronic channels of LAP.

Workplace accidents and occupational diseases

[GRI 403-2] [GRI 403-9] [GRI 403-10]

No occupational diseases were reported during 2020. The risk of COVID-19 is controlled through the provision of PPE to employees (masks, face shields, gloves, alcohol gel stations, and recommendations for permanent hand washing), as well as other control measures such as social distancing.

In addition, we conducted 5 OHS training sessions, 2 inspections, 3 occupational health and safety awareness campaigns, and 1 occupational monitoring in our operations.

COMPONENT	2017	2018	2019	2020
Days of absenteeism	-	-	5,509	20,891
Occupational disease rate	0	0	0	0
Severity Index	250.2	148.5	28.82	18.22
Accident rate	2.92	0.98	0.20	0.07
Total accident frequency rate	11.7	7.68	7.01	3.64
Total number of accidents	13	9	9	4
Minor	0	2	0	0
Incapacitating (medical leave of more than one day)	13	7	9	4
Serious and severe accident frequency rate	11.7	5.98	7.01	3.64
No. of fatalities	0	0	0	0
% reduction of occupational risks	25.6%	10.0%	78.2%	62.0%
% man-hours lost due to occupational accidents illnesses				20





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During 2020, the 4 work accidents recorded occurred in the first quarter of the year and before the beginning of the state of health emergency. As of April, no work accidents were reported, but 2 incidents were reported (without lost time).

The significant decrease in the rates between the previous years and 2020 is mainly due to the fact that a large group of employees started to work remotely, which reduced the frequency of exposure to workplace risks.

Occupational Health and Safety Committee

In compliance with the OSH Law for companies with more than 20 workers, we have an Occupational Health and Safety Committee (COSSO in Spanish), which is comprised of 5 members and meets once a month.

In October 2020, COSSO elections were held for the period 2020 - 2022. The process was led by the Single Union of LAP Workers (*SUTRALAP in Spanish*) and was carried out through a virtual process with the support of the company SGS del Perú. A total of 338 employees participated in the elections, representing 61.8% of LAP's employees.

During the year, COSSO's main efforts focused on reviewing, proposing and approving the guidelines and measures implemented for the prevention of COVID-19.

3.4.4. Employment protection

One of our priorities, since the beginning of the state of emergency, was the preservation of employment. For this purpose, it was necessary to implement economic measures for the efficient management of the resources which were reduced due to the COVID-19 pandemic.

We seek to comply with our entire payment calendar, including Perú's working compensation (CTS), bonuses and other labor obligations, an objective that we achieved in full. Likewise, we provide permanent and constant advice to our employees in all matters related to compensation.

In addition, we focused our efforts on complementary actions that

enabled us to protect almost all the jobs in the company. These actions included the following:

- Freezing of all hiring scheduled for the rest of the year.
- Postponement of payment of the managers' performance bonus scheduled for March 2020.
- Negotiation of a new collective bargaining agreement with the union, which made it possible to cancel the payment of certain bonuses agreed prior to the pandemic.
- Granting of 30 days of vacation in mid-April to all employees considered to be among the vulnerable population and to those occupying deactivated positions.
- In May, we signed 5-month salary reduction agreements with employees in the administrative shift. The percentages ranged between 8% and 20% depending on the hierarchical level.
- We designed the program "A Pause to Return", aimed at employees in deactivated and at-risk positions. This consisted of an unpaid leave of absence, but with certain economic benefits during the 4 months of the program.
- For this last quarter, we signed agreements for the renewal of the reduction of working hours and the scheduling of the return of shifts paid and not worked.
- For administrative shift employees, we reduced vacation balances, granting 15 days of vacation to all employees and 15 days of unpaid leave. Only 1 employee out of the entire company did not accept the proposed agreements.





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“The impact of the pandemic on the sector was visible in the airport. In our case, before making a decision that would affect the team’s employment, we developed a set of work measures segmented by groups and programmed in different blocks.

The great challenge was to convey them to the employees and enter into agreements with them to enable us to face the crisis better. What was achieved highlighted our team’s commitment and appreciation to the company.”

CARLOS GÓMEZ,
Human Resources and Development Manager

Meanwhile, it was necessary to reformulate our benefits program, mainly those that had a direct impact on budgetary and health issues.

However, we did our best to maintain the motivation and comfort of our employees by offering them the following benefits:

**FINANCIAL
BENEFITS**

- Shuttle buses
- Death of family member bonus

**HEALTH AND WELLNESS
BENEFITS**

- Health care insurance
- Group Life Insurance

TIME OFF BENEFITS

- Half day Friday
- Half day off for birthdays
- Two days off for marriage
- Breastfeeding leave agreement
- Bereavement leave
- Shift Exchange

**INTEGRATION
BENEFITS**

- Virtual fellowship parties.
- LAP children’s Christmas party (via Zoom platform)



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3.4.5. Human rights and diversity

Human rights and diversity

At LAP, we are committed to complying with applicable national rules and regulations, internationally accepted standards and principles related to human rights: the United Nations Global Compact, the Universal Declaration of Human Rights, the United Nations Conventions, and the International Labor Organization Treaties.

We are committed to protecting the rights of all our employees. Our Internal Work Regulations establish zero tolerance for any situation of violence, harassment, forced labor or child labor. In addition, our culture is governed by guidelines based on equal treatment and non-discrimination, whether based on sex, ethnicity, religion, opinion, language, sexual orientation, nationality, social class, skin color, age, political activities, disability, among others.

We promote diversity and inclusion

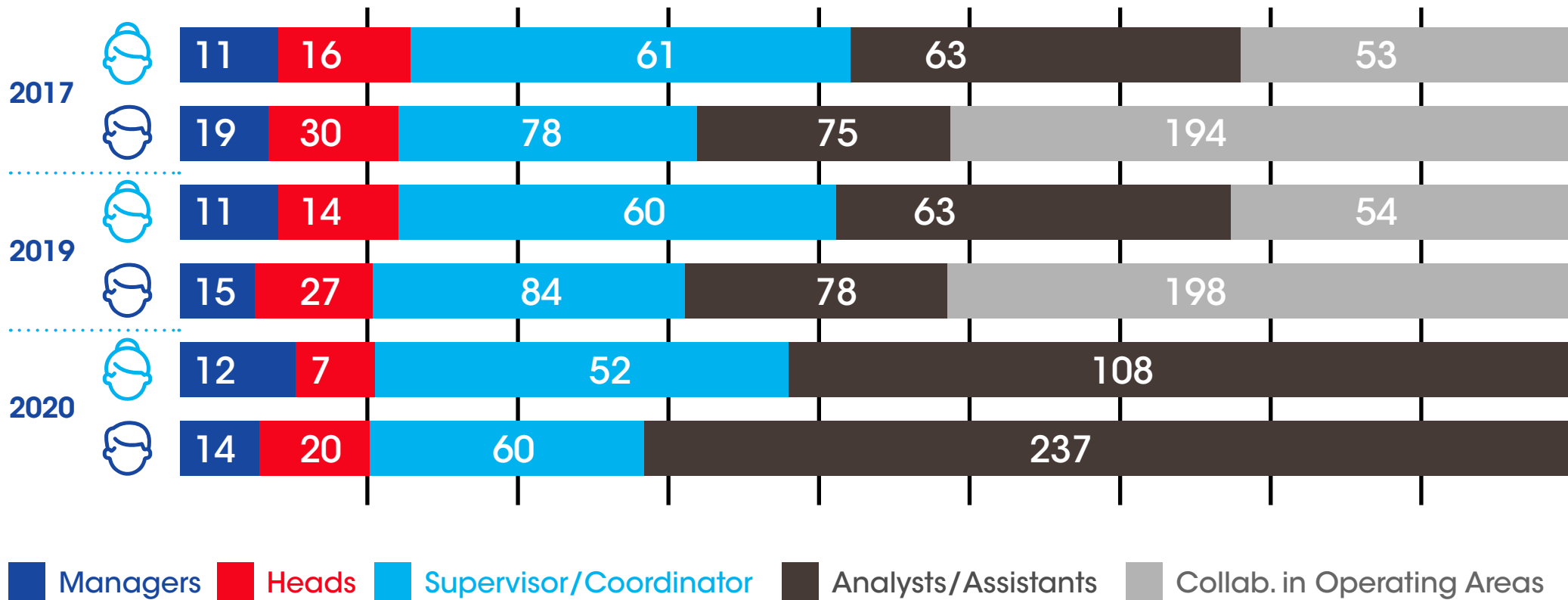
The Diversity and Inclusion (D&I) Committee is formed as an instance to build, disseminate, promote, and practice initiatives that may allow us to position LAP as a diverse and inclusive airport internally and externally.

This year, the following achievements stood out:

- **Development of the Diversity and Inclusion Policy**
- **Representation in 1 diversity and inclusion forum**
- **Analysis of D&I cases in the operation**
- **Strategy and annual plan for development of D&I in organizational culture**
- **Inclusion of the D&I agenda in corporate strategy**

In 2021, we will seek to continue with the work of the committee, with actions such as the analysis and updating of the salary policy and strategy or the incorporation of inclusive language in internal and external forums. In addition, we will promote awareness of D&I management in the airport ecosystem.

Composition of our team by position and gender 2018 – 2020 ›



Members of the D&I Committee:

Carlos Gomez - Manager of Human Resources and Development Management - **Arturo Vera** - Real Estate Manager - **Julissa Salavarría** - Sustainability Manager - **Pamela Moreno** - Airport Operating Manager - **Milagros Paredes** - Chief Development and Sustainability Officer - **Rocio Espinoza** - Reputation Manager - **Juan Salas** - Security Manager - **Claudia Ramirez** - Employee Relations Manager - **Adolfo Sotelo** - Manager of Financial Comptrollership - **Paola Loayza** - Aviation Services Manager - **Catherine Pacheco** - Legal Manager.

#diversity #inclusion #innovation



Thank you for activating, inspiring, and accompanying us.

Diversity and Inclusion Committee



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Freedom of association

[GRI 102-41]

At LAP, we are committed to freedom of collective association and we recognize the right of affiliation of all our employees in compliance with applicable laws.

The management of labor relations in the context caused by COVID-19 was dynamic and constantly updated, ensuring the continuity of business without neglecting protection of our workers' safety and health.

As a result of the health emergency, we invited the Worker's Union to review the collective bargaining agreement dated June 2019, with a term of one year, until April 2021, to redefine the agreements. Thus, in May 2020, the agreement was amended, preserving the well-being of its members.

CONCEPT	Number	Percentage
Total employees	600	100.0%
Non-member workers	491	81.8%
Affiliated workers	109	18.1%
Affiliated workers from operating shift	103	17.2%
Affiliated administrative shift workers	6	1.0%



3.5.

COMMITMENT TO THE ENVIRONMENT

We maintain positive relations with the localities in our influence area, managing our social and environmental impacts in such a way that we can contribute to their sustained growth.

3.5.1. Local development and communities

[GRI 102-12]

As a responsible company, we seek to ensure that our operations and the activities related to the expansion project are carried out in a sustainable, environmentally responsible, and transparent manner that contributes to the development of our stakeholders. Thus, with our programs we go beyond compliance with the *MEIA* (Amendment to EIA).

Area of direct influence (ADI)

Our area of direct influence is composed of 46 communities located around the JCIA, grouped in 6 zones: north front, north adjacent, center, south adjacent, south front, and west.

Since the onset of the COVID-19 emergency, we have redefined our strategy and mechanisms for intervention and relations with our neighboring communities.

This year we placed special emphasis on maintaining frequent and fluent communication and positive interaction between LAP representatives and the stakeholders in our ADI. In addition, we prioritized our contribution to their development through the programs established in the Social Management Plan (*MEIA*), based on matters concerning health, employability, environmental issues, capacity building in entrepreneurship, and roadway and environmental education.



Entry into the TOP 100 of

MERCO Social Responsibility and Corporate Governance

in the 75th
position



+S/.190,000

in direct and indirect
donations

7 health
campaigns, with

+70 virtual
volunteers

+8,000

beneficiaries





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NEIGHBORING COMMUNITIES

NORTH ADJACENT AREA

- 1 Urb. Los Portales del Aeropuerto I Etapa
- 2 Urb. Los Portales del Aeropuerto II Etapa
- 3 Urb. Alameda Portuaria I Etapa
- 4 Urb. Aero Residencial Faucett
- 5 Asociación Residencial La Taboada
- 6 Urb. Alameda Portuaria II Etapa

WEST ADJACENT AREA

- 7 Junta Vecinal Los Ferroles
- 8 AA.HH. Daniel Alcides Carrión
- 9 AA.HH. Francisco Bolognesi
- 10 AA.HH. Tiwinza
- 11 AA.HH. Acapulco
- 12 AA.HH. Villa Mercedes
- 13 AA.HH. Juan Pablo II
- 14 AA.HH. Sarita Colonia

SOUTH FRONT AREA

- 15 AA.HH. Gambeta Baja Oeste
- 16 AA.HH. Mariscal Ramón Castilla
- 17 AA.HH. Gambeta Baja Este
- 18 Agrupación Poblacional Max Newbauer
- 19 AA.HH. Andrés Avelino Cáceres
- 20 AA.HH. René Núñez del Prado
- 21 Urb. Popular Valentín Paniagua
- 22 Asociación de Viviendas Ongoy
- 23 AA.HH. 3 de Marzo
- 24 AA.HH. San Antonio
- 25 AA.HH. Santa Rosa
- 26 AA.HH. Todos Unidos
- 27 AA.HH. José Olaya
- 28 AA.HH. Manuel Dulanto

SOUTH ADJACENT AREA

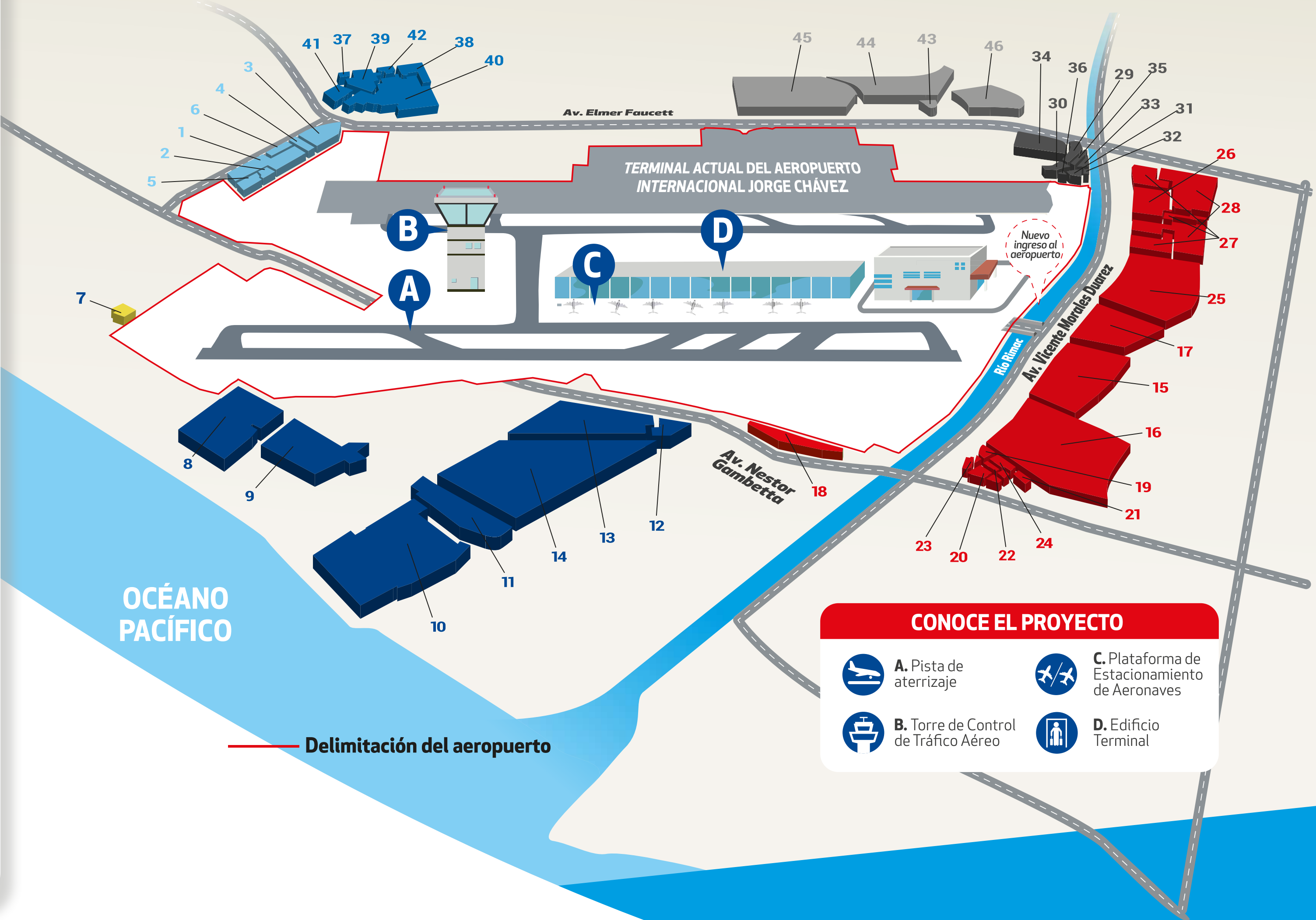
- 29 AA.HH. 25 de Febrero
- 30 AA.HH. 1° de Julio
- 31 AA.HH. El Progreso
- 32 AA.HH. Señor de Luren
- 33 AA.HH. Nueva Esperanza
- 34 AA.HH. 200 Millas
- 35 AA.HH. Hijos de Moradores 25 de febrero
- 36 AA.HH. El Buen Pastor

NORTH FRONT AREA

- 37 Urb. Las Garzas
- 38 Urb. Los Lirios
- 39 Urb. La Quilla
- 40 Urb. Las Fresas
- 41 Urb. 7 de Agosto
- 42 Cooperativa 7 de Agosto II programa PNP

CENTER AREA

- 43 AA.HH. Población Habitacional Grimanese
- 44 AA.HH. Bocanegra Sector IV
- 45 AA.HH. Bocanegra Sector V
- 46 AA.HH. Aeropuerto





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Socially responsible management

[GRI 201-1] [GRI 203-1] [GRI 413-1]

Despite the limitations of the year, we developed the various programs established by the MEIA, which respond to studies carried out for the control and mitigation of impacts derived from the expansion project and the operation of the JCIA. In addition, we developed several own initiatives of LAP.

In 2020, all 46 communities under our Area of Direct Influence (ADI) participated in at least one LAP initiative or social program.



"One of the main challenges during the pandemic was to remain close to stakeholders and to reformulate the intervention mechanisms of social initiatives with the help of technology."

In this arduous task of work redesigning, we understood, together with our social team, that in these difficult times it is important to build bonds of trust and cooperation to achieve sustainable development. We were, thus, able to provide an effective and timely response to permanent and new needs in the communities of direct influence."

Karin Bardales,
Social Promoter at LAP

Furthermore, during the year, S/ 68,795.23 has been allocated to donations managed by the social team (direct), and S/ 121,825.00 by alliances.

Social programs implemented in 2020 ›



HEALTH AT HOME

Home medical care for our most vulnerable neighbors during the COVID-19 emergency

7 campaigns

More than 8,000 services



PROCUREMENT OF GOODS AND SERVICES

Virtual training on formalization, quality standards and compliance with labor regulations

Workshop for potential suppliers

More than 50 neighbors



WE ARE ENTREPRENEURS PROGRAM

Virtual workshops on design, strategy and use of technological tools for entrepreneurship

32 campaigns

More than 480 beneficiaries



MONITORING OF ENVIRONMENTAL ISSUES

Committee comprised by representatives from neighboring communities and responsible for following up on the environmental and social commitments assumed in the MEIA.

5 virtual trainings

4 monitoring (1 on-site)



ENVIRONMENTAL AND VITAL EDUCATION

Citizenship, road safety and environmental awareness educational videos

10 campaigns

More than 1,000 schoolchildren



FORMATION OF THE NOISE MITIGATION COMMITTEE

We formed a technical committee to establish mechanisms to mitigate the noise impact of airport operations

2 events with state entities and airlines



BUY IN YOUR NEIGHBORHOOD INITIATIVE

Training for neighbors to act as door-to-door sales and customer service agents

16 campaigns

50 neighbors trained



CREATION OF TSUNAMI RESPONSE BRIGADES

In alliance with INDECI and the Provincial Municipality of Callao, we will implement an evacuation route and an alarm system for neighboring communities in the western zone in case of earthquake or tsunami.

100 trained volunteers
3 Virtual Sessions
1 Practice Session



OTHERS

Training in trades

Let's Bike

Support for local initiatives

60 neighbors trained

More than 800 participants



CITIZEN PARTICIPATION

Attention and guidance to our ADI neighbors with doubts or questions about the expansion project using virtual channels: mail, whatsapp, facebook, website, mobile.



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Corporate Volunteering

[GRI 404-2]

In 2020, we implemented the corporate volunteering program, which brought together more than 70 volunteers. The program focused on the development of innovation tools to identify alternatives for generating value, strengthening ties with the airport ecosystem and ADI communities.

• **Agile ideas:** in response to the pandemic, we sought to promote practical ideas applicable to vulnerable populations in the face of the health emergency. The following initiatives were selected: "Strengthening School Learning", carried out with kindergarten, elementary and high school students of the San Agustín de Hipona and the Sarita Colonia schools; and "We are with you", an initiative to accompany older adults in senior citizen centers in Sarita Colonia and Gambetta.

• **Innovating to take off:** we generated an innovation competition that promoted the ideation and execution of social initiatives proposed by volunteers from companies in the airport ecosystem, aimed at the airport or neighboring communities. The following initiatives were awarded prizes: "Escuelap" (Lapschool), training by and for airport employees who stopped working or studying during the pandemic; and "Give wings to your dreams", vocational guidance and mentoring for students in 4th and 5th year of secondary school at the San Agustín de Hipona High School.

• **Entrepreneurship:** LAP volunteers facilitated inspiring virtual sessions and mentoring, presenting the elevator pitch tool to the beneficiaries of the "Crece" (Grow) group, part of LAP's entrepreneurship training program. This contributed to the reactivation of local enterprises and businesses.

External affiliations and initiatives

[GRI 102-13] [GRI 102-12]

- Association for the Promotion of National Infrastructure (AFIN)
- Peruvian/German Chamber of Commerce and Industry
- Latin America and Caribbean Airports (ACI-LAC)
- International Air Transport Association (IATA)

Alliance with CAENE: we joined the educational organization CAENE, seeking to promote practical learning through online training and under the premise of generating equal opportunities and knowledge.

Our general manager participated in 2 business forums, contributing to the training of more than 1,190 young people. Three other LAP executives also became involved and dictated several seminars, and 9 leaders were trained in teaching courses in their areas of expertise, complementing the training of young people with fewer opportunities for development.

Corporate Movement Hombro a Hombro: Together with more than 70 companies, we joined "Hombro a Hombro", an effort to deliver food, medical safety, hygiene, and cleaning supplies to families throughout Peru.

Socially Responsible Company Distinction: For the fourth consecutive year, we obtained the Socially Responsible Company Award in the framework of our 2019 performance, awarded by Peru 2021.

3.5.2. Collaborative alliances with the State and airport ecosystem

Based on a participatory exercise to prioritize sustainability issues together with members of the airport ecosystem and, in alliance with Viva Air, we promoted the creation of "Partners in Sustainability". This initiative brought together 10 base companies of the airport ecosystem seeking to generate synergies and exchange knowledge, strategies, and actions with shared value in sustainability and social responsibility. The team is comprised of LAP, LATAM, Viva Air, Brit Shop, Jc Decaux, Interbank, Limtek, Talma and Los Portales.

All the team has validated the line of action of the members to develop joint initiatives. This year, we held the first internal sustainable meeting called "Business Strategies during COVID-19", an event in which the main measures implemented by the companies as part of their sustainability actions were shared, with the purpose of maintaining their management

commitments during the COVID-19 health emergency. We had presentations by LATAM, SECURITAS and Britt Shop, with Peru2021 as an external guest.



"The airport ecosystem is strengthened by initiatives such as Partners in Sustainability and social volunteering, which have a positive impact on the community, as they promote values and help airport employees to strengthen their commitment to the day-to-day management of the terminal."

From my professional perspective, it is an honor and extremely rewarding to contribute with my knowledge and have the opportunity to enhance the initiative developed in the "Give wings to your dreams" project. I consider it is a way to build a better society and a better airport ecosystem. I thank LAP for the opportunity to execute our project."

Johan Castrillo,
Retail Operations Manager at Morpho



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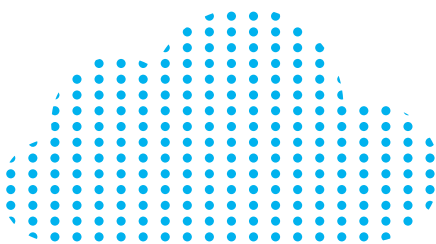
3.6.

ENVIRONMENTAL PROTECTION

At LAP, we seek to maintain an adequate management of our environmental impacts, maintaining a responsible conduct with the environment across all our activities, and permanently educating our personnel in good environmental practices.



WE MAINTAIN AN
ENVIRONMENTALLY
RESPONSIBLE CONDUCT BY
CONTINUOUSLY EDUCATING
OUR PERSONNEL



Creation of a Noise Monitoring Committee

Obtaining Airport Carbon Accreditation Level 1



airport
carbon
accredited
MAPPING

Treatment of
1.91 TN
of biocontaminated
waste

Adherence to the Program Carbon Footprint PERU of MINAM



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3.6.1. Environmental management

We are responsible for our operations and are aware of the environmental impact they generate. Our environmental management enable us to timely identify environmental aspects derived from our activities and those of third parties, to determine preventive mitigation and contingency measures.

During 2020, we had the following 6 objectives:

- **Manage wetland compensation in the Regional Conservation Area “Humedales de Ventanilla” (ACRHV) according to the MEIA.**
- **Measure the corporate carbon footprint for 2019.**
- **Encourage companies using the JCIA or providing services to LAP to comply with applicable environmental standards.**
- **Maintain monthly water and energy consumption standards, lower than the “target” values set internally.**
- **Manage the implementation of the continuous aircraft noise monitoring system (GEMS System) in accordance with the MEIA.**
- **Adequately manage biocontaminated waste in the context of COVID-19.**

This year, it was not possible to comply with some of the activities that are part of our environmental management strategy, due to the restrictions and quarantine measures decreed by the Peruvian government, such as generating results from environmental monitoring and carrying out on-site awareness campaigns.

Policies and procedures

[GRI 102-11]

We have a Quality, Social and Environmental Responsibility Policy, and a Carbon Footprint Policy, which govern our principles and our contribution to sustainable development.

There are also environmental legal requirements that apply to our operations, which we monitor closely for optimal compliance. In addition, since 2003, we have an ISO 14001:2015 certified Environmental Management System which reaffirms our environmental commitment to identify, prevent and mitigate potential negative impacts.

Our environmental management is mainly associated to the regulations of the National Environmental Impact Assessment System - SEIA. In some cases, it is governed by IFC standards and uses, as a reference, the standards of the World Bank (WB) and the World Health Organization (WHO).

In addition, we have a series of maintenance policies:

- **Corrective policy: concrete actions when a failure occurs that affects the operation of the equipment.**
- **Preventive policy: technical measures for the planned maintenance of systems.**
- **Predictive policy: stops defects in early stages. It seeks to take measures before failures occur in the operation.**

With respect to our environmental management evaluation and improvement mechanisms, we have established environmental objectives, which we constantly monitor to identify opportunities for improvement based on the results obtained. These are evaluated through periodic environmental inspections. We also prepared Significant Environmental Aspect Matrices (IAAS) for mapping and updating our impacts, procedures, and controls.

Finally, we have the Environmental and Occupational Safety and Health Committee (CASSO), whose purpose is to create space with contractors for any inquiry or concerns regarding the environment and OHS, as well as to communicate LAP's guidelines to their companies. This committee is comprised of LAP representatives and one representative from each contractor working more than three months under subcontract with LAP during the year, plus one alternate representative.

Environmental awareness

This year, we promoted good environmental practices among our employees through 15 newsletters published on our internal platform and campaigns such as “Earth Hour”.

On the other hand, despite the stoppage of activities since March, we have been working with our suppliers and active contractors to comply with the standards of our Environmental Regulations, maintaining the scheduled inspections.





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3.6.2. Climate change and energy

Energy consumption [GRI 302-1] [GRI 302-2] [GRI 302-3]

As part of our operations, we managed an efficient energy consumption, ensuring its availability and the reliability of the infrastructure. All the electricity we use is supplied by the power concessionaire ENEL.

Our electric energy consumption, in 2020, was significantly impacted as a result of the COVID-19 pandemic. The on/off switching of HVAC equipment and lighting, caused energy consumption to be reduced by 39.0%, compared to 2019, with normal operations.

On the other hand, the kwh/pax consumption indicator, involving the number of passengers, declined dramatically during the stoppage of operations, maintaining only a base energy consumption of about 30.0% of that expected.

The distortion in this indicator will continue until similar passenger values were resumed.

LPG consumption

Regarding LPG consumption, in 2020, the substantial reduction observed is explained by the operational restrictions caused by the COVID-19 pandemic, resulting from inoperability of commercial users that use LPG stoves. Total consumption was as follows:

The distortion in this indicator will continue until similar passenger values were resumed.

COMPONENT	2018	2019	2020	META 2020
Energy consumed (kwh) for airport operation, in offices and concessionaires	36,755,291.40	39,381,355.00	24,995,442.13	24,500,772.61
Total energy consumption (HFP)	30,253,646.40	32,444,517.70	20,583,457.67	20,210,687.33
Total energy consumption (HP)	6,501,645.00	6,936,837.30	4,411,984.46	4,290,085.28
Total energy consumption per passenger (kwh/pax)	1.66	1.67	3.56	
% reduction/increase in energy consumption per passenger		>0.6%	>113.2%	

*These results include LAP Project's campsite consumption, since it is currently connected to the same network. This consumption is minimal.

This year, in the face of a dramatic decrease in passenger flow, it is not possible to make a comparison with respect to the proposed goal or the 2019 results.

Energy consumption is 1.0% below the projected goal for the year and the percentage per passenger is considerably high due to the health emergency.

We expect that next year, the indicators will resume, without distortions, in order to continue managing this issue. Also, this year, we completed the project to replace 4 rooftops equipment, improving their efficiency and increasing the availability rate.

These units allowed energy savings of about 20.0%, between the months of January and February 2020, as compared to 2019.

COMPONENT	2018	2019	2020	GOAL 2020
Total fuel consumption (Gal LPG)	112,270.20	109,652.52	30,156.20	
Total electric energy consumption (kWh)	36,755,291.40	39,381,355.00	19,984,530.47	24,500,772.61
Total cooling energy consumption (kWh)	13,267,924.00	13,668,943.00	6,918,439.00	8,584,669.00



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Corporate carbon footprint

[GRI 303-4] [GRI 305-1] [GRI 305-2] [GRI 305-5]

LAP has a Carbon Footprint Policy, which establishes our commitment to reduce our GHG emissions and to measure our corporate carbon footprint.

Every year, we carry out this measurement according to ISO 10464-01 principles and the GHG Protocol. The calculations are performed using the methodologies mentioned in the guidelines for the preparation of national inventories of the Intergovernmental Panel on Climate Change (IPCC).

Our 2019 Corporate Carbon Footprint calculation includes the following gases: carbon dioxide (CO2), methane (CH4) and nitrous oxide (N2O). The Global Warming Potential (GWP) rates were extracted from the IPCC Fifth Assessment Report (AR5). We also applied the operational control approach to delimit GHG quantification.

In 2020, we carried out the verification of the third part of the 2019 corporate carbon footprint calculation, obtaining the conformity of the SGS audit team. We thus obtained a carbon footprint of 5,653 tCO2e, with 12.6% corresponding to Scope 1 emissions and 87.3% to Scope 2 emissions.

COMPONENT	2018	2019
Total GHG Emissions (tCO2 eq)	5,262	5,653
Scope 1 (tCO2 eq)	843.98	714.98
Scope 2 (tCO2 eq)	4,417.77	4,937.84

With respect to biogenic emissions, we generated a total of 11.66 tCO2 eq from biomass combustion of the total CO2

As specific parameters of the organization, we took the total number of passengers registered during 2019. The estimated GHG emissions intensity for 2019 was 0.0002393 tCO2 eq/pax.

To finalize the 2019 carbon footprint measurement process, we registered our results corresponding to 2018 (base year) and 2019, in the “Carbon Footprint Peru” platform of the Ministry of the Environment (MINAM) being recognized as one of the more than 100 companies in this program.

In January 2020, we obtained Airport Carbon Accreditation (ACA) Level I, a certification that maps the reduction, optimization and neutralization of carbon emissions. Due to the current situation, its validity was extended until 2022, which gives us time to continue improving our processes and apply for Level II.

3.6.3. Noise management

In 2020, within the framework of the commitments established in the MEIA, we implemented the Aircraft Noise Monitoring System (GEMS System).

This project consists of the implementation of 10 noise monitoring stations in the areas of direct and indirect influence of the JCIA, interconnecting them with a real-time aircraft location system. For this year, we have installed 2 GEMS noise monitoring stations inside the airport and 1 outside the airport, which corresponds to the goal set for Phase II of the implementation of the GEMS System. These stations were integrated with LAP’s noise servers with information from aeronautical operations.

We also began negotiations with the municipalities of Callao and San Miguel to obtain authorizations to install the remaining stations in public areas of those districts, as well as the search for potential sites for the installation of stations in private areas.

As part of the MEIA, LAP committed to promote the creation of a Technical Noise Committee for the Mitigation of Aircraft Noise, which was formed on July 30, 2020, and is composed of the Peruvian Corporation of Airports and Commercial Aviation (CORPAC), the Regional Government of Callao (GORE), the Municipality of Callao, the General Directorate of Environmental Affairs (DGAAM) of the MTC, the DGAC, MINAM, the airlines Aeromexico, Aerolineas Argentinas, Air Canada, LATAM, Sky Airlines, Plus Ultra, Spirit Airlines, Interjet, Jetblue, Atsa, Avior Airlines, Iberia, Aerolineas





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Vive Peru, Viva Air/Colombia.

The purpose of this committee is to address the management of aircraft noise in a collaborative, proactive and purely technical manner and to propose measures or recommendations that may contribute to its mitigation, for a harmonious coexistence with the environment.

All the members of the committee recognize that a balance between the development of the industry and its environment cannot be achieved in isolation. For this reason, they have all committed themselves to joint efforts to address and establish effective measures from their own competences.

3.6.4. Air quality

During 2020, we monitored air quality on a quarterly basis for the construction stage, in line with MEIA commitments.

We also applied measures for the prevention and mitigation of impacts on the air quality, as established in the MEIA’s Environmental Management Strategy. It is worth mentioning that the LAP Project’s environmental team leads the monitoring and follow-up of the results obtained for air quality.

The results obtained in this monitoring are reported to the DGAAM in the reports on compliance with environmental commitments. We monitor the referential parameters according to the Environmental Quality Standards for Air (EQS - Air), established by the MINAM.

During 2020, air quality remained within the established parameters, except for the last quarter, when one of the four monitored stations showed concentrations of particulate matter higher than the EQS mentioned. The causes of this measurement are related to vehicular traffic and industrial activities near the station.

The results of continuous monitoring show that in regular conditions, air quality is within the concentrations established in the EQS. The following table shows the average results for each air quality parameter per monitoring station, obtained during 2020:

PARAMETERS	PM-10	PM-2.5	BENZENE	SULFUR DIOXIDE	NITROGEN DIOXIDE	CARBON MONOXIDE	OZONE	HYDROGEN SULFIDE	LEAD
MONITORING STATION									
AIR-2 Station	34.96	16.24	0.89	12.02	19.40	2262.34	25.16	13.69	0.02
AIR-5 Station	57.07	20.37	0.89	12.94	30.15	2524.66	21.65	16.09	0.03
AIR-6 Station	102.23	71.14	0.89	18.53	15.28	2521.84	24.33	31.42	0.07
AIR-7 Station	44.18	19.43	0.89	8.37	13.37	3002.69	21.07	11.56	0.01
EQS	100	50	2	250	200	10 000	100	150	1.5
Units	µg/m3	µg/m3	µg/m3	µg/m3	µg/m3	µg/m3	µg/m3	µg/m3	µg/m3

Meanwhile, among the main innovations are the installation of air purification devices through photocatalytic oxidation in the ducts of the 25 rooftops units that supply air conditioning to the passenger terminal. In addition, in the elevators of the central building, air purifiers were installed with UV-C technology and special filters that disinfect the air and return it purified to the environment, performing air purification cycles automatically and guaranteeing a complete cleaning action.





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3.6.5. Waste management

[GRI 301-1] [GRI 306-2] [GRI 306-4]

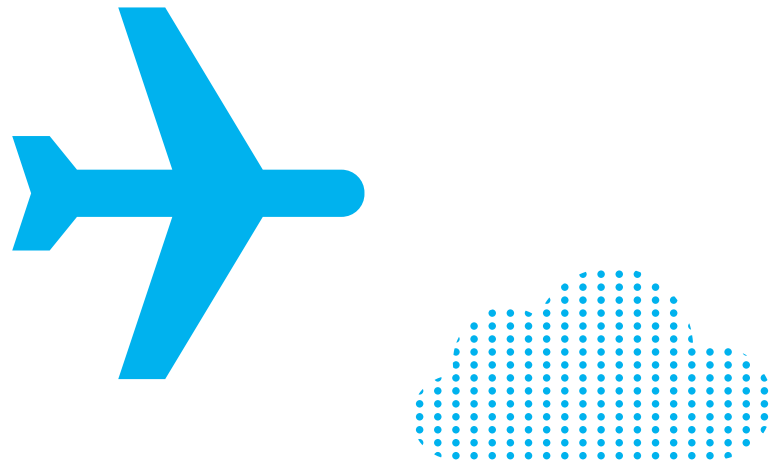
One of the priority aspects of our environmental management is the proper handling of potentially hazardous and non-hazardous waste, avoiding health safety risks for our customers and visitors. At LAP, this management is based on our guidelines and regulations under the General Waste Law (Legislative Decree N°1278) and its regulations (Supreme Decree N°014-2017-MINAM).

This year, our goal was to maintain and encourage segregation and recycling activities within the airfield and maintain the recycling percentage of common waste close to 15.0%.

Due to government restrictions, we obtained an annual average recycling rate of 14.8% of total common waste.



THE PROPER MANAGEMENT OF POTENTIALLY HAZARDOUS AND NON-HAZARDOUS WASTE IS OF PARAMOUNT IMPORTANCE IN OUR ENVIRONMENTAL MANAGEMENT



TYPE OF WASTE	DEFINITION	TREATMENT
Potentially hazardous waste	Waste from international flights (potentially biocontaminated).	They are treated in the autoclave. This waste may contain pathogens that affect sanitary safety and may transfer potential diseases to the population. For proper disposal, they are sterilized and taken to the sanitary landfill.
Hazardous waste	Toxic, corrosive, reactive, flammable, explosive, radioactive and infectious wastes such as materials contaminated with hydrocarbons, used vegetable oil, kitchen grease traps, used fuel, among others.	They are temporarily stored in the sanitary block under safe conditions and preventive measures. Subsequently, they are transported to a secure landfill.
Non-hazardous waste	Airport waste such as plastic, paper, glass, among others. Due to their characteristics, they may or may not be destined for recycling.	They are segregated in the sanitary block considering the material they are made of. Those that can be recycled are sent to a recycling plant and the rest are transported to authorized landfills.





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In the context of COVID-19, for the stage involving generation and proper segregation at source of biocontaminated waste, exclusive garbage cans were installed under the Ministry of Health (*MINSA*) regulations.

With respect to collection and transportation, exclusive routes were created for the collection of this waste, to prevent cross-contamination. Finally, it was subjected to a treatment in our autoclave machine. A total of 1.91 tons of biocontaminated waste generated at the terminal were treated prior to final disposal in landfills authorized by *MINAM*.

In addition, we optimized the terminal’s internal and external solid waste collection routes, and placed garbage cans for biocontaminated waste in different parts of the airport.

Hazardous waste was handled under the current regulations and transported by a solid waste collection company (*EO-RS*) authorized by *MINAM*. In 2020, the *EO-RS* transported a total of 163.42 tons of hazardous waste and 242.90 tons were treated. In turn, 22.19 tons of the total hazardous waste were reused.

With respect to common waste, out of a total of 1106.47 tons, 161.11 tons corresponded to airlines, 10.43 tons to public institutions, 253.17 tons to LAP and 681.79 tons to concessionaires.

Waste disposal methods

ELIMINATION METHODS	TOTAL WEIGHT OF HAZARDOUS WASTE (TONS)	TOTAL WEIGHT OF NON-HAZARDOUS WASTE (TONS)
Reuse	22.91	N.A.
Recycling	N.A.	163.42
Landfill	141.06	1185.96

* Regarding to the waste elimination, the methods used are composting, recovery, energy recovery included, incineration (massive combustion), deep well injection, non-storage in-site. REVISAR

Total waste generation (tons)

TYPE OF WASTE		2018	2019	2020
Non-hazardous	Not recoverable	2,798.37	2,800.18	943.06
	Recoverable	465.34	546.05	163.42
Hazardous		1,443.73	1,297.18	404.41
Potentially hazardous				2.46
TOTAL		4,707.44	4,643.41	1,513.35

1,513.35
TONS
of waste generation
by 2020

In 2020, there was a 72% reduction in total waste generated at the JCIA, compared to the same date in 2019, owing to the restriction of domestic and international flights, because of the sanitary emergency, that caused a low flow of passengers and the temporary closure of commercial establishments in the terminal. However, despite the

pandemic, we have continued providing uninterrupted waste management services, strengthening the segregation, and recycling activities of common waste.





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3.6.6. Water and biodiversity

Water consumption

[GRI 301-1]

Our supply comes from groundwater from 2 deep wells with alternating operation. The table below shows the consumption volume of the airport for the last three years:

	2018	2019	2020
Amount of water consumed per capita (in liters or m3/pax)	30.24	30.57	47.09
Total amount of water consumed (in m3)	669.217	722.248	326.274



Due to the COVID-19 emergency context, we implemented the inspection, evaluation and shutdown of all passenger terminal systems that would not be used during the operational shutdown.

For 2020, the liter/pax consumption indicator was negatively affected by the closure of operations. This is due to the fact that it involves the number of passengers decreasing dramatically during the first months of the pandemic, maintaining a base water consumption of around 25%. Therefore, this year, we consider as an indicator the ratio of actual consumption per month (m3)/planned water consumption per month (m3):

	OPEN AIRPORT		GOVERNMENT RESTRICTIONS					GRADUAL OPENING OF THE AIRPORT				
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Projected Water Consumption (m3)	66,561	60,516	56,830	58,979	61,172	57,598	59,022	22,278	28,625	28,308	29,359	32,458
Actual water consumption (m3)	57,781	55,327	44,461	15,902	13,988	14,172	18,721	20,081	18,236	22,554	24,929	28,717
Ratio <1	0.87	0.91	0.78	0.27	0.23	0.25	0.32	0.90	0.64	0.80	0.85	0.88

Ratio = actual total water consumption (m3)/ planned water consumption (m3)

Biodiversity

As part of our environmental management, we consider the impacts on biodiversity resulting from the JCIA operations within our concession area.

Wetland environmental compensation

From our operation area, we lead the execution of the Environmental Compensation Plan (PCA). This project seeks to restore 69.1 hectares in the Ventanilla Wetlands Regional Conservation Area. In this regard, in February, we signed the "Interinstitutional Cooperation Framework Agreement" with the Regional Government of Callao.

Phase I includes the development of conceptual engineering, basic engineering, and preparation of procurement documents for Phase II of the compensation process, for which we rely on both current environmental laws and IFC standards. We started Phase I in November 2020 and it will be completed, according to schedule, in May 2022.

Phase II will involve detailed engineering and execution of the PCA, which involves restoration - construction, conservation, wetland monitoring, among others.

3.7.

JCIA EXPANSION PROJECT

We continue working on providing Peru with quality infrastructure that may position the airport internationally and establish it as the region's hub.

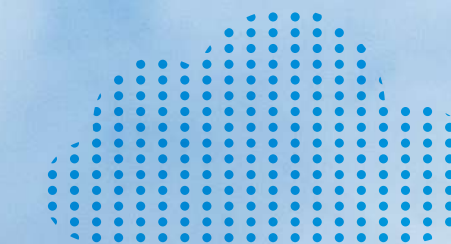
100% of the Airside
in execution

Winner of the

**Antonio Brack
Egg Award 2020**

15,000

Direct and indirect
workers on site



3.7.1. The Expansion Project

The JCIA Expansion Project is one of the main drivers of the country's economic reactivation in the current economic situation.

To date, the project is structured as follows:

COMPONENT	PACKAGE	DESCRIPTION
Airside	Preparatory work	Preliminary work for the preparation of the work packages
	Package 1 (WP1)	Cleanup, clearing, biological salvage and demolitions
	Package 2.1 (WP2.1)	Execution of the new control tower, rescue base and other buildings
Landside	Package 2.2 (WP2.2)	Construction of the second runway, taxiways.
	Package 3 (WP3)	Construction of the new terminal, parking aprons and access routes
	Package 4 (WP4)	60 kV electric line and 60/20kV Provisional Substation

*The table shows the main packages; however, the project includes supplemental minor agreements.



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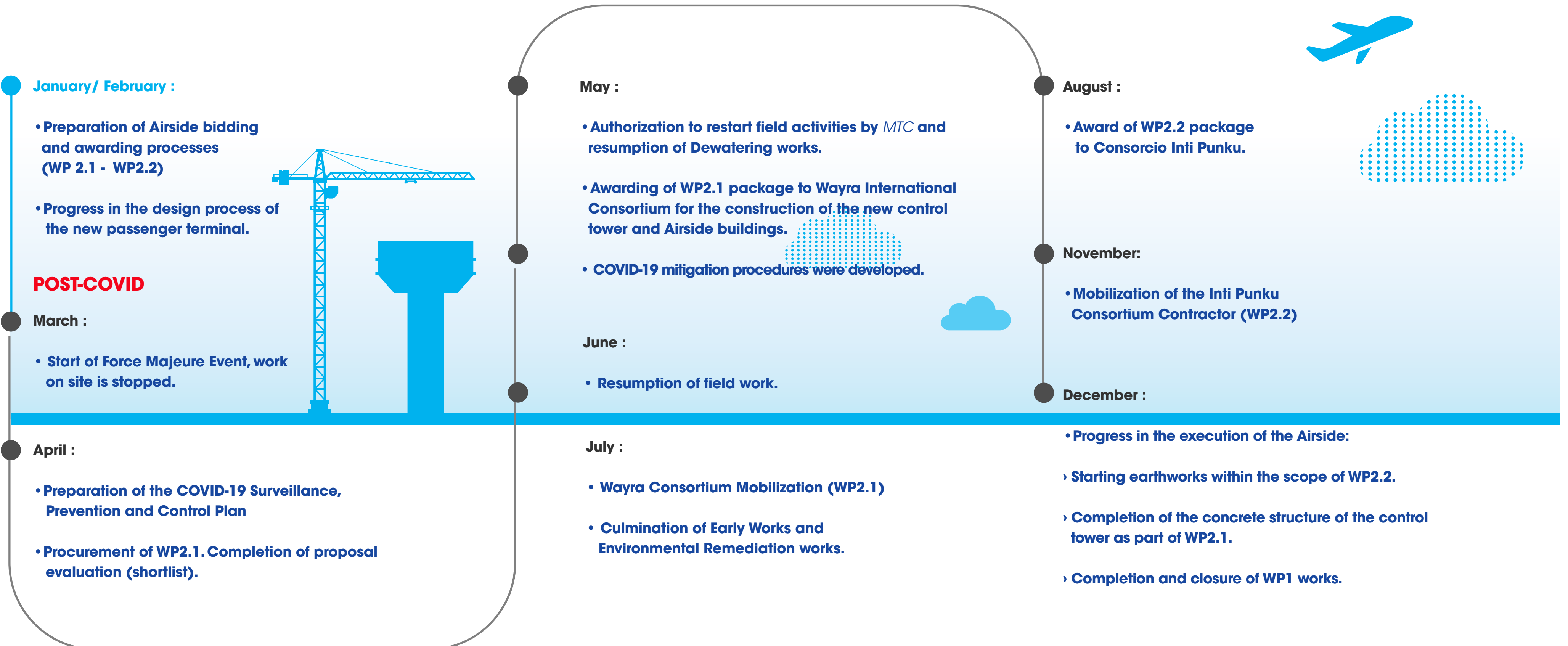
The execution of field activities of the JCIA Expansion Project were interrupted due to the state of national emergency, constituting a Force Majeure Event (FME) under the Concession Agreement.

This FME has had several impacts on the project: the suspension of field activities, the increase in insurance policies, cases of personnel with COVID-19, and complications encountered during the mobilization of equipment in the field. However, despite the situation, ongoing work

was maintained in the bidding process for packages and the terminal's strategy.

During the year, we focused on completing the early works, finalizing the Airside design and awarding processes, adapting the Landside design to the new needs of the sector, and completing the remediation of environmental liabilities.

DESPITE THE ECONOMIC
SITUATION, ONGOING WORK
WAS MAINTAINED IN THE BIDDING
PROCESSES



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Main achievements of the project in 2020



Quality management in the project is compliant with ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. Compliance was assessed in 2020, through 31 internal audits to the different areas (functional groups) of the project.

- Completion of Early Works
- Completion of Airside design (new tower and second runway, among others).
- Awarding of 100% Airside
- Work Package N°1 successfully completed by the Nuevo Limatambo Consortium.
- Optimization for Landside design to suit the new aviation in post COVID-19 context.
- Implementation of the Environmental Management System based on IFC and ISO 14001 requirements.
- Completion for the remediation of 294 environmental liabilities, identifying this activity as a best practice for the public sector.
- Execution of the biological rescue of wildlife, transferring endangered species to the Ventanilla Wetlands.
- Implementation of the Archaeological Monitoring Plan in coordination with the Ministry of Culture.
- Installation of the Santa Rosa quarry, which enables the processing of rock material that will later be used in WP2.2 for the construction of the new runway.
- Enabling the evacuation route for the residents of neighboring communities: Daniel Alcides Carrión and Francisco Bolognesi.
- Implementation of the Environmental Monitoring Committee with the participation of the ADI neighbors.



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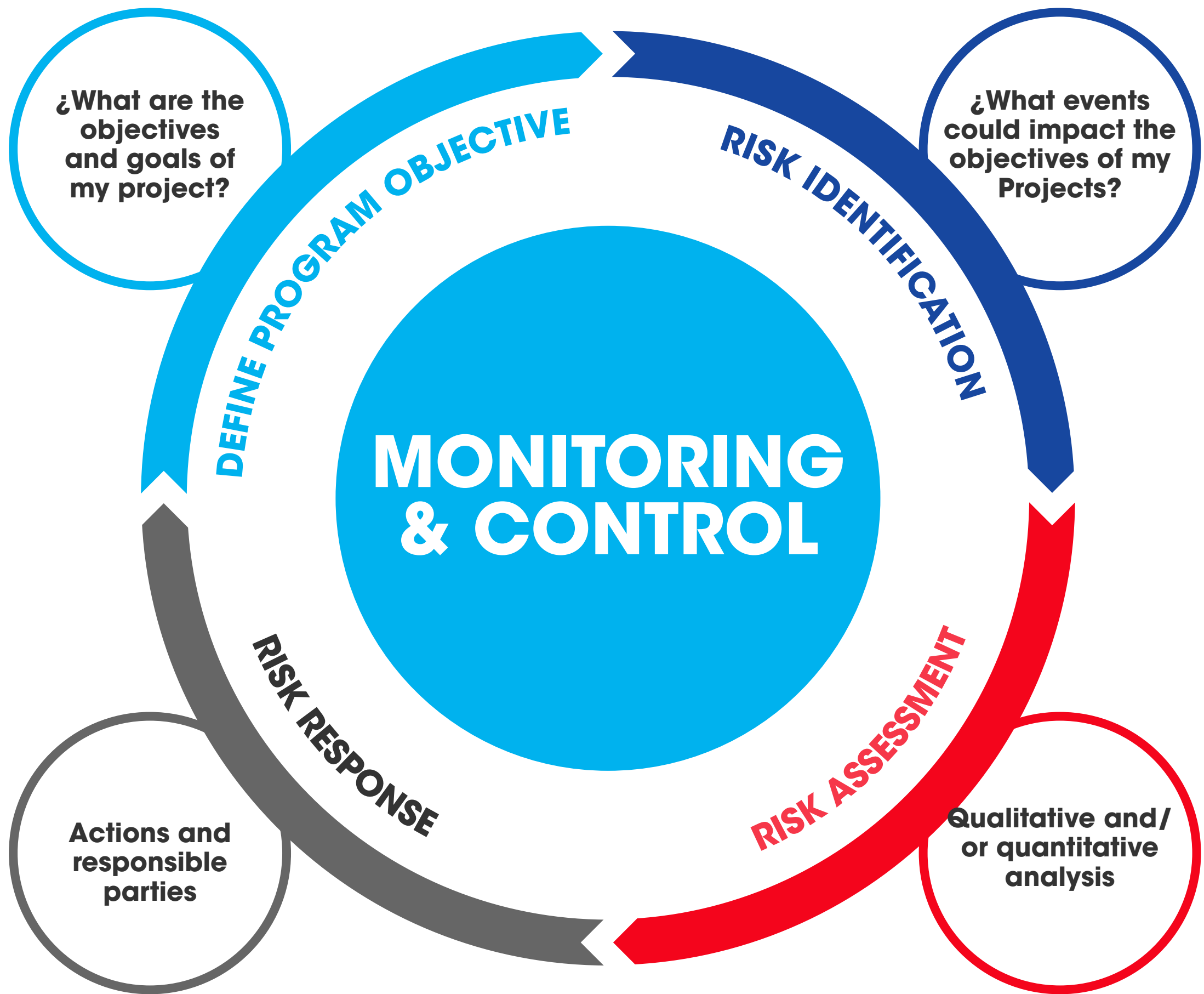
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3.7.2. Risk management

Project risk management involves both employees and contractors of the large packages. During the 2020 period, we conducted more than 20 risk update workshops with Landside and Airside Program Managers and risk owners. During the workshops, risks were reviewed and updated, action plans were monitored, and the first Quantitative Cost Risk Analysis (QCRA) workshop was held to validate the Landside estimate.

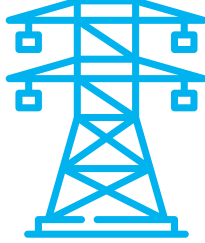


3.7.3. Planning for the design of the new terminal

Networks and Services

During 2020, the design requirements that will guide the definition and execution of the new terminal were defined. The distribution of services that will feed the new terminal is centralized in a building called Utilities Farm, which in turn comprises mechanical, sanitary, electrical and communications facilities.

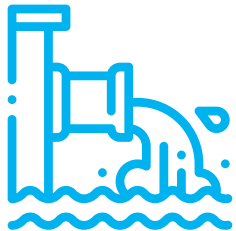
In turn, it has been evaluated that the Project infrastructure will have the following efficiency measures in the design for the use of resources:



Energy consumption systems of the Terminal Building, under the ASHRAE 90.1 standard, which establishes best practices for energy efficiency in building enclosure¹⁰, air conditioning equipment, electrical equipment, lighting, motor efficiency, among others.



Use of water-saving equipment in the restrooms of the terminal building.



New domestic and non-domestic wastewater treatment plant to treat effluents from the Terminal Building, Utilities Farm, Airside Building and aircraft parking apron.



Supply of water demand from groundwater wells that do not increase the water stress of neighboring communities.

¹⁰ Enclosure: refers to the shell and the façade of a building or any other element which separates it from exterior.

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Other sustainability considerations

- The building façade will be designed to meet the safety requirements for the climate conditions of the area: weather protection and thermal, humidity and acoustic performance; as well as to consider security, protection, resistance to accidental damages and vandalism.
- In terms of accessibility, all buildings will consider the diverse needs of people with disabilities and reduced mobility, not only in respect of physical space planning, but also as to systems and information, such as FIDS (Flight Information Display Systems) in audio, braille for visually impaired people, among others.
- The project will have a campus-wide bus system integration tool, called Enterprise Service Bus (ESB), which will allow the exchange of information between different groups of systems in a standardized way. This system will be previously implemented by LAP at the existing airport.

3.7.4. Environmental management challenges

We comply with the commitments for the construction stage established in the Environmental Management Instrument, approved by the national authority of the National Environmental Certification Service for Sustainable Investments (*SENACE*), compliance with applicable national environmental legislation and the IFC Performance Standards, compliance with environmental licenses and permits required for the Project, and the requirements of the environmental authorities *DGAAM*, *MTC* and *OSITRAN*. The state of emergency also had impacts on environmental management, mainly related to the management of biocontaminated waste, changes in the biological rescue schedule, suspension of archeological monitoring, and precision and change to the Environmental Management Instrument.

During the year, we implemented and maintained environmental control measures in all construction activities in order to prevent, control, mitigate and correct the possible adverse impacts generated in the development of the activities. The programs were as follows:

1

Preventive, corrective and mitigation measures for environmental protection and proper environmental management, such as inspections programs, the Solid Waste Management Program, the Effluents Program, the Air Emissions Management Program, among others.

2

Environmental management of auxiliary areas and storage of excess material for environmental control during the land clearing process. Temporary office modules were improved; water was supplied in jerrycans and boxes; and collection points for solid waste, etc. were implemented.

3

Water resource management to control and monitor the amount of water used for irrigation of accesses and wetting of the material to be transported.

4

Management of atmospheric emissions and noise, through the dispersion of particulate matter derived from the passage of vehicles, speed reduction signage, inspections of all equipment, machinery, and vehicles, among other measures.

5

Wild flora management through the inventory of trees and shrubs. In addition, plant debris was removed from approximately 1.1 million square meters of area and, in turn, 2.1 million tons of organic material were stockpiled in the Organic Material Deposit (OMD).

6

Wildlife management, such as driving away birds and biological rescue of herpetofauna, releasing 124 rescued individuals of the *Sternocercus Modestus* species in the Ventanilla Wetlands Regional Conservation Area.

7

Execution of the Archaeological Monitoring Plan as part of the commitments assumed with the Ministry of Culture, identifying 5 chance discoveries of archaeological evidences. LAP personnel and contractors were also sensitized and trained on an ongoing basis on the procedures to be followed.

In order to achieve the execution of all these programs, it was essential that our employees and contractors internalized a culture of protection and care for our heritage. They are our allies in the conservation of our environmental and cultural heritage.





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2020 ANTONIO BRACK EGG AWARD

This year, we achieved the Antonio Brack EGG recognition, thanks to the great efforts of our environmental management. We applied for two projects in the Clean Peru and Natural Peru categories.

Environmental Liability Management of the JCIA Expansion Project:

We sought to minimize the negative environmental impacts caused by the environmental liabilities that affected the JCIA Expansion Project lands, which were generated by past informal activities. The remediation of the liabilities contributed to the significant improvement of the environmental quality of the impacted area, also benefiting the health and well-being of the surrounding community, which enabled the execution of the works for the expansion of the main air terminal in the country.

The most outstanding remediation aspects were:

- **Recovery of material for reuse on the land, extending its useful life.**
- **The plots of land were cleaned up and free of contamination, contributing to the improvement of environmental quality.**
- **Incorporation of local workforce.**
- **Collaborative work between the environmental authority and LAP.**



Photo: Anton Aramayo - Program Director LAP, Samuel Valera - Coordinator for Environment - LAP,
Milagros Paredes - Chief Development and Sustainability Officer

“

WE WERE RECOGNIZED WITH
THE NATIONAL ENVIRONMENTAL
AWARD ANTONIO BRACK EGG



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3.7.5. The project team

As project activities resumed, the search for professionals and the hiring of new personnel continued.

In 2020, there were 26 new hires for LAP Project. Altogether, the execution of the works employed close to 1,500 workers through contractors and own personnel, working in day and night shifts.

The workers participated in the trainings activities implemented at a transversal level, since training limited to the project could not be given in view of the urgency of the situation. A new space called “Project Talks” was implemented, making available to everybody in LAP, the contents given by experts from the Project team. In total, we held 6 talks on the Expansion Project.

The team’s Occupational Health and Safety management underwent radical changes, focusing on providing safe conditions to avoid spreading COVID-19, as well as establishing adequate medical surveillance of positive cases. These mechanisms were detailed in the Plan for Surveillance, Prevention and Control of COVID-19 in the workplace.

“

OUR EMPLOYEES
PARTICIPATED IN THE TRAINING
ACTIVITIES IMPLEMENTED AT A
TRANSVERSAL LEVEL





04

ALIGNMENT TO STANDARDS





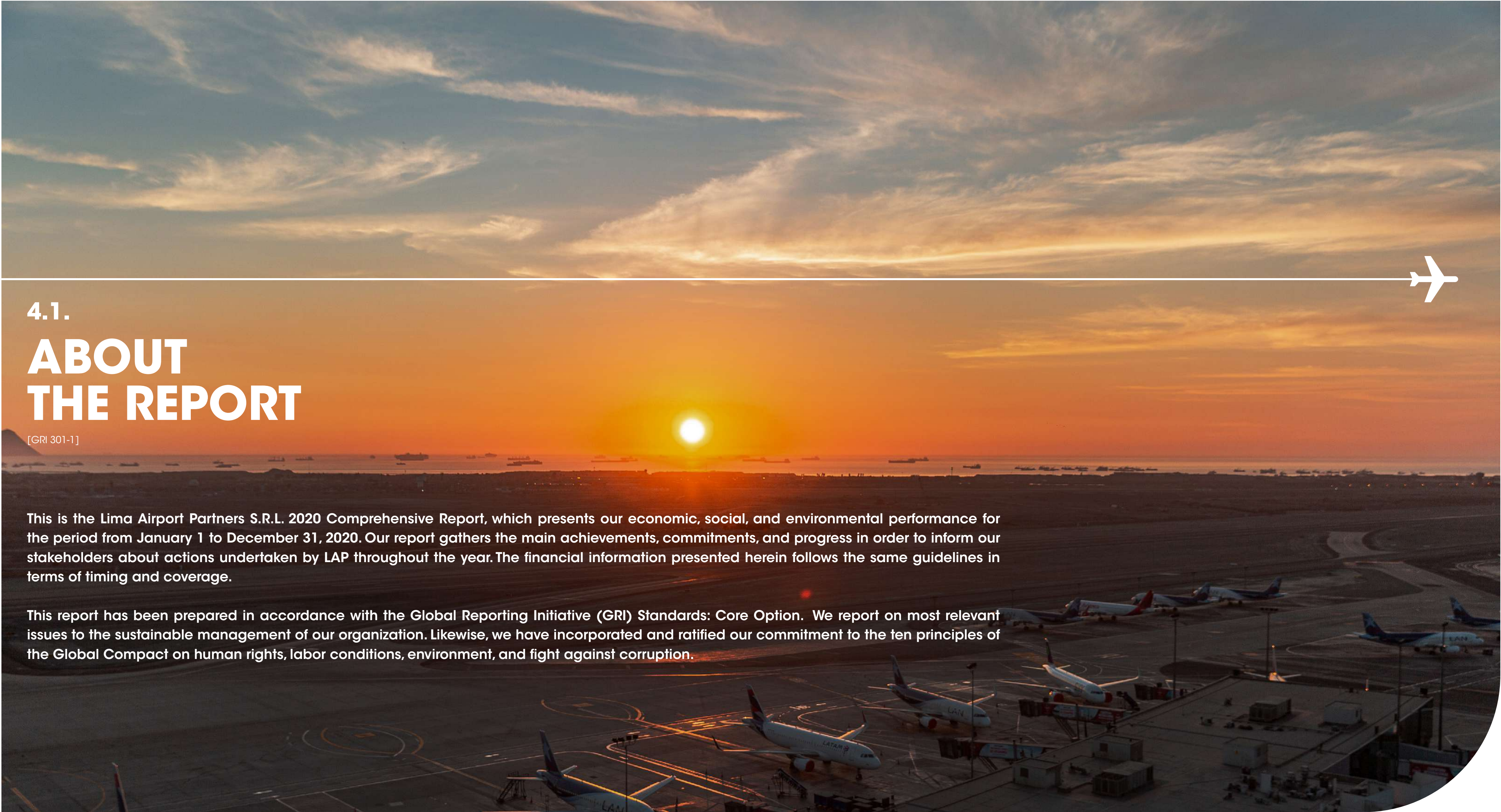
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4.1.
**ABOUT
THE REPORT**

[GRI 301-1]

This is the Lima Airport Partners S.R.L. 2020 Comprehensive Report, which presents our economic, social, and environmental performance for the period from January 1 to December 31, 2020. Our report gathers the main achievements, commitments, and progress in order to inform our stakeholders about actions undertaken by LAP throughout the year. The financial information presented herein follows the same guidelines in terms of timing and coverage.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option. We report on most relevant issues to the sustainable management of our organization. Likewise, we have incorporated and ratified our commitment to the ten principles of the Global Compact on human rights, labor conditions, environment, and fight against corruption.



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4.2. CORPORATE SUSTAINABILITY

[GRI 102-42] [GRI 102-43] [GRI 102-44] [GRI 102-47] [GRI 102-49]

Materiality

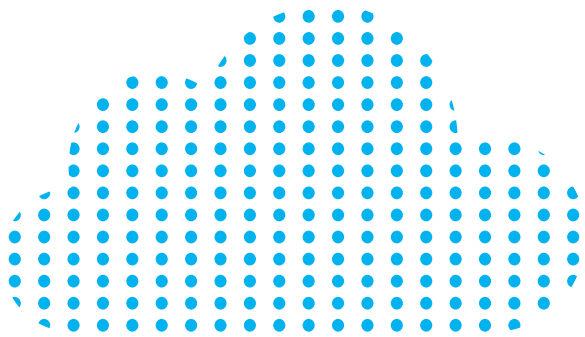
The preparation of this report is based on the definition of the most important issues for our management in the social, environmental and governance areas. At the beginning of 2020, we conducted a new materiality analysis based on the following 2 dimensions:

- Internal relevance (significance to the organization)

We identified an initial list of relevant sustainability issues from a review of the standards in industry and in leading and benchmarked companies. This was assessed through a collaborative panel with 24 LAP leaders and interviews with LAP management, identifying impacts.

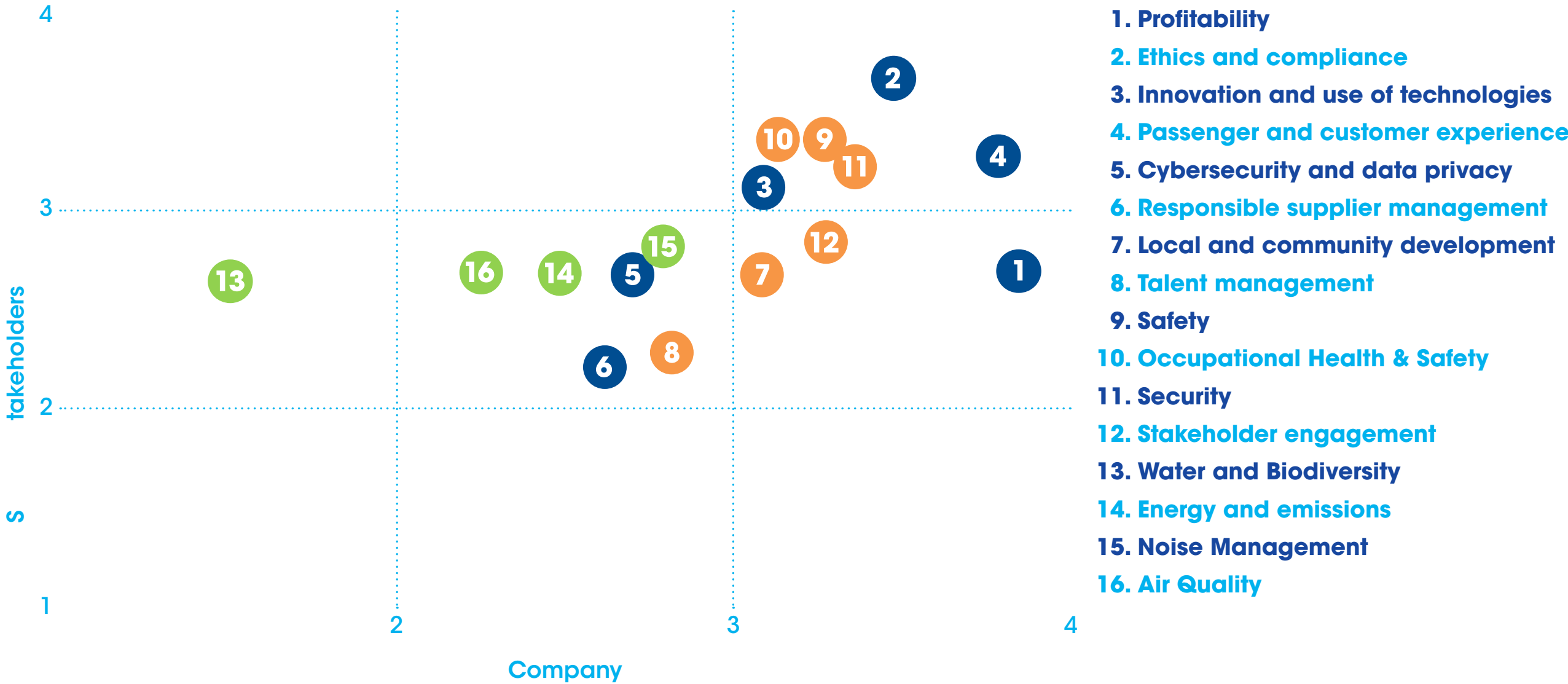
- External relevance (stakeholders)

We collected information directly from our main stakeholders, including 43 participants, developing 4 panels and assessing them with the issues on the list.



Based on these two dimensions, we prioritized the issues in a dispersion matrix, with the following results:

Lima Airport Partners materiality matrix





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In the context of COVID-19, it was necessary to examine the impact of the pandemic on material topics. Based on this analysis, two new topics were considered material: Profitability and Stakeholder Relationship, while Waste Management was included in the analysis.

In base of this final list of topics, we have prepared our 2020 Comprehensive Report, setting out our corporate management throughout the year.



Material issues of Lima Airport Partners

ESG TOPICS	DIMENSION	DESCRIPTION	COVERAGE ¹¹
1 4. Passenger and customer experience	Economic	Achievement of excellence in passenger and user experience.	Internal and external: management, operation and maintenance of the infrastructure, as well as the companies providing passenger services.
2 2. Ethics and compliance	Economic	The company prevents and manages the risk of corruption (corruption, bribery, conflict of interest and other related risks) at every level and complies strictly with applicable laws and regulations.	Internal and external: management of the company, as well as compliance standards of the consortiums or suppliers of the project and contractors of the current operation.
3 11. Security	Social	Securing the airport from unlawful interference.	Internal and external: management, operation and maintenance of the infrastructure, as well as the entities ensuring its safety.
4 9. Safety	Social	Protecting airport operations by preventing incidents and accidents derived from the operation, including actions during emergency, rescue, and natural disasters.	Internal and external: management, operation and maintenance of the infrastructure, as well as the companies operating at the airport.
5 10. Occupational health	Social	Protecting people working at the airport by preventing incidents and occupational accidents.	Internal and external: management, operation and maintenance of the infrastructure, as well as the companies of the airport community
6 3. Innovation and use of technology	Economic	Using technology to ensure more efficient and safer processes in the current and future terminals.	Internal and external: management and operation of infrastructure and services to customers, passengers, and members of the airport community, especially in the passenger flow process.

¹¹ Internal coverage is determined when the impact occurs inside the organization and its management affects the organization itself. External coverage is determined when the impact occurs outside the organization and involves other actors outside the scope of the business.



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GRI STANDARD	CONTENT	PAGE NUMBER	OMISSION
General Disclosures			
GRI 102: General Disclosures 2016	102-1: Name of the organization	Section: About the company	NO
	102-2: Activities, brands, products, and services	Section: About the company; Our value proposition	NO
	102-3: Location of headquarters	Section: About the company	NO
	102-4: Location of operations	Sección: About the company / About the report	NO
	102-5: Ownership and legal form	Section: About the company	Limited Liability Company
	102-6: Markets served	Section: About the company	NO
	102-7: Scale of the organization	Section: Our team / Our value proposition	NO
	102-8: Information on employees and other workers	Section: Our team	NO
	102-9: Supply Chain	Section: Responsible supply chain	NO
	102-10: Significant changes to the organization and its supply chain	No changes occurred during the reporting period	NO
	102-11: Precautionary Principle or Approach	Section: Environmental management	NO
	102-12: External initiatives	Section: Local development and communities	Dates of adoption
	102-13: Membership of associations	Section: Local development and communities	Dates of adoption
	102-14: Statement from senior decision-makers	Section: Message from the Chief Executive Officer	NO
	102-16: Values, principles, standards, and norms of behavior	Section: About the company; Ethics and Compliance	NO
	102-18: Governance structure	Section: Good corporate governance	Committees Responsible for ESG topics
	102-40: List of stakeholder groups	Section: Sustainability Management	NO
	102-41: Collective bargaining agreements	Section: Human Rights and Diversity	NO



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GRI STANDARD	CONTENT	PAGE NUMBER	OMISSION
GRI 102: General Disclosures 2016	102-42: Identifying and selecting stakeholders	Section: Sustainability Management / Corporate Sustainability	NO
	102-43: Approach to stakeholder engagement	Section: Sustainability Management / Corporate Sustainability	NO
	102-44: Key topics and concerns raised	Section: Sustainability Management / Corporate Sustainability	NO
	102-45: Entities included in the consolidated financial statements	Section: About the company	NO
	102-46: Defining report content topic boundaries	Section: About the report	NO
	102-47: List of material topics	Section: Corporate Sustainability	NO
	102-48: Restatements of information	Section: Our value proposition	NO
	102-49: Changes in reporting	Section: Sustainability Management /Corporate Sustainability	NO
	102-50: Reporting period	2020	NO
	102-51: Date of most recent report	2019	NO
	102-52: Reporting cycle	Annual	NO
	102- 53: Contact point for questions regarding the report	Anna Sanchez ansachez@lima-airport.com	NO
	102-54: Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the Core Option of the GRI Standards / About this Report	NO
	102-55: GRI Content Index	Section: GRI Content Index	NO
	102-56: External assurance	We do not have policies requiring external assurance of the report.	NO



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GRI STANDARD	CONTENT	PAGE NUMBER	OMISSION
MATERIAL TOPICS / INNOVATION AND USE OF TECHNOLOGY			
GRI 103: Management approach 2016	103-1: Explanation of the material topic and its Boundary	Section: Digital transformation	NO
	103-2: The management approach and its components	Section: Digital transformation	NO
	103-3: Evaluation of management approach	Section: Digital transformation	NO
PASSENGER AND CUSTOMER EXPERIENCE			
GRI 103: Management approach 2016	103-1: Explanation of the material topic and its Boundary	Section: Services of excellence	NO
	103-2: The management approach and its components	Section: Services of excellence	NO
	103-3: Evaluation of management approach	Section: Services of excellence	NO
GRI 416: Customer Health and Safety 2016	416-1: Assessment of the health and safety impacts of product and service categories	Section: Safe and Responsible Operations /Education and Citizenship	NO
GRI 417: Marketing and Labeling 2016	417-2: Incidents of non-compliance concerning the health and safety impacts of products and services	Section: Claims	NO
STAKEHOLDER RELATIONS			
GRI 103: Management approach 2016	103-1: Explanation of the material topic and its Boundary	Section: Sustainability Management	NO
	103-2: The management approach and its components	Section: Sustainability Management	NO
	103-3: Evaluation of the management approach	Section: Sustainability Management	NO



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GRI STANDARD	CONTENT	PAGE NUMBER	OMISSION
ETHICS AND COMPLIANCE			
GRI 103: Management approach 2016	103-1: Explanation of the material topic and its Boundary	Section: Ethics and Compliance	NO
	103-2: The management approach and its components	Section: Ethics and Compliance	NO
	103-3: Evaluation of the management approach	Section: Ethics and Compliance	NO
GRI 205: Anti-Corruption 2016	205-2: Communication and training about anti-corruption policies and procedures	Section: Ethics and Compliance	NO
GRI 205: Anti-Corruption 2016	205-3: Confirmed incidents of corruption and actions taken	Section: Ethics and Compliance	NO
GRI 307: Environmental Compliance 2016	307-1: Non-compliance with environmental laws and regulations	There were no reports	NO
GRI 419: Socioeconomic Compliance 2016	419-1: Non-compliance with laws and regulations in the social and economic areas	There were no reports	NO
PROFITABILITY			
GRI 103: Management approach 2016	103-1: Explanation of the material topic and its Boundary	Section: Profitability	NO
	103-2: The management approach and its components	Section: Profitability	NO
	103-3: Evaluation of the management approach	Section: Profitability	NO
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and distributed	Section: Our value proposition / Profitability	NO
GRI Sector: Airport Operators 2014	AO1: Total number of passengers annually, broken down by passengers on international and domestic flights, and broken down by origin and destination and transfer passengers, including transit passengers	Section: Passengers and companions	NO
	AO2: Total annual number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation, and state aviation flights	Section: Airlines	NO
	AO3: Total amount of cargotonnage	Section: Airlines	NO



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GRI STANDARD	CONTENT	PAGE NUMBER	OMISSION
SAFETY			
GRI 103: Management approach 2016	103-1: Explanation of the material subject and its coverage	Section: Safety	NO
	103-2: The management approach and its components	Section: Safety	NO
	103-3: Evaluation of management approach	Section: Safety	NO
GRI Sector: Airport Operators 2014	AO9: Total annual number of wildlife strikes per 10,000 aircraft movements	Section: Safety (Avian and Wildlife Hazard)	NO
GRI 304: Biodiversity 2016	304-2: Significant impacts of activities, products, and services on biodiversity	Section: Safety (Avian and Wildlife Hazard)	NO
SECURITY			
GRI 103: Management approach 2016	103-1: Explanation of the material topic and its Boundary	Section: Security	NO
	103-2: The management approach and its components	Section: Security	NO
	103-3: Evaluation of the management approach	Section: Security	NO
OCCUPATIONAL HEALTH AND SAFETY			
GRI 103: Management approach 2016	103-1: Explanation of the material topic and its Boundary	Section: Occupational Health and Safety	NO
	103-2: The management approach and its components	Section: Occupational Health and Safety	NO
	103-3: Evaluation of the management approach	Section: Occupational Health and Safety	NO
GRI 403: Occupational Health and Safety 2018	403-2: Hazard identification, risk assessment and incident investigation	Section: Occupational Health and Safety	NO
	403-9: Work-related injuries	Section: Occupational Health and Safety	NO
	403-10: Work-related ill health	Section: Occupational Health and Safety	NO



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GRI STANDARD	CONTENT	PAGE NUMBER	OMISSION
SUPPLEMENTARY TABLE			
204-1	Proportion of spending on local suppliers	Number of total local and international suppliers	Section: Responsible supply chain
308-1	New suppliers that were screened using environmental criteria	Number and percentage of suppliers screened/ EOSHS approved	Section: Responsible supply chain
414-1	New suppliers that were screened using social criteria	Percentage of suppliers that passed EOSHS assurance	Section: Responsible supply chain
404-1	Average hours of training per year per employee	Average number of hours for training per LAP employee, by gender and job category	Section: LAP Talent
404-3	Percentage of employees receiving regular performance and career development reviews	Number and percentage of people assessed on their performance by job category	Section: LAP Talent
404-3	Percentage of employees receiving regular performance and career development reviews	Number and percentage of people assessed on their performance by job category	Section: LAP Talent
401-1	New employee hires and employee turnover	Number and rate of new employee hires and employee turnover during the reporting period, by age group, gender and region	Section: LAP Talent
203-1	Infrastructure investments and services supported	Amount of donations made	Section: Local development and communities
413-1	Operations with local community engagement, impact assessments, and development programs	Percentage of communities covered by development programs	Section: Local development and communities
404-2	Programs for upgrading employee skills and transition assistance programs	Number of employees participating in corporate volunteering	Section: Local development and communities
302-1	Energy consumption within the organization	Amount of energy consumed (kWh) for the operation of the airport in offices and by concessionaires	Section: Climate change and energy
302-1	Energy consumption within the organization	Total energy consumption per passenger (kWh/pax)	Section: Climate change and energy
302-4	Reduction of energy consumption	Percentage reduction / increase in energy consumption per passenger	Section: Climate change and energy



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GRI STANDARD	CONTENT	PAGE NUMBER	OMISSION
SUPPLEMENTARY TABLE			
305-1	Direct (Scope 1) GHG emissions	Total GHG emissions (tnCO2e) - Scope 1	Section: Climate change and energy
305-2	Energy Indirect (Scope 2) GHG emissions	Total GHG emissions (tnCO2e) - Scope 2	Section: Climate change and energy
305-5	Reduction of GHG emissions	Percentage of annual carbon footprint reduction	Section: Climate change and energy
AO5	Ambient air quality levels according to pollutant concentrations in microgram per cubic meter (µg/m3) or parts per million (PPM) by regulatory regime	Local air quality	Section: Air quality
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions	Total measurement of NOx, SOx, PM10, PM2.5 and others	Section: Air quality
306-2	Management of significant waste-related impacts	Quantity of hazardous waste by type of treatment (including biocontaminated)	Section: Waste management
303-5 (2018)	Water consumption	Amount of water consumed per capita (in liters or m3 per passenger)	Section: Water and Biodiversity
303-5 (2018)	Water consumption	Total amount of water consumed (in m3)	Section: Water and Biodiversity



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4.3.

COMPLIANCE WITH THE PRINCIPLES OF THE GLOBAL COMPACT

PRINCIPLES		DESCRIPTION AND REFERENCE IN THE DOCUMENT
Principle 1 "Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence"		• During 2020, Lima Airport Partners sought to ensure that all operations endorse the health provisions decreed by the State. We established a series of preventive measures that prioritized the health and safety of our customers, passengers, and visitors. See: Safe and Responsible Operations • LAP seek to provide our employees with quality of life and decent working conditions. All our employees work full time. See: Our team • We use digital tools to offer talks for mental and physical health care, sports medicine, among others. See: LAP Talent • We modified the Annual Occupational Health and Safety (OHS) Plan and Program during the year to prioritize the implementation of actions and preventive measures against COVID-19. See: Occupational health and safety
Principle 2 "Businesses should make sure that they are not complicit in Human Rights abuses"		• LAP has a Code of Ethics promoting respect for human rights and a channel available for complaints. See: Ethics and Compliance

HUMAN RIGHTS



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LABOR STANDARDS

ENVIRONMENT

PRINCIPLES

DESCRIPTION AND REFERENCE IN THE DOCUMENT



Principle 3

“Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining”

• Employees have the free choice to form and join the Single Union of Workers of Lima Airport Partners (*SUTRALAP*). See: Human rights and diversity

• Negotiations with the union remained dynamic even in the context of COVID-19. See: Occupational health and safety

Principle 4

“Businesses should support the elimination of all forms of forced and compulsory labor”

• LAP reject any form of forced labor or child labor, establishing control mechanisms in our Internal Work Regulations. See: Human rights and diversity

• Establishment of remote work as the first option for work continuity, with only the personnel necessary for airport operations. See: Safe and Responsible Operations

Principle 5

“Businesses should support the elimination of child labor”

• We have a strong commitment against child labor, which is reflected in our Internal Labor Regulations. See: Human rights and diversity

Principle 6

“Businesses should support the abolition of discrimination in respect of employment and occupation”

• Since 2020, we have a Diversity & Inclusion Committee that developed our D&I Policy to continue building a diverse and inclusive airport. See: Human Rights and Diversity

• Our Internal Labor Regulations provide rules on equal employment and benefits, such as: allowance, weekly rest periods, working hours, sick days, employment subsidy, profit-sharing, etc. See: Occupational health and safety

Principle 7

“Businesses should support a precautionary approach to environmental challenges”

• We achieved the Antonio Brack EGG recognition thanks to the efforts of our environmental management in minimizing the negative impacts caused by environmental liabilities. See: Climate change and energy

• We have a Quality, Social and Environmental Responsibility Policy, which reaffirms our environmental commitment. See: Environmental Management



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• We seek to address environmental challenges and climate change through an integrated environmental management system, aligning all our projects to the prevention, identification, and mitigation of environmental impacts. See: Climate change and energy

Principle 8
“Businesses should undertake initiatives to promote greater environmental responsibility”

• We promote good environmental practices among our employees through campaigns and internal communications. See: Environmental management

• We train our contractors and concessionaires in environmental issues, working together to comply with the standards of our Environmental Regulations. See: Environmental management

Principle 9
“Businesses should encourage the development and diffusion of environmentally friendly technologies”

• LAP seek to incorporate technological improvements in all our operations that may mitigate environmental impacts (energy consumption, water consumption, gas emissions). See: Environmental protection

ANTI-CORRUPTION

Principle 10
“Businesses should work against corruption in all its forms, including extortion and bribery”

• We have a Code of Business Ethics that establishes principles to which the management of the business is aligned: our principles of action, preventing, among other things, any illicit act of bribery or corruption. See: Ethics and compliance

• In 2020, risk management was strengthened and due diligence processes were implemented for suppliers, customers, and employees. See: Ethics and compliance

• In addition, we implemented an anonymous whistleblower channel and a Risk & Compliance area. During the year, 100% of the complaints have been dealt with. See: Ethics and Compliance



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