

SUSTAINABILITY PROGRAM














Thinking for the long term, acting with responsibility, creating transparency in communications: Munich Airport prepares a report on its efforts in the field of sustainability in accordance with the highest standards.







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




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













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

Material topics	Initiatives	Measures	Status 2017	Measure ends
Company and management				
Compliance and corporate governance	Developing specific initiatives with the support of all Group units	Developing specific initiatives with the support of all Group units	Ongoing	Ongoing
Digitalization	Increasing efficiency and introducing standards	Optimizing electronic storage to increase data transparency, to make data easier to find, and to reduce the required storage volume	75% 	2018
		Digital offerings	Developing new digital products and services	Ongoing
Infrastructure development and sustainable building	Implementing energy-efficient and sustainable construction	Certifying selected buildings according to the standards of the German Sustainable Building Council (DGNB)	Ongoing	Ongoing
		Expanding the five-star airport hotel (Hilton) in the AirSite Center	100% 	2017 [completed]
		AirSite West – real estate development of an Automobile Airport Service	100% 	2018 [completed early in 2017]
		Planning the West 0 hub	Ongoing	2021
		Creating affordable housing for FMG employees in coordination with the municipalities in the region	30% 	2025
Customer focus	Demand-oriented and economic development of airport real estate	Constructing a new Group data center with consideration of carbon neutrality	Ongoing	2020
		Developing, operating, monitoring and coordinating the Group-wide continuous improvement process [passenger satisfaction data, ASQ, dialog management etc.]	Ongoing	Ongoing
Customer focus	Ensuring the necessary quality and efficiency at the Munich Airport site	Continuing and developing the quality and service offensive (5-star program)	Ongoing	Ongoing
		Optimizing the landside mobility products and services for end consumers	80% 	2018
		Providing systems and technologies to safeguard operations and future traffic trends	5% 	2020

Material topics	Initiatives	Measures	Status 2017	Measure ends
Landside access and traffic development	Improving rail access over the medium term	Supporting the Neufahrner Kurve project	100% 	2017 [completed]
		Supporting the planning approval process for the Erdinger Ringschluss (airport-Erding)	80% 	2018
	Improving rail access over the long term	Erdinger Ringschluss: constructing first section to Schwaig	50% 	2021
		Supporting the Walpertskirchener Spange project	Needs-based	2026
Air traffic development	Providing air traffic infrastructure to ensure operation and future traffic development	Implementing delay code analyses (analyses to determine the reasons for air traffic delays)	100% 	2017 [completed]
	Providing procedures, processes, and services to ensure operations and future traffic development	Providing total airport management at Munich Airport (turnaround and traffic flow management process)	100% 	2017 [completed]
Off-campus growth	Implementing the off-campus strategy «Think Big»	Developing the sales organization	50% 	2019
		Investing in consulting firms/forming joint ventures	25% 	2020
	Increasing efficiency and introducing standards	Establishing a customer relationship management tool for off-campus processes	100% 	2017 [completed]
		Documenting and implementing off-campus processes	30% 	2019
Security and safety in aviation	Implementation topics corporate security	Providing product descriptions for off-campus consultancy and management services	75% 	2018
		Designing and carrying out an aviation security conference at Munich Airport	100% 	2017 [completed]
Linking transportation operators (seamless travel)	Smart campus mobility	Improving landside security	100% 	2017 [completed]
		Carrying out a pilot project for autonomous driving at Munich Airport	15% 	2020

Material topics	Initiatives	Measures	Status 2017	Measure ends
Employees and society				
Occupational health and safety and health management	Developing occupational safety management	Introducing a process for recording and assessing employee satisfaction related to occupational health and safety	10% 	2019
	Making workstations more ergonomic by using innovative technology	Using innovative lifting aids in the baggage transportation system in Terminal 1	20% 	2020
	Optimizing occupational health and safety	Establishing a central staff qualification management structure, for instance designing training measures for foreign assignments, or designing online training modules for safety instructions	20% 	2018
		Designing a Group-wide program of measures for the systematic assessment of risks presented by hazardous substances [simple hazardous substance measures issued by the Federal Institute for Occupational Safety and Health]	20% 	2018
	Increasing efficiency	Improving occupational medical services and in-house health management - such as the «Pro.Fit» project at the Airport Rescue and Firefighting service, the musculoskeletal program «AufWind», and the BETSI program.	Ongoing	Ongoing
Employee training and recruitment	Covering the employee requirement qualitatively and quantitatively	Adjusting training options	100% 	2017 [completed]
	Increasing employer attractiveness internally and externally	Relaunching the Group career site as a central landing page for applicants	100% 	2017 [completed]
Equal opportunities and cultural diversity	Covering the employee requirement qualitatively and quantitatively	Making sure that men and women enjoy equal opportunities at management level within the Munich Airport Group	Ongoing	2020
Communicating with social stakeholder groups	Continuing to make sustainability and carbon neutrality a communication priority	Clarifying the sustainability strategy through press relations	Ongoing	Ongoing
	Maintaining and intensifying regional dialog through regular discussions with stakeholder groups	Preparing and hosting a regional reception	Ongoing	Ongoing
	Solidifying engagement in local politics	Speaking personally to local and political representatives in the airport region	Ongoing	Ongoing
	Improving external communications	Maintaining the increased levels of PR work in Munich	80% 	2018
		Redesigning the Visitors Park	100% 	2017 [completed]
Maintaining and intensifying regional dialog through regular discussions with stakeholder groups	Preparing and hosting information events for associations and stakeholders	Ongoing	Ongoing	
Employee satisfaction	Increasing employer attractiveness internally and externally	Strengthening employee retention [for example, through selective internal and external communications and with events for Group employees]	Ongoing	Ongoing
		Improving employment conditions through the new company agreement, «Flexible Working Environment»	100% 	2017 [completed]
		Conducting an employee survey and guaranteeing improvement measures	50% 	2018

Material topics	Initiatives	Measures	Status 2017	Measure ends
Training and skills management	Off-campus HR and organizational development	Enhancing product-based and methodological skills using a special training program for project managers and consultants	100% 	2017 [completed]
		Developing a consulting center of excellence	100% 	2017 [completed]
	Refocusing the Group's in-house professional development center	Redesigning the Airport Academy at AirSite West	50% 	2018
Sustainable procurement	Enhancing strategy development and sustainability management	Continuing to integrate sustainability criteria into supplier management	Ongoing	Ongoing
	Creating transparent supplier and service relationships in the region	Providing information for suppliers/service providers (for example, creating information flyers for potential suppliers and service providers from the region)	Ongoing	Ongoing
		Fostering transparency in existing supplier and service relationships (recording and publishing details of FMG sales in the region)	Ongoing	Ongoing
Collaborating with regional partners	Accepting social responsibility in the non-profit sector (regional support for the fields of sport, social affairs, culture, education, and nature)	Continuing existing sponsorship agreements, examining new project requests on the basis of the FMG sponsorship principles, and continuing intensive dialog with sponsorship partners	Ongoing	Ongoing

Material topics	Initiatives	Measures	Status 2017	Measure ends
Environmental and climate protection¹⁾				
Biodiversity	Establishing and developing environmental management	Voluntary butterfly project within the framework of the Bavarian Environmental Pact [developing and implementing species protection measures for selected butterfly species on FMG areas]	50% 	2020
Communicating with social stakeholder groups		Implementing measures from the «environmental protection public concept» [for example, series of publications on «the environment at the airport»]	Ongoing	Ongoing
Noise emissions and noise control	Accepting responsibility for pollution resulting from air traffic	Designing and enhancing a noise protection strategy [active noise protection, flying procedures e.g. CDA, flight paths, landing charges, passive noise protection, noise protection programs]	50% 	2020
Sustainable use of resources	Establishing and developing environmental management	Recertifying FMG according to EMAS and DIN EN ISO 14001	Ongoing	Ongoing
	Accepting responsibility for pollution resulting from air traffic	Introducing pre-conditioned air systems	100% 	2017 [completed]
Greenhouse gas (CO ₂) and air pollutant emissions	Green IT	Continuing to integrate new measures into the Green IT implementation program	100% 	2017 [completed]
		Procuring new IT equipment, including the latest Energy Star or TCO requirements catalogs, and giving higher priority to energy-saving devices when choosing products in order to continually reduce consumption	100% 	2017 [completed]
	Using renewable energy	Procuring hydroelectric power from the Uppenborn plants	100% 	2017 [completed]
		Procuring green power for customers in Scope 3	10% 	2018
	Becoming carbon-neutral by 2030	Improving energy efficiency in existing stock	30% 	2025
		Developing a concept to make better use of renewable energy from photovoltaic systems	10% 	2019
		Converting the external lighting and apron lighting to LED technology	50% 	2022
		E-mobility: Expanding charging infrastructure and procuring more electric vehicles	20% 	2019
		Developing a carbon charter with specifications and guidelines	70% 	2018

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